

Caermersklooster visit terms and conditions

Access to the Provinciaal Cultuurcentrum Caermersklooster

The Caermersklooster is open to the public from Tuesday to Sunday from 10:00 am to 6:00pm. 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 be in possession of a valid ticket and the card or voucher entitling you to any reduction on the admission price, and you must be able to present this/these when requested to do so by 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 admission price, unless this is expressly stated at the Caermersklooster ticket office.

All price lists, notices or information otherwise provided by the Caermersklooster are binding. The Caermersklooster accepts liability for any errors 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 which is available within the Caermersklooster at the time when the liability is incurred, or which 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 incurred when using 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 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 carried 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 assistance dogs
- food and drinks

The above list is not exhaustive. The reception staff and museum attendants 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 attendants 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.

Visitors must follow the directions and instructions given by the competent members of staff immediately. Failure to do so may result in a visitor being denied further access, without 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. Small children should be held by the hand or be in a buggy. Parents or accompanying adults 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.

The following behaviour is prohibited (the list is not exclusive):

- to be within an unsafe distance (less than 60 cm) of the works of art or artefacts, or to touch the exhibits and exhibition equipment (such as windows, lights partitions etc.), or to point at them with an object, unless this has been expressly and explicitly allowed.
- to ignore the barriers and other means of blocking 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 exhibits.
- 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

Photography and video or film recordings

Photography and filming is not permitted in the exhibition 'ROOTED. Painting Flanders'.

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 for which lamps, flashes, tripods and microphone booms are used.

Furthermore it is forbidden, other than with prior permission from the management, to publish or reproduce these photos, videos and film recordings using any medium whatsoever, including electronic media.

Persons granted 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 for which prior consent has not been obtained.

Photographing technical installations and equipment is prohibited.

Any image, sound or other recording of which the staff and the public may be the subject requires the permission both of 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.

There is also permanent camera surveillance in the Caermersklooster.

Safety and security of people, artworks and buildings

The necessary measures may be taken in the event of any unlawful or irregular occurrence, in particular entrances may be closed and exits monitored. 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 natural events that could pose a risk to the safety of people, artworks 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 admission fee.

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

Any 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 entire, partial or early closure of the building and/or of 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 in the following situations among others, which will never lead to any obligation on the part of the Caermersklooster to pay damages to the visitor:

- exhibits not being visible/present;
- the partial closure of the Caermersklooster complex, including, but not limited to, partial closure as a result of exhibitions being set up 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)decoration of spaces;
- disturbance or discomfort caused by facilities not functioning properly in the Caermersklooster and/or the entire 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 an answer may be expected. If the Caermersklooster finds there are grounds for complaint, the admission fee will be refunded.

Liability of the Caermersklooster

The Caermersklooster is never liable for losses sustained as a result of the price, notices or other forms of information supplied to visitors by Caermersklooster staff and/or the Caermersklooster website and/or third parties, 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.

Visitors' 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 admission fee paid, or if that is more;

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