

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

See website

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 Museumpark and around 1.5 hours for the Museum.

Delays and Mishaps

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. In the case of any delays or mishaps, you can reach us during office hours at tel: +31 (0)228-351135. Out of office hours, please phone +31 (0)228-351230

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.

Number of participants and cancellations

In connection with our preparations, we need to know just how many visitors to expect. Up to one week (7 days) prior to your event, you can change the number of people for whom you have booked without incurring any extra charges.

If you make changes within this one-week period, or if you cancel the whole event, the following cancellation charges will come into force, in accordance with Article 9.4.2. of the Uniforme Horecavoorwaarden (Standard Catering Terms and Conditions):

- more than 6 months prior to the event: no charge.
- 6 to 3 months prior to the event: 10% of the order value, including the estimated number of drinks.
- 3 to 2 months prior to the event: 15% of the order value, including the estimated number of drinks.
- 2 to 1 month prior to the event: 35% of the order value, including the estimated number of drinks.
- 1 month to 14 days prior to the event: 60% of the order value, including the estimated number of drinks.
- 14 days to 7 days prior to the event: 85% of the order value, including the estimated number of drinks.
- 7 days or less prior to the event: 100% of the order value, including the estimated number of drinks.

We advise you to make use of cancellation insurance. We will send you an application form on request. In this way, you can take out insurance with your own insurance company.

Music

In connection with the relevant permits, only lightly amplified music is allowed. 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

The guided tour of the Museum and Museumpark 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

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.

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.