

Natuurmuseum Brabant

General Terms and Conditions for Visitors

In Natuurmuseum Brabant, officially established Terms and Conditions for Visitors apply. The text of the Terms and Conditions for Visitors is also available for inspection at the reception desk. According to the Terms and Conditions for Visitors, the museum is entitled to ask visitors to cooperate with a security search when entering or leaving the building.

GUIDING PRINCIPLES

Natuurmuseum Brabant will do everything possible, within reason, to ensure that a visit to the museum complex and the exhibitions and activities organised by Natuurmuseum Brabant takes place in accordance with the visitor's wishes. Natuurmuseum Brabant will make every effort to keep any nuisance or inconvenience to the visitor to a minimum, and to ensure the visitor's safety as far as possible.

GENERAL PROVISIONS: DEFINITIONS

Article 1.1 'The museum' and 'Natuurmuseum Brabant' refers to Stichting Natuurmuseum Brabant, the organisation managing and operating the museum complex, including, but not limited to, the Management, museum staff and other museum officials authorised to act on behalf of the organisation.

Article 1.2 'The museum complex' refers to the entirety of spaces (building(s), garden(s) and terrain) that fall under the legal or managerial authority of the Management of Natuurmuseum Brabant, including, but not limited to, exhibition galleries, auditorium, meeting rooms, café/restaurant, terrace garden, other outdoor areas and depots.

Article 1.3 'Visitor' is defined as anyone entering the museum complex and/or visiting an exhibition or attending an activity or event organised by Natuurmuseum Brabant for the visitor during or outside regular opening hours, including visitors to the NDE-hub and the IVN.

Article 1.4 The General Terms and Conditions for Visitors apply to every contract between Natuurmuseum Brabant and a visitor. The Terms and Conditions for Visitors also apply to special activities outside regular opening hours and/or aimed at visitors other than regular visitors, such as in the case of invitations, room hire, catering and the like.

Article 1.5 The Terms and Conditions for Visitors apply to all visitors to Natuurmuseum Brabant and the museum complex.

Article 1.6 Deviations from the Terms and Conditions for Visitors shall only be valid if expressly agreed in writing.

TICKET SALES, OFFERS AND PRICES

Article 2.1 Natuurmuseum Brabant accepts liability for possible errors made by the museum itself in price indications supplied to visitors. This liability applies only to the museum's own information material present in the museum at the time of the claim, or recently distributed by Natuurmuseum Brabant and liability in no case exceeds the damages outlined in Article 5.3 of the

Terms and Conditions for Visitors. Natuurmuseum Brabant is not liable for any errors attributable to intent, fault or negligence of third parties.

Article 2.2 The visitor is at all times required to show a valid admission ticket to museum officials when requested.

Article 2.3 The potential visitor is not entitled to obtain a refund of the admission price or any other compensation in case of loss or theft of the admission ticket before entering the museum complex. If a potential visitor does not use the pre-purchased admission ticket, this is at the visitor's own expense and risk; this is also the case if the admission ticket is only valid for a certain time and/or date. An admission ticket once obtained cannot be exchanged. There will also be no refund of the admission price. These conditions also apply to admission tickets purchased via e-ticketing.

Article 2.4 The potential visitor may be denied admission to the museum complex if the admission ticket, discount card or voucher has not been obtained from Natuurmuseum Brabant or an authority authorised by Natuurmuseum Brabant for that purpose.

Article 2.5 Natuurmuseum Brabant is entitled to adjust the regular opening hours to accommodate occasional health and safety drills (Article 23 of the Dutch Occupational health and Safety Act) or, in the event of an actual emergency, to evacuate all or part of the museum complex as deemed necessary. Such emergency evacuation or adjustment of the regular opening hours does not entitle the visitor to a refund of any admission fee paid.

VISIT TO THE MUSEUM COMPLEX

Article 3.1 During their visit to the museum complex, visitors must behave in accordance with public order, good morals and the rules of decency applicable to the nature of the activity visited. The visitor is also obliged to immediately follow the directions and instructions given by officials of Natuurmuseum Brabant. If, in the reasonable opinion of an authorised official of the Natuurmuseum Brabant, the visitor in any way contravenes these standards, directions or instructions, the visitor may be denied further access to the museum complex, without the visitor having any right to reimbursement of the cost of the admission ticket or any other costs incurred.

Article 3.2 Parents or supervisors of minor children are at all times responsible and accountable for the behaviour of children they bring to the museum. Children under 12 may only enter the museum complex when accompanied by an adult. Teachers and supervisors of groups are responsible for and accountable for the behaviour of their supervised group members.

Article 3.3 Natuurmuseum Brabant is not accessible to visitors with skates, skateboards or hoverboards. For the assistance of the disabled, the museum has 3 wheelchairs available as well as 1 medical walking stick. These cannot be reserved in advance.

Article 3.4 Natuurmuseum Brabant reserves the right to carry out an entry inspection of the visitor and/or his/her luggage on security grounds. Visitors may be asked to cooperate with the inspection of bags, buggys and the like by an official of Stichting Natuurmuseum Brabant. Visitors who refuse to cooperate with the inspection may be denied access to the museum complex. Visitors must be identifiable. A visitor whose face is not visible and who refuses to show his/her face at the reception will be denied access to the museum complex. A denial of admission due to failure to cooperate with a security search does not entitle the potential visitor to a refund of any

admission fee paid. If deemed necessary, specially trained and educated staff may request the visitor to cooperate in a security search when entering or leaving the museum complex.

Article 3.5 Visitors may not:

a) offer goods of any kind for sale to third parties in the museum complex or provide them free of charge. This also concerns the provision of guided tours. Guided tours in Natuurmuseum Brabant may only be given by museum tour guides;

b) obstruct other visitors intentionally and for prolonged periods or obstruct their view of exhibited objects;

c) disturb other visitors, including but not limited to the use of mobile telephones, tablets or other sources of noise nuisance; the use of such equipment may, however, be explicitly permitted by Natuurmuseum Brabant in certain areas;

d) bring in any pets or animals. Guide dogs for the blind and official assistance dogs, recognisable as such and accompanying a visitor with an identification card, are allowed;

e) smoke or vape. Smoking and vaping is prohibited in the entire museum complex both indoors and outdoors;

f) consume food or beverages brought into the museum complex unless previously agreed in writing with the museum;

g) carry or consume food or beverages in the exhibition areas. Food and refreshments may only be consumed in areas designated and indicated by pictograms or text;

h) bring any of the following objects into the museum complex: weapons, guns and firearms, pointed and/or sharp weapons and objects, blunt objects that can cause injury, explosive, inflammable, chemical and/or/toxic substances, bottles containing liquids, skates and skate- or hoverboards, Nordic-walking poles, non-medical walking sticks, selfie sticks, balloons, children's backpacks, rucksacks, bags larger than A4 format, umbrellas, musical instruments, plants or flowers or objects that pose a danger in the museum complex.

i) touch exhibited objects and exhibition materials such as showcases, lighting, partitions and the like unless explicitly permitted. Parents or supervisors of children should ensure that exhibited objects are not touched by the children they bring with them. Similarly, teachers and supervisors of groups shall ensure that group members accompanied by them do not touch the exhibited objects;

j) draw or paint in the museum complex without prior written permission. However, drawing or painting may be explicitly permitted in certain rooms by Natuurmuseum Brabant.

Article 3.5.1

Bags larger than A4 size, (large) backpacks and umbrellas must be deposited in the cloakroom. Walking sticks, small bags and small rucksacks may be deposited. Lockers of various sizes are available free of charge for this purpose. Natuurmuseum Brabant accepts no liability for damage to or loss of goods left in the cloakroom by visitors. If prohibited items as mentioned above are found during an inspection, they will be confiscated. If the visitor does not wish to surrender the

items, access to the museum complex will be denied. Objects subject to legal prohibition will be handed over to the police.

Article 3.6 Visitors are liable for any damage caused by an object (or similar object) that they have brought into the museum complex in violation of the provisions of clause 3.5.

Article 3.7 There is camera surveillance in the museum complex. Camera images are kept in accordance with legal provisions (Dutch Data Protection Regulation) and are made available to the police if necessary.

Article 3.8 In the event of a calamity, for example the disappearance of a museum object, a terrorist attack or violence of another nature, Natuurmuseum Brabant is entitled to close the doors and to escort visitors present out one by one. Visitors may then be requested to cooperate with a search by or on behalf of an official of Natuurmuseum Brabant.

Article 3.9 Other than with the prior written permission of the management of Natuurmuseum Brabant, visitors are forbidden to take photos or make video and film recordings using lamps, flash equipment or tripods. The museum reserves the right to designate galleries where photography is not allowed at all. These galleries will be marked as such. It is forbidden to make public or reproduce photos, video and film recordings, in any way and in any medium whatsoever, including electronic media, without prior written permission from the management of Natuurmuseum Brabant. Visitors are not allowed to make (private) video and sound recordings other than of their own group (family, relatives, friends).

Article 3.10 Natuurmuseum Brabant takes photographs and makes film recordings in the museum complex for publicity purposes. The taking of photographs or making recordings by the museum will be announced to visitors present. If visitors object to being seen recognisably in the image, they can make this known to the museum, which will make every effort to prevent this from happening.

Article 3.11 The museum may deny access to the museum complex permanently or for a certain period of time to visitors who have deliberately damaged an object during one or more previous visits to a Dutch museum complex through gross negligence, negligence or intent, or if there are legitimate grounds for fearing that a visitor may cause damage; the museum is in any case at liberty to subject this visitor to the measure mentioned in Article 3.4 of these Conditions for Visitors during all his/her visits. A visitor will be informed of a decision to refuse admission immediately, if possible, in writing.

COMPLAINTS AND CLAIMS

Article 4.1 Natuurmuseum Brabant shall do everything possible to ensure that a visit to the museum complex or the exhibitions and activities organised by Natuurmuseum Brabant take place in accordance with the published offering; this includes the obligation to inform the public so far as is possible about full, partial, or early closure of the museum complex and/or exhibitions presented by Natuurmuseum Brabant. Furthermore, Natuurmuseum Brabant informs the potential public about maintenance work, renovations or the refurbishment of galleries that may cause nuisance. The visitor derives no rights to compensation from such nuisance.

Article 4.2 Restitution is not possible with respect to the following for Natuurmuseum Brabant unavoidable complaints and circumstances which never constitute any obligation for compensation by the museum to the visitor:

- a) complaints which relate to objects from the permanent collection of Natuurmuseum Brabant not being visible;
- b) complaints which relate to the partial closure of the museum complex, including, but not limited to, partial closure as a result of the building or dismantling of exhibitions;
- c) complaints and circumstances which relate to nuisance or inconvenience caused by other visitors, including, but not limited to, noise nuisance, inappropriate behaviour, theft and molestation;
- e) complaints and circumstances relating to nuisance or inconvenience caused by the improper functioning of facilities in the museum complex.

Article 4.3 Complaints and requests for refunds regarding the contract between Natuurmuseum Brabant and the visitor should reach Natuurmuseum Brabant in writing within six weeks after the visit has taken place. Complaints and requests for refunds made after this period will not be considered. A complaints form is available at the reception desk.

Article 4.4 Natuurmuseum Brabant shall investigate a written complaint submitted within the allotted period and reply in writing within 30 days after receipt. If the investigation has not been completed by then, the complainant will be informed of this and the probable completion time..

Article 4.5 Visitors may submit complaints and suggestions for improvement in writing by completing a form available at the reception desk.

LIABILITY OF THE MUSEUM

Article 5.1 Natuurmuseum Brabant is not liable for damage arising as a result of price quotations, statements or other forms of information supplied to the visitor by the Natuurmuseum Brabant and/or third parties, except if and insofar as such damage is the direct result of intent or gross negligence on the part of the Natuurmuseum Brabant and/or its employees.

Article 5.2 The visitor's stay in the museum complex is at his/her own expense and risk. The museum is only liable for material and/or consequential damage suffered by the visitor, or injury inflicted on the visitor which is directly and exclusively the result of intent or gross negligence on the part of the museum, on the understanding that only damage for which the museum is insured or should, in all reasonableness and fairness, have been insured, will be eligible for compensation.

Article 5.3 Under no circumstances shall Natuurmuseum Brabant be obliged to pay compensation in excess of: a) the amount paid by the visitor for an admission ticket and/or b) the amount paid out by the insurance company of Natuurmuseum Brabant to Natuurmuseum Brabant in respect of an individual claim; or c) the compensation paid out by a third party to the Natuurmuseum Brabant in respect of an individual claim.

Article 5.4 Under no circumstances is Natuurmuseum Brabant liable for damage caused to visitors' vehicles except if and insofar as the damage has arisen on or in the museum premises and is the

direct result of intent or gross negligence on the part of Natuurmuseum Brabant and/or its employees.

Article 5.5 Natuurmuseum Brabant is not liable for any direct or indirect damage whatsoever caused as the direct or indirect result of any defect, any quality or circumstance on or in any property of which Natuurmuseum Brabant is the holder, leaseholder, lessee or owner or which is otherwise at the disposal of Natuurmuseum Brabant, except if and insofar as the damage is the direct result of intent or gross negligence on the part of Natuurmuseum Brabant and/or its employees.

Article 5.6 If Natuurmuseum Brabant takes receipt of goods or if goods are deposited, stored and/or left behind in any way whatsoever by whomever without Natuurmuseum receiving remuneration therefor, Natuurmuseum Brabant is not liable for damage to or in connection with said goods in any way whatsoever unless Natuurmuseum Brabant has damaged the goods with intent or the damage is the result of gross negligence on the part of Natuurmuseum Brabant.

Article 5.7 The total liability of Natuurmuseum Brabant on account of attributable failure to comply with the visitor contract is limited to compensation for direct damage and shall in no case amount to more than the compensation described under 5.3.

Article 5.8 In the event of damage due to death or physical injury, the total liability of Natuurmuseum Brabant shall on no account exceed the compensation described under 5.3.

Article 5.9 Liability of Natuurmuseum Brabant for indirect damage, including consequential damage, lost profit or pay, missed savings et cetera, is excluded.

Article 5.10 The maximum amounts specified in article 5.3 shall lapse if and insofar as the damage is the result of intent or gross negligence on the part of Natuurmuseum Brabant or one of its officials.

FORCE MAJEURE

Article 6.1 Force majeure for Natuurmuseum Brabant is any unforeseeable circumstance which impedes the execution of the visitor's contract by Natuurmuseum Brabant to such an extent that, temporarily or permanently, execution of the contract is impossible or difficult.

Article 6.2 Such circumstances are understood to include circumstances affecting persons and/or services and/or institutions used by Natuurmuseum Brabant in fulfilling the visitor's contract, as well as everything that applies to the aforementioned as force majeure or a suspensive or resolutive condition, as well as attributable shortcomings on the part of the aforementioned.

LOST PROPERTY

Article 7.1 Lost property found by visitors in the museum complex can be handed in at the reception desk.

Article 7.2 Stichting Natuurmuseum Brabant will do its utmost to trace the owner or rightful claimant of deposited lost property and to this end will maintain regular contact with the local police. Lost property which, after six months of storage by Natuurmuseum Brabant, has not been claimed by its owner or rightful claimant will be handed over to the local police.

Article 7.3 In the event the owner or rightful claimant of deposited lost property reports it, he/she has the choice of either collecting it him/herself or having it sent to him/her cash on delivery. In both cases, the owner or entitled party must provide sufficient identification.

OTHER CONDITIONS

Article 8.1 The applicability of these Terms and Conditions for Visitors does not prejudice the possible application of other (contractual) conditions and/or regulations of Natuurmuseum Brabant.

APPLICABLE LAW

Article 9.1 Dutch law shall apply to these Terms and Conditions for Visitors and to the contract between the visitor and Natuurmuseum Brabant.

Article 9.2 All disputes arising from the contract between the visitor and Natuurmuseum Brabant shall be submitted exclusively to the court having jurisdiction in Tilburg. The Terms and Conditions for Visitors of Natuurmuseum Brabant have been laid down by the director and deposited with the Chamber of Commerce in Tilburg under number 41095579.

Stichting Natuurmuseum Brabant

Dr. F.B.R. Zachariasse Director & CEO