

# Visitor Regulations

We are happy to welcome you at the Museum of Natural Sciences, and we wish you a pleasant, educational and fun visit. Below you will find some clear guidelines that we ask you to respect.

One of the roles of our attendants is to ensure that this charter is respected. To make the visit enjoyable for all, we ask you to assist them.

## 1. Safety

- For increased security reasons, **you can only enter via the main entrance and leave via the walkway.**
- Please **spontaneously present your jacket and bag open on demand.**
- We recommend you to get here sooner and without any bags and buggies.
- We invite **group leaders** to go to the ticket desk, to pay and collect the booked tickets, while the group and the accompanying adults leave their coats and bags in the cloakroom (free and obligatory).
- **Take care to always have your ticket with you:** at any time you may be asked to present it.
- **Respect the hours stated on your ticket:** to ensure the safety of our visitors, in the temporary exhibitions the number of places per hour are restricted.
- **Do not touch the showcases, lighting or exhibited objects, do not run, do not climb or push unless expressly permitted.** The exhibits on display in the Museum are fragile. Help us protect them.
- **Respect enclosures and barriers** around the collection and **stay within the public areas.**
- **Only use the fire alarm or emergency buttons installed if there is genuine reason for it.** Abuse will be penalized.
- It is **forbidden to go into the Museum, on the walkway or forecourt with items that may risk the safety** of other people, the collections or building.
- **Access to the rooms can only be done after the compulsory deposit** (in the free cloakroom or lockers with a coin slot) **of:**
  - shoulder-bags, suitcases, backpacks and other bags with dimensions larger than 30 x 40 x 10 cm;
  - canes whose end is not protected. Crutches and canes with a protective cover are allowed;
  - umbrellas unless they can be folded and stored in a cover or bag;
  - roller-skates and scooters (there is covered storage for (folding) bikes); our biggest lockers measure 26 x 48 x 90 cm;
  - food and drink.

## 2. Tidiness

- Do not eat or drink outside the picnic spaces and Dino Café.
- **Put your rubbish in the appropriate bin** (waste from picnics, tin cans etc.).
- **Recycle paper** and help the Museum to prevent waste: a folder that you no longer need can be put back or returned for reuse by other visitors.

## 3. Behaviour

- **Stay with children or your group that is being guided and make sure that they respect others visiting the Museum's collections:** parents, teachers and carers are always responsible and accountable for the conduct of those they bring or visitors they are accompanying.
- **Do not disturb the other visitors** (loud shouting, mobile phones, MP3 players, lasers etc.).
- **Smoking is not allowed** in the Museum, on the walkways and forecourt. There is a smoking area provided next to the forecourt.

### Will you also pay attention to the following:

- **Animals are not allowed in the Museum**, apart from guide dogs (trained to assist the visually impaired, blind, deaf, hearing impaired or persons with a physical disability or epilepsy).
- **Found objects can be brought to the cloakroom or at the box office.** The Reception Service does everything possible to contact the owner and return the item.

Want to register a complaint? A complaint form is available at our box office and via our website [www.naturalsciences.be](http://www.naturalsciences.be). Complaints are dealt with within 15 days.

# Practical information to prepare your visit

## Accessibility and parking

- We recommend that you leave the car at home: the Museum is accessible by public transport (bus, metro, train) and with the bike or on foot!
- Information on how to get here by public transport can be found on our website at [www.naturalsciences.be](http://www.naturalsciences.be) in 'Practical information – Accessibility'.
- Cyclists can use a covered bike rack in the parking lot of the Museum. There are also *Villo!* stations near the Museum (the closest is No. 102, at the top of the Chaussée de Wavre No. 229-233)
- At the Museum you will find two small free car parks, reached respectively by rue Vautier and Chaussée de Wavre. However, the number of parking spaces is very limited. Please follow the guidelines of the parking attendant. You can also find pay parking on place Forte Dei Marmi (between place Jourdan and Chaussée de Wavre).

## A smoke-free Museum

The Museum, the walkways and the forecourt are non-smoking. There is a covered smoking area provided next to the forecourt.

## Accessibility

- The Museum is accessible via an external walkway, ramps and adapted elevators for wheelchairs. If an elevator is out of service, you can approach the attendants who will guide you through an alternative route.
- Pushchairs are allowed in the Museum, but cannot be left in the cloakroom.
- Two parking spaces at the Museum are reserved for visitors with disabilities (Article 27.4 of the Belgian highway code).
- Two wheelchairs are available at the entrance. You can book in advance via the telephone numbers 02 627 41 98 and 02 627 42 52 or via mail ([onthaal@natuurwetenschappen.be](mailto:onthaal@natuurwetenschappen.be))
- In each Museum Hall you can consult the floor plan on signage on the wall.

## Info & tickets

- Our box office staff can inform you of what's on offer.
- You can consult entrance prices and opening hours on our website [www.naturalsciences.be](http://www.naturalsciences.be) under 'Practical information', in our brochures or on the notice board at the box office.
- For our temporary exhibitions you can always get tickets in advance at our box office (no online sales), even several weeks in advance. You can choose the day and even the time of your visit.
- The Museum shop, the Dino Café and Library are available without proof of purchase.
- Photography and filming for personal, non-professional and non-commercial use is permitted without flash and without a tripod, so long as it does not disturb other visitors. Photography and filming for professional purposes is only allowed via the press service: 02 627 43 77.

## Free cloakroom and lockers

- The cloakroom and lockers are located on level-0, just before the entrance to the *Dinosaur Gallery*.
- Free cloakroom and lockers using the coin slot (1 euro) are available to leave your clothes, walking stick, umbrella and baggage behind. Valuable items cannot be left in the cloakroom.
- Found items can be given in at the cloakroom or box office. The Reception Services makes every effort to contact the owner of a found object and return the item.

## Toilets and baby rooms

- The toilets in the Museum are free for our visitors. They are found adjacent to the permanent galleries (*Minerals Hall, Dinosaur Gallery, Insects Hall, Shells room...*) Our attendants are ready to point you to the nearest toilet.
- For wheelchair users, there are adapted facilities in the *Minerals Room* (level-1), by the *Excavation of the Iguanodons* (*Dinosaur Gallery hall*, level -2), under the staircase that connects the *Dinosaur Gallery hall* with *250 years of Natural Sciences* (level-1,) in the *Shells Hall* and *Insects Hall* (level 3-).
- You will find changing tables in the toilets next to the *Minerals Room* (level-1), by the *Excavation of the Iguanodons* (level-2) and under the staircase that connects the *Dinosaur Gallery hall* with *250 years of Natural Sciences* (level -1).

## First aid facilities

The Museum has a defibrillator (at the entrance of the building) and a sick bay. In the event of an accident, an attendant should be notified immediately. People who have undergone first-aid training will look after you.

## **Food and drink**

- In the Dino Café you can enjoy drinks, sandwiches, salads, soups and hot snacks. Info: 02 640 21 60 and [catering@horeto-museum.com](mailto:catering@horeto-museum.com).
- Also inside, next to the Dino Café, there is a picnic area available, equipped with drink and snack vending machines, as well as the appropriate rubbish bins. Groups with their own picnic can use the space only after reservation (02 627 42 52).
- Outside on the lawn next to the courtyard there are 10 picnic tables and rubbish sorting bins.

## **Museum Shop**

T-shirts and mugs with a beautiful dinosaur on them for the whole family? Figurines of your favourite animal? A nice book? A cuddly toy? A real mineral? A 'natural' CD? An accompanying poster? You'll find all this and much more in the Museum Shop, open from Tuesday to Sunday.

The Museum Shop is also available without a Museum visit.

Info: 02 627 44 00 or [museumshop@naturalsciences.be](mailto:museumshop@naturalsciences.be)