

Caermersklooster, Gent

VISIT TERMS AND CONDITIONS

Thank you for your interest in our exhibitions.

In order to make your visit as pleasant as possible, we kindly request that you adhere to the visit terms and conditions. Every visitor can request a copy of these terms and conditions from the ticket office at the Provinciaal Cultuurcentrum Caermersklooster. Any visitor entering the Caermersklooster, is expected to know and have agreed to the visit terms and conditions.

Access to the Provinciaal Cultuurcentrum Caermersklooster

The Caermersklooster is open to the public from Thursday to Sunday from 10:00 am to 6:00 pm. The ticket office closes at 5:00 pm. The Caermersklooster is closed on Mondays, on 24, 25, 31 December and on 1 January.

Access to the exhibition space

To visit the exhibition rooms you must have a valid ticket and the card or voucher entitling you to any reduction given on the entry price and you must be able to show this upon request from the Caermersklooster staff.

A temporary or unexpected inability to access some of the exhibition rooms does not give any right to repayment or reduction of the entry price, unless this is expressly stated at the Caermersklooster ticket office.

All of the price lists, notices or information otherwise provided by the Caermersklooster are not without obligation. The Caermersklooster accepts liability for any faults made by the Caermersklooster itself in the price lists, notices or information otherwise provided to the visitor. This liability only applies to the Caermersklooster's own information material that is made available within the Caermersklooster at the time of the claim, or that has recently been distributed by or expressly on behalf of the Caermersklooster. The Caermersklooster is not liable for errors made by third parties whether these are due to an intentional act, fault or negligence.

The Caermersklooster is not liable for any loss, theft or damage as a result of the use of the free lockers. Any uncollected objects remaining after closing time are considered to be lost property.

It is forbidden to enter the exhibition rooms with:

- baby carriers that are worn on the back or hand luggage/rucksacks and other bags that are larger than 34 x 22 x 12 cm
- smaller rucksacks are permitted on the condition that they are carried by hand and are not worn on the back
- modes of transport with the exception of wheelchairs, (unobstructive) prams, buggies and walking frames
- walking sticks that do not have a protective stopper on the end
- umbrellas unless they can be folded down and put away in an item of clothing or a handbag; damp jackets, capes or coats worn over the arm
- objects that, due to the purpose for which they are used or that is characteristic of them, pose a risk to the safety of people, works of art or the buildings.
- pets or animals, other than service dogs
- food and drinks

The above list is not exhaustive. The reception staff and museum assistants are authorised to determine whether an object may be taken in with you during an exhibition visit.

If a visitor does not wish to stow away his/her not-permitted item(s), he/she will be refused entry to the exhibition. For safety reasons, the reception staff and the museum assistants may ask visitors to open bags and packages and show them the contents.

Visitor ethics

During their time at the culture centre, visitors are expected to behave in a way that is appropriate to public order and decency.

The visitor must follow the directions and instructions given by the competent members of staff immediately. Failure to do so may result in the visitor being denied further access, without the visitor having any right to reimbursement of the cost of their ticket or any other costs incurred.

Children younger than 14 must be accompanied by at least one adult supervisor. Small children should be held by the hand or be transported in a buggy. Parents or carers of children are at all times responsible for and liable for the behaviour of any children they have brought with them. Teachers and group leaders are responsible for and liable for the behaviour of any group members under their supervision.

Visitors are responsible for any damage they cause to works of art and other objects during their visit. They will have to pay for any damage caused. Furthermore, it is also forbidden,:

- to be within an unsafe distance (less than 60 cm) from the works of art or artefacts, or to touch the objects being exhibited and the exhibition materials (such as windows, lights partitions and so forth), or to point at them with an object, unless it has been expressly and explicitly allowed.
- to ignore the barriers and other means of prohibiting public access; to lean against the walls; to run; to push one another; to slide or climb; and to lie or stand on the benches.
- to hinder the movement of other visitors and cause an obstruction in the hallways and exits or to obstruct the view of the objects being exhibited.
- to use mobile phones, audio players or other sources of noise pollution.
- to trade, advertise, to spread propaganda or to recruit people.
- to smoke, eat or drink

To take photos, videos or film recordings

Photography and filming is not permitted in the exhibition 'The Birth of Capitalism'. Photography and filming is permitted elsewhere in the building. Other than with prior approval from the management visitors are forbidden to take photographs, or make video and film recordings in which lamps, flashes, tripods and microphone booms are used. Furthermore it is forbidden, other than with prior permission from the management to disclose or copy these photos, videos and film recordings using any medium whatsoever, including electronic media.

Anyone who has been given permission to take photographs in a professional capacity, must wear a visible badge in the museum. The badge can be obtained from the front desk.

The Caermersklooster does not accept any liability for the appearance of images without permission having been obtained to do so.

Photographing technical installations and equipment is forbidden.

Every image, sound or other recording in which the staff and the public may be the subject, requires permission from the management and of those concerned.

It is possible that as a visitor you will be filmed or photographed. The Caermersklooster reserves the right to use this material for publication unless the visitor expressly requests that his/her image is not used.

In the Caermersklooster there is also permanent camera surveillance.

Safety of people, art works and buildings

The necessary measures may be taken in the event of any unlawful or irregular occurrence, in particular the closure of entrances and monitoring of exits. This measure means that visitors are expected to remain in the Caermersklooster until the relevant authorities have arrived on the scene. In the event of overcrowding, disturbances, disasters or environmental facts that could pose a risk to the safety of people, the works of art or goods, the decision may be taken to close the Caermersklooster partially or completely or to change the opening times, without any right to reimbursement or repayment of the entry fee.

Visitors may not commit any act that could pose a risk to the safety of people or goods.

Every accident, any person feeling unwell and any abnormal occurrence must be reported to a member of staff immediately.

Complaints

The Caermersklooster will do everything possible to ensure the visit to the exhibitions organised by the Caermersklooster takes place in accordance with the published offer; this also includes the obligation to inform the public as well as possible about the whole, partial or early closure of the building and/or the exhibitions organised by the Caermersklooster. This may be done via the Caermersklooster website, on which a closure will be announced.

Furthermore, the Caermersklooster will inform the potential public about any maintenance works, renovations or the (re)organisation of the spaces that will cause a disruption.

The visitor has no right to recourse against the following situations among others, that never lead to any obligation for the Caermersklooster to pay damages to the visitor:

- Exhibition objects not being visible/present;
- the partial closure of the Caermersklooster complex, including, but not limited to, partial closure as a result of exhibitions being installed or taken down;
- disturbance or discomfort caused by other visitors, including, but not limited to noise pollution, inappropriate behaviour and theft;
- disturbance or discomfort caused by maintenance works, including but not limited to the renovation or (re)organisation of spaces;
- disturbance or discomfort caused by the facilities not functioning properly in the Caermersklooster and/or the whole or partial closure of the culture centre

Visitors may submit complaints and suggestions to the management in writing, to be written on the form available at the ticket office or by e-mail.

Complaints about the Caermersklooster must be submitted to the Caermersklooster within six weeks of the visit. Complaints submitted after this period will not be accepted. The Caermersklooster will investigate the complaint and answer in writing within 30 days of receipt. If the investigation is not complete at that time, the complainant will be informed of that fact, together with the date on which they can expect an answer. If the Caermersklooster finds there are grounds for complaint, the entry fee will be refunded.

Liability of the Caermersklooster

The Caermersklooster is never liable for losses sustained as a result of the prices quoted to visitors by Caermersklooster staff and/or the Caermersklooster website and/or third parties, notices or other forms of information; except in the event that and insofar as this damage is the direct result of an intentional act or gross negligence on the part of the Caermersklooster. The visitor's time in the Caermersklooster complex is at their own expense and risk.

The Caermersklooster is only liable for material or consequential damage suffered by the visitor or injury sustained by the visitor if it is the direct and exclusive consequence of an intentional act or gross negligence on the part of the Caermersklooster, on the understanding that damage is only eligible for compensation, for which the Caermersklooster is insured, or for which it should in all reasonableness and fairness have been insured.

In no case is the Caermersklooster liable to pay a higher amount of compensation than: the actual entry fee paid, or if that is more;

- the amount paid by the insurer to the Caermersklooster for the damages
- or the compensation received from another third party for the damages.