



**The museum is open again since 18 May. The safety of visitors and employees comes first. It is possible to buy tickets via the museum's website.**

**1. Is the museum open?**

The museum has opened again on 18 May. Go to our website for opening hours.

**2. When can I buy tickets?**

It is possible to buy tickets via the museum website again since 15 May.

**3. Where can I buy tickets?**

Tickets are only available on the museum's website and are sold for a specific time block.

**4. Can I only buy a ticket online?**

Yes. It is only possible to buy a ticket online. This is another measure to avoid contact as much as possible.

Therefore, no tickets will be sold at the reception.

Keep your ticket safe and bring it with you on your visit.

Only visitors with a valid e-ticket and ID will be allowed access to the museum. Visitors who are entitled to free admission (e.g. children, card holders, etc.) must still reserve an e-ticket.

**5. How do I reserve a ticket?**

You can reserve a ticket online on the museum's website via the "Order tickets" button.

You will be sent to the webshop automatically:

- Select a date and time block.
- Choose the number of tickets per available rate.
- Click on "Add to shopping cart".
- Sign in or register as a new user.
- Pay for your tickets.

After your payment has been successfully completed, you will automatically receive your ticket by email.

You can also download your ticket at "History and overviews" in your profile page in [the webshop for the City of Antwerp](#).

Do you not have an account yet? First create a profile via "Register as new user".

Do you need help? Follow the steps via [this step-by-step plan](#).

**6. I have an A-card/Museumpas, do I have to book a ticket online?**

Yes, the reservation of a time block applies to everyone.

**7. Do I also need to book a ticket for my child?**

Yes. Children also need a ticket to visit the museum.

**8. I have a valid open ticket for a visit in 2020. Do I have to rebook this for a ticket with a time block?**

Yes, you can contact [\[email address museum\]](#). The reservation of a time block applies to everyone.

**9. What is meant by a time block?**

To delay the spread of the coronavirus, free access to the museum is not possible. For this reason, we only allow a limited number of visitors into the museum during fixed time blocks. An e-ticket entitles you to a one-time visit to the museum on the date and time stated on the ticket.

You must respect the time block on your e-ticket. This way we can avoid long waiting times, and social distancing in the museum can be guaranteed.

**10. Who needs to reserve a time block?**

Anyone wishing to visit the museum must reserve a time block.

If you have a discount card (e.g. A-card, Museum pass, Antwerp City Card, teacher card or other), you must still reserve a time block online. These cards will be scanned at the entrance as usual. Even if you are entitled to free admission (e.g. children and cardholders), you must still reserve an e-ticket.

**11. Is the date and time block stated on my ticket?**

Yes. The date and start time are stated on both the ticket and in your confirmation email. Please respect the time of arrival and arrive at the museum on time.

**12. I have a ticket with a time block, but I actually want to come earlier/later, is that possible?**

The museum can only allow a maximum number of visitors in at one time. You must respect your chosen time block and arrive on time. If you are late, we cannot guarantee you entrance to the museum. We must put the

safety of all visitors and employees first. Please respect the time of arrival and arrive at the museum on time.

**13. Can I exchange my ticket or get a refund?**

No refunds or exchanges are possible. Reselling, abusing or forging e-tickets is prohibited.

**14. Do I have to print the ticket?**

You can print your ticket, but you can also show it on your smartphone at the entrance. Please make sure the barcode is clearly legible and that the backlight is set to bright.

If you have a discount card (e.g. A-card, Museumpas, Antwerp City Card, teacher card or other), you must show this at the same time. Be sure to keep your e-ticket and ID handy for easy access.

**15. How many people can I visit the museum with?**

You can visit the museum in company. You can reserve a **maximum of 5 tickets per booking**.

Company: people from the same household or social unit, such as a family, partners, house-mates or bubble.

**16. Which facilities are open?**

The museum shop, the information desk, the cloakroom and the lockers are open. Go to our website for opening hours.

**17. What measures is the museum taking?**

The museum is striving to ensure your visit is as safe as possible and is following the guidelines of the Belgian Security Council and the province of Antwerp. For example, the 1.5-metre distance must be observed everywhere; **wearing a mouth mask** is mandatory; there is a limit on the number of visitors to the museum; and maximum hygiene is to be followed.

**18. Are programmes such as lectures, concerts, tours and workshops going to continue?**

Group activities for adults are cancelled for the time being.

**19. Can I visit the museum in a group and/or book a guided tour?**

It is currently not possible to visit the museum as a group. The museum is following government guidelines. For the time being, you cannot book combi-tickets, guided tours or group visits.

**20. Can I visit the museum with my class? (to be completed by the museum)**

Yes. The museum has developed tailor-made guided tours that have been designed especially for schools. This is to allow the students to enjoy an interactive experience in the museum.

**21. Is the museum library open? (to be completed by the museum)**

The library room is open. You can reserve a place here via [\(link\)](#).

**22. Is the museum café open? (only for RSL, MID and FOMU – (to be completed by the museum))**

The museum café is currently closed.

**Keep an eye on the website for the latest information.**

**Corona measures**

Your well-being is paramount. We will provide a safe environment. Read the instructions on the information screens carefully and follow the advice of the museum staff.

Visit our website and read the measures we are implementing to prepare yourself beforehand.

We hope you enjoy your visit.