

PROCEDURES AND CONDITIONS FOR GROUPS OF VISITORS TO THE ZUIDERZEE MUSEUM

GENERAL

Terms and conditions for visitors

By purchasing an admission ticket, the visitor agrees to adhere to our General Terms and Conditions for Visitors. The complete text of this document is displayed on our website: www.zuiderzeemuseum.nl.

Accessibility

1. Visitors with their own means of transport or touring coach should follow the ANWB signs for the 'Zuiderzeemuseum'. The recommended parking area offers sufficient parking space (€ 5 per car parking fee) and the ferry leaves from this location to the open-air museum. The Museum boats depart every 15 minutes. The trip takes 15 minutes.
2. You can walk from the railway station in Enkhuizen to the indoor or open-air Museum in 15 minutes. A Museum boat also goes to the Museum from the station every fifteen minutes. It first goes to the entrance building in the parking area, where you buy your admission ticket. Then the boat sails to the open-air Museum. This trip takes a total of around 25 minutes.
3. The Museum boats sail every 15 minutes from the open-air Museum back to the station and the parking area. The last boat leaves 15 minutes after closing time.

Duration of the visit

A visit to the Zuiderzee Museum with a group of people will take an average of around 3 to 4 hours for the open-air museum and around 1.5 hours for the indoor museum.

Delays

If your group is going to arrive later than was planned, we request you to contact the museum. We can then decide if it will be possible to adjust the visit you booked. If the delay amounts to more than half an hour, we will be obliged to charge an extra fee. You can contact us during office hours at +31 (0)228-351135.

Museum annual pass

Museum annual passes are not valid in combination with arrangements or discounts.

Group size

Unless stated otherwise, all prices mentioned apply to groups of 20 people or more.

Payment

Cash payment (cash, pin pass, chip card, Euro cheque, or credit card)

If payment occurs via an invoice, €12.50 will be charged for administration costs for sums under € 500.

VAT

All prices mentioned include VAT.

Catering

We supply catering services under the standard catering conditions. These conditions are displayed on our website: www.zuiderzeemuseum.nl. We will also send you the complete catering conditions on request, at no charge.

Dietary specifications

We will be glad to take special dietary specifications or limitations into consideration. Please inform us of these at least two weeks in advance of the visit.

Exact number of people

In connection with our preparations, the specified the number of visitors can be altered free of charge up to a period of two weeks (14 days) prior to your visit. After that, the fee will cover at least this specified number of visitors.

Music

In connection with the relevant permits, only lightly amplified music is allowed in our restaurants. You can request a list of musical suggestions from our Events department.

Cancellation insurance

We advise you to take out cancellation insurance. We shall send you an application form on request. You can also arrange this with your own insurance company. For the conditions of cancellation, please see the standard catering conditions, article 9.4.2.

Guided tour

Maximum number of people

The guided tour of the indoor and open-air museum takes around one hour. The group will consist of a maximum of 25 people for each guide.

Languages

The guided tour can be given in Dutch, English, German, French, Italian (on request) or Spanish (on request).

Educational programmes

Voor whom?

The educational programmes are intended for primary and secondary school pupils up to the age of 17 years. Further information is provided at www.zuiderzeemuseum.nl.

Maximum number of people

In the educational programmes, the group will consist of a maximum of 30 people for each guide.

Programmes

A maximum of 30 children can be engaged in each programme at one time. If you cannot be present at the agreed time, please inform us of this. We shall then decide if your programme can be adjusted. If the delay amounts to half an hour or more, we will be obliged to charge an extra fee. We can be reached at tel. +31 (0)228-351135.

Arrangements

It is not possible to omit parts of the arrangements, although an arrangement can be extended. A minimum of 20 people are required for most arrangements.