

Terms & Conditions for Guided Tours and School Visits

These terms & conditions are applicable to visitors reserving a guided tour or school visit at the Van Gogh Museum.

Registration

Guided tours and school visits must be reserved or requested via the website www.vangoghmuseum.nl at least two weeks in advance.

Changes to date of visit

The following terms & conditions apply to changing the date of the visit:

- It is possible to change the date of the visit up to two weeks before the planned visit date.
- When changing the date of the visit, please take into account that a new reservation can only be made for at least two weeks after the present date and based on availability.
- If you would like to change the date of your visit, please send an email detailing your request to reservations@vangoghmuseum.nl.

Changes to group size

- The cost of excess reserved admission tickets will not be refunded.
- The cost of guides reserved for guided tours will not be refunded.
- The cost of reserved multimedia guides will not be refunded.

Cancellation

In the case of cancellation, the cost of guided tours and school visits will not be refunded. If you would like to cancel your visit, please send an email detailing your request to reservations@vangoghmuseum.nl.

No-shows and late arrival

If your (school) group is likely to arrive later than the planned time, please contact the museum by calling +31 (0)20 570 5243. We will then check to see whether there is still room for your group in the museum at your new expected time of arrival. If applicable, guided tours will be cancelled or shortened. In the case of no-shows or

late arrival, the costs of the guided tour or school visit and any admission tickets will not be refunded.

Availability of guides

The Van Gogh Museum always endeavours to ensure the availability of a sufficient number of guides. In the unlikely event that the required number of guides cannot be arranged, you will be contacted prior to your visit to discuss alternative arrangements.

Payment

Payment for guided tours for adults and school visits from outside of the Netherlands is to be settled online at the time of reservation. Various online payment methods are available, such as iDEAL and credit card. It is not possible to pay at the ticket office.

Dutch schools pay by invoice in the month following the visit.

General terms & conditions for visitors

The Van Gogh Museum's general terms & conditions for visitors apply to participation in guided tours and school visits.

Questions?

If you have any questions relating to your reservation, please contact the Van Gogh Museum by calling +31 (0)20 570 5246 (Monday to Friday, 9 am to 5 pm) or by sending an email to reservations@vangoghmuseum.nl.