

Terms and Conditions for Visitors

The Jewish Cultural Quarter does all that is possible within reason to ensure that a visit to the various Jewish Cultural Quarter locations and to Jewish Cultural Quarter exhibitions and events meets the expectations of the visitor.

The Jewish Cultural Quarter makes every effort to minimise any inconvenience or discomfort a visitor may experience, while ensuring maximum safety for visitors.

Some (art) works displayed at Jewish Cultural Quarter locations may contain explicit images which some visitors may consider offensive. Where necessary and appropriate, the Jewish Cultural Quarter places a warning notice beside these exhibits.

General conditions: definitions

- The Jewish Cultural Quarter consists of the organisation that manages and runs all, but not only, its constituent locations, as well as its directors, curators, front office and other Jewish Cultural Quarter staff authorised to act on its behalf.
- 'Locations of the Jewish Cultural Quarter' are defined as the Jewish Museum + junior, the Portuguese Synagogue, Hollandsche Schouwburg and the National Holocaust Museum – including both built and unbuilt spaces within the various locations. These locations – including, but not only, exhibition spaces, halls and meeting rooms, museum cafés, storage depots – fall within the legal and administrative domain of the management of the Jewish Cultural Quarter.
- A 'visitor' is defined as anyone who in any way, directly or indirectly, enters a contract with the Jewish Cultural Quarter to visit one or more of the locations of the Jewish Cultural Quarter, to visit an exhibition and/or to attend an activity organised by the Jewish Cultural Quarter for regular visitors during regular opening times.
- These general terms and conditions for visitors apply to all agreements between the Jewish Cultural Quarter and visitors. The terms do not apply to special activities outside regular opening times and/or to persons other than regular visitors, for example relating to the hire of rooms, hospitality catering and so forth.

Ticket sales, offers and prices

- All prices, notifications and other information issued by the Jewish Cultural Quarter are subject to qualification. The Jewish Cultural Quarter may be held liable for any errors it makes in the prices, notifications and other information it provides. This liability extends only to information provided by the Jewish Cultural Quarter at its own locations at the time of a claim, or otherwise lately advertised by or on behalf of the Jewish Cultural Quarter. The Jewish Cultural Quarter cannot be held liable for errors resulting from the intent, fault or negligence of third parties.
- A visitor is required when asked by an accredited member of staff to show their ticket and any card or voucher entitling the holder to a reduction on the ticket price.
- A prospective visitor to the Jewish Cultural Quarter is not entitled to a refund for their ticket or to compensation for the loss or theft of their ticket before arriving.
- If a prospective visitor fails to use a previously purchased ticket this is their own responsibility and risk; that applies also if the ticket is only valid for a specific time and/or date. Tickets cannot be exchanged once issued. Tickets are not refundable. The management may nevertheless decide at their own discretion to refund the cost of a ticket if circumstances outside the buyer's control have prevented their visit.
- A prospective visitor to the Jewish Cultural Quarter may be denied access if it transpires that their ticket, concession card or voucher has not been issued by the Jewish Cultural Quarter or an organisation approved by the Jewish Cultural Quarter.
- The Jewish Cultural Quarter will refund the actual cost of a ticket and incurred travel costs only if the visitor is required to leave a Jewish Cultural Quarter location before the end of their visit due to an unannounced emergency response exercise (under article 23 of the Arbo law), or in the event of a genuine calamity in which a Jewish Cultural Quarter location is entirely or partially evacuated.

>>

Visiting the Jewish Cultural Quarter locations

- To enter a Jewish Cultural Quarter location other than the Jewish Museum café and the museum shops at the respective locations, a visitor is required to show a validly acquired ticket. When visiting Jewish Cultural Quarter locations, visitors are required to respect the social norms, behave with decorum and conduct themselves with the propriety due at the activity they are attending. Visitors must follow the directions and instructions of validated Jewish Cultural Quarter personnel immediately. If an identifiably authorised Jewish Cultural Quarter member of staff reasonably assesses that a visitor is in some way contravening these norms, directions or instructions, they may deny the visitor further access to all Jewish Cultural Quarter locations, without right of compensation for ticket costs or any other expenses incurred.
- To ensure security, visitors must be able to verify their identity. A visitor whose face is obscured and who refuses to show their face at the entrance security check may be refused entry to all Jewish Cultural Quarter locations.
- Parents and persons accompanying minors are at all times responsible and answerable for the conduct of the children they bring to the Jewish Cultural Quarter. Teachers and leaders of groups are responsible and answerable for the behaviour of members of the group under their supervision.
- In Jewish Cultural Quarter locations visitors may not:
 - offer any items whatsoever for sale, or at no cost, to other persons;
 - deliberately obstruct other visitors and block their view of exhibited objects for an extended length of time;
 - disturb other visitors by the use of, although not exclusively, mobile phones or other devices that cause audible nuisance; in some places, however, the Jewish Cultural Quarter may explicitly permit the use of such devices;
 - bring pets or animals, unless these are permitted in specific areas or unless these are assistance dogs;
 - smoke;
 - bring food or any other comestibles into Jewish Cultural Quarter premises, including the museum cafés, as required by the Jewish dietary laws;
 - bring objects or materials, assessed by an identifiable Jewish Cultural Quarter staff member as dangerous, including, but not only, walking sticks, umbrellas or large bags; these may be left in a place designated by the Jewish Cultural Quarter;
 - touch exhibits and exhibition furnishings such as showcases, lights, partitions and other similar items unless expressly and explicitly permitted; parents and supervisors of children are required to ensure that the children they bring do not touch exhibited objects; young children should be held by the hand or placed in a buggy; similarly, teachers and supervisors of groups are required to ensure that members of the groups under their supervision do not touch the exhibits.
- In certain circumstances in which the general security of persons or the collection is reasonably considered to require this, an identifiably senior member of staff of the Jewish Cultural Quarter may request to inspect the baggage or bags in a visitor's possession. Furthermore, if it is deemed necessary, specially trained and qualified staff may request that a visitor submit to a security body search when leaving or entering a Jewish Cultural Quarter location. The prospective Jewish Cultural Quarter visitor in question will be warned that this rule is in force.
- The Jewish Cultural Quarter may permanently or for a limited period deny a visitor who has deliberately damaged an object on a previous visit to a museum in the Netherlands, or who represents in some other way a potential cause of damage, access to the Jewish Cultural Quarter locations; the Jewish Cultural Quarter may in any event subject any such visitor at each visit to the measures outlined in the present terms and conditions for visitors.
- A visitor must be informed forthwith and with a full explanation if they are denied access, if possible, in writing.
- On occasion, the Jewish Cultural Quarter commissions photo and film reports at Jewish Cultural Quarter locations. This material may be used for publicity and/or commercial purposes, worldwide, employing a range of media and technologies, in the Jewish Cultural Quarter's own productions or in productions it has authorised. Visitors do not have the right to prevent the use of their portrait or likeness for publicity or in a publication based on copyright or any other reason. By entering any of the Jewish Cultural Quarter locations, a visitor implicitly assents to the publication of this material. A visitor who objects to the publication and use of visual material in which they appear may raise this with the Jewish Cultural Quarter.

Complaints and claims

- The Jewish Cultural Quarter makes every effort to ensure that a visit to Jewish Cultural Quarter locations, or to an exhibition or activity held by the Jewish Cultural Quarter proceeds as publicly advertised; this includes the undertaking to

inform the public as fully as possible if any or all of the Jewish Cultural Quarter locations and/or Jewish Cultural Quarter exhibitions will be entirely or partially closed. The Jewish Cultural Quarter will also inform prospective visitors of potential obstructions caused by maintenance work, construction, refurbishment or rearrangement at its locations. Visitors are not entitled to compensation in such an eventuality.

- No claims may be made regarding the following complaints and circumstances that the Jewish Cultural Quarter is powerless to prevent, and so visitors may derive no obligation on the part of the Jewish Cultural Quarter to provide compensation:
 - complaints regarding the obstructed view of exhibits in the Jewish Cultural Quarter's permanent collection;
 - complaints regarding the partial closure of Jewish Cultural Quarter locations including, but not only, partial closure due to the building or dismantling of exhibitions;
 - complaints and situations relating to nuisance or inconvenience caused by other visitors including, but not only, excessive noise, inappropriate behaviour, theft and molestation;
 - complaints and situations relating to nuisance or inconvenience caused by maintenance work including, but not only, construction and refurbishment of Jewish Cultural Quarter spaces;
 - complaints and situations relating to nuisance or inconvenience caused by the malfunction of facilities in the Jewish Cultural Quarter.
- Complaints and requests for a refund relating to a contract between the Jewish Cultural Quarter and a visitor must be submitted in writing and received by the Jewish Cultural Quarter within six weeks after the visit. Claims and requests received after six weeks have passed will not be considered. A complaints form is provided with the present terms and conditions for visitors.
- The Jewish Cultural Quarter undertakes to examine all complaints and to respond in writing within 30 days of receipt. If at such time the investigation is still ongoing, the complainant will be informed, along with a prospective date for its completion.
- Visitors may submit complaints, claims and suggestions for improvements in writing by filling in the form provided with the present terms and conditions for visitors.

Liability of the Jewish Cultural Quarter

- The Jewish Cultural Quarter cannot be held responsible for a loss incurred by a visitor resulting from price information, notifications or other forms of information provided to them by the Jewish Cultural Quarter and/or other parties, except and inasmuch as this loss is the result of deliberate

intent or gross negligence by the Jewish Cultural Quarter and/or its employees.

- Visitors visit the Jewish Cultural Quarter locations on their own responsibility and risk. The Jewish Cultural Quarter may be held liable for a direct or consequential loss or damages incurred by a visitor only if this is directly and exclusively the result of deliberate intent or gross negligence by the Jewish Cultural Quarter, subject to the condition that compensation is only paid for losses against which the Jewish Cultural Quarter is insured, or may be reasonably and properly expected to be insured.
- The Jewish Cultural Quarter is in no way obliged to pay more compensation than:
 - the actual sum paid for a ticket and the actual sum of the travel costs or, if greater
 - the sum paid by the Jewish Cultural Quarter's insurer to the Jewish Cultural Quarter in this matter, or
 - the compensation received from a third party with respect to this loss.
- The Jewish Cultural Quarter cannot be held responsible for damage to a visitor's vehicle except and inasmuch as such damage is incurred on or in a Jewish Cultural Quarter location and that this is the result of deliberate intent or gross negligence by the Jewish Cultural Quarter and/or its employees.
- The Jewish Cultural Quarter can under no circumstances be held liable for any direct or indirect loss whatsoever resulting directly or indirectly from any fault, capacity or situation at, in or on a premises that the Jewish Cultural Quarter holds, leases, rents or owns, or may otherwise be for the use of the Jewish Cultural Quarter, except and inasmuch as such loss results from deliberate intent or gross negligence by the Jewish Cultural Quarter and/or its employees.
- If the Jewish Cultural Quarter receives any items, or if items are deposited, placed for safekeeping and/or left in any way at any locations by anyone without the Jewish Cultural Quarter negotiating payment therefor, the Jewish Cultural Quarter can under no circumstances be held responsible for any loss relating to such items however this may occur unless the Jewish Cultural Quarter has deliberately caused this loss, or the loss results from gross negligence by the Jewish Cultural Quarter.
- The total liability of the Jewish Cultural Quarter for any attributable failure to comply with the terms and conditions for visitors is limited to compensation for direct loss.

- The Jewish Cultural Quarter can in no way be held liable for any indirect loss, including consequential loss, loss of profits or earnings, loss to savings etc.

Force majeure

- For the Jewish Cultural Quarter, force majeure, whereby a resultant mistake cannot be attributed to the Jewish Cultural Quarter, is any unforeseen circumstance that prevents the Jewish Cultural Quarter from carrying out a contractual obligation, so that the fulfilment of the contract is temporarily or permanently impossible or onerous.
- Such circumstances include situations involving persons and/or services and/or institutions engaged by the Jewish Cultural Quarter in the fulfilment of the present terms and conditions for visitors, as well as any situation that the aforementioned may consider force majeure or cause for suspension or cancellation, as well as any attributable shortcoming on the part of the aforementioned.

Found objects

- Items found by visitors at a Jewish Cultural Quarter location may be left at the ticket desk in any of the Jewish Cultural Quarter locations.
- The Jewish Cultural Quarter makes every effort to find the owner or rightsholder of any found item and maintains regular contact with the local police in this regard. Found items that have not been claimed by the owner or a rightsholder after having been kept by the Jewish Cultural Quarter for six months are given to the local police.
- If an owner of a found item, or a rightsholder contacts the Jewish Cultural Quarter, they may decide to collect the items themselves or to have these sent by registered mail. Either way, the owner or rightsholder is required to identify themselves clearly.

Processing of personal details

- The Jewish Cultural Quarter refers visitors to the privacy statement regarding information about the processing of personal details and the related rights of those involved.

Other terms and conditions

- The applicability of the present terms and conditions for visitors is without prejudice to the potential applicability of other (contractual) rules and/or terms and conditions that may apply at the Jewish Cultural Quarter.

Applicable law

- The present terms and conditions for visitors and any contract between a visitor and the Jewish Cultural Quarter are subject to Dutch law.
- Any dispute resulting from a contract between a visitor and the Jewish Cultural Quarter shall be considered exclusively by the competent court in Amsterdam.

The present terms and conditions for visitors to the Jewish Cultural Quarter are drawn up by the directors and registered with the Chamber of Commerce of Amsterdam on 15-10-2024 under number 00631519.

The Directors of the Jewish Cultural Quarter