



VISITOR RULES



Welcome to the museums of the City of Brussels (Brussels City Museum–Maison du Roi, GardeRobe MannekenPis, Fashion & Lace Museum and Sewer Museum).

We are committed to ensuring that everyone feels welcome. To make your visit more enjoyable and to guarantee the safety of people and property, we ask that you follow these rules. Together, we can ensure the preservation of our cultural and educational venues.

RESPECT

We expect members of the public to behave appropriately and respect the works, the premises, other visitors and the staff. The staff are there to ensure that visitors make the most out of their visit.

PRESERVATION OF WORKS

It is forbidden to touch the works on display, the showcases and pedestals, and the audio-visual and technical installations, with the exception of interactive devices.

ACCESS

Access may be denied to anyone clearly under the influence of alcohol or drugs, or demonstrating aggressive behaviour. Animals, however small, are not permitted, with the exception of guide dogs.

SUPERVISION OF CHILDREN

Children under 12 must be accompanied by an adult for the duration of their visit.

Adults accompanying children and teenagers on group visits (schools, youth organisations, etc.) must bring these rules to their attention prior to the visit. They must keep their groups under constant supervision throughout the visit.

Running, shouting and playing are forbidden in the exhibition halls.

Any damage caused by lack of supervision will be the sole responsibility of the adults accompanying the children.

BAN ON VARIOUS ITEMS

Handbags, school satchels, rucksacks, shopping bags, packages, suitcases, other bags or luggage larger than 40 x 30 x 12 cm are not permitted in exhibition halls. Umbrellas and sharp objects are also prohibited. The same applies to any object that could cause damage to the premises, works or artistic installations.

If the venue has an ad hoc cloakroom or storage area, these items must be left there. Otherwise, visitors will be asked to find another place to store them off the premises.

The management declines all responsibility in the event of theft or damage to any stored items.

Rucksacks smaller than 40 x 30 x 12 cm may be taken into the exhibition halls, but must be worn on the stomach.

Canes, crutches or other mobility aids are permitted, provided they are used with care.

For obvious security reasons, management reserves the right to have visitors' bags, briefcases, folio cases, etc.

inspected, in accordance with current law.

Various means of transport (bicycles, scooters, segways, etc.) are prohibited. Only devices that are useful for transporting people who need them, such as walking sticks or crutches, are permitted, provided they are used with caution.

MOBILE PHONES

For everyone's comfort, visitors are asked to put their mobile phones on silent mode as soon as they enter the exhibition halls. Where an audio guide is available in mobile-phone format, visitors may listen to it during their visit as long as headphones are used.

FOOD – DRINKS

Eating and drinking is not permitted in the museum.

SMOKING

Smoking is not permitted in the museum.

PHOTOS

Flash photography is not permitted.

The management reserves the right to ban all photography if necessary for conservation purposes

KNOWLEDGE OF THE RULES

The rules can be consulted at any time, either on display in the venue or on its website.

PRACTICAL INFORMATION

For practical information regarding access, cloakrooms, luggage, etc., please consult the FAQ section of our institutions' respective websites.

• Brussels City Museum–Maison du Roi:

<https://www.brusselscitymuseum.brussels/en/faq-en>

• Fashion & Lace Museum:

<https://www.fashionandlacemuseum.brussels/en/faq-4>

• GardeRobe MannekenPis:

<https://www.mannekenpis.brussels/en/faq-en>

• Sewer Museum: <https://www.sewermuseum.brussels/faq-3/>

**THANK YOU AGAIN FOR YOUR UNDERSTANDING
AND COOPERATION! ENJOY YOUR VISIT!**

These rules have been approved by the Board of the Mayor and Aldermen of the City of Brussels and the City Council.

