BASIC GUIDELINES

Each educational program is for a single school group of up to 25 students.

Every school can choose up to 4 educational programs in the permanent collections per Museum department annually, and up to 2 programs per temporary exhibition.

Creating an email account

For your first online reservation you have to create an account on the Museum website.

The account applies to your school as a whole. You only have to register once and the account is valid for all future reservations. Make sure to retain the password necessary for your connection and to share it with your colleagues.

You will receive a confirmation email to activate your account. If not, check your junk or promotional email folders.

Booking an educational program

Choose the program, date and time of your preference. Register all necessary information.

You will receive a confirmation email with the reservation details.

Educational programs can be booked up to 4 days before their date.

If a program isn’t available, don’t forget to return to the Museum website as there might be cancellations and changes!

If you wish to change your initial booking, log in to your account, cancel the reservation and make a new one.

Deposit payment

Your reservation will be validated once you buy via e-tickets the minimum number of tickets required per programme (10).

A reminder email will ask you to proceed with the deposit payment 7 days before the day of the programme. If not, the reservation will be automatically cancelled.

After you have completed the deposit payment of the minimum number of tickets (10), the rest of the tickets can only be paid at the Museum’s ticket office.

Full payment

In case of full payment via e-tickets, refunds are not accepted.

INFORMATION

Monday to Friday, 10.00-14.00
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