

BOOKING CONDITIONS GROUPS ENG 2024

The Airborne Museum offers various programs for business groups, tour operators, defense forces and groups of colleagues, relations, family or friends.

Costs and method of payment

When you make a request to us for a visit to Airborne Museum Hartenstein or Airborne at the Bridge, you will receive a quote and/or booking confirmation with the total cost.

There are two ways for payment. When booking, you indicate how you wish to pay.

- *Payment at the cash - register on arrival at the museum*
At the till, you can only pay by pin. We do not accept cash. Groups cannot pay individually. One person pays the total amount.
- *Invoice payment afterwards*
After the visit, we will send you the invoice by e-mail. The cost for paying by invoice is €5.00. We need a billing address and a valid e-mail address to send the invoice.

Change in booking

Changes to the booking can be made up to 3 working days before the date booked and processed free of charge, unless costs have already been incurred by the organization. If this is the case, this is known to the customer. Changes to the booking within 3 working days of the booked date cannot always be made.

The number of persons can also be changed free of charge up to three working days before the booked date. Should less than half the number of persons specified be present on arrival at the museum, at least half the number of persons specified will be charged.

Cancellation fees

Despite careful coordination, you may have to cancel a program. However, if this happens at short notice, we are obliged to charge a fee (see table below).. You can find the total cost of your museum visit on the booking confirmation you received.

> 7 working days before visit	You can cancel your reservation free of charge.
7 - 3 working days before visit	In case of cancellation, we will charge a €25 administration fee.
2 - 1 working days before visit	In case of cancellation, we will charge 50% of the total cost of your museum visit.
Cancellation on the day of visit	In case of cancellation, we will charge 100% of the total cost of your museum visit.

If a reservation also has been made for catering through our catering partner Buitenpoort, different conditions apply for that part. Buitenpoort's cancellation policy can be found [here](#). Changes can be made up to 3 working days before the visit.

Some activities take place outdoors. In extreme weather conditions, the Airborne Museum may decide to cancel the activity for safety reasons. You will be informed if this is the case.

Delay

Both Airborne Museum at Hartenstein and Airborne at the Bridge have limited capacity. We reserve space for your group and will receive fewer or no other visitors. It is therefore important that you arrive at the agreed time.

This also applies if you have booked a guide and/or catering service. The pre-booked guides will be scheduled to be at the museum especially for your visit. Catering staff make sure everything is ready and fresh.

Should you unexpectedly arrive late, we kindly ask you to report this by phone as soon as possible on 026-3337710 or 085-4857816. This way we can inform all parties involved.

If we do not receive notification of your delay, the time you arrive late will be deducted from the duration of the program. If the delay exceeds 30 minutes, program elements may be cancelled. The cost of the total program will be charged including any cancelled program elements.

Newsletter

The Airborne Museum publishes a newsletter with all the information about our programs, innovations at the museum and special events. When you have booked a program with us, you are automatically subscribed to the newsletter. If you object to this, you can unsubscribe at the bottom of the newsletter.

HOME RULES

We are pleased that you have decided to visit the Airborne Museum. To ensure a smooth visit, we ask you to take into account our house and conduct rules.

General

- Exhibits may not be touched unless otherwise indicated.
- Instructions from staff should always be followed.
- Children under the age of 12 are not allowed to enter the museum unaccompanied. Parents and supervisors of children are responsible and accountable for the behavior of children they bring with them at all times.
- Buggies and strollers with children are allowed.
- Wheelchairs and other aids for the disabled are allowed.
- 2 loaner wheelchairs are available at the entrance.
- The tank may be climbed, but this is at your own risk. The Airborne Museum is not liable.
- Guide dogs are allowed when provided with the correct paperwork.

Photography and filming

Taking photos and films, if for private use, is allowed in all exhibition areas. However, some exhibits are vulnerable to light, so use of flash is not allowed. Tripods are also not allowed. No photographs or films may be taken for commercial purposes without prior permission.

Mobile phone

Airborne Museum Hartenstein appreciates it if you turn off or mute the sound of your mobile phone before entering the exhibition areas.

Wardrobe

Coats should be hung in the cloakroom (located downstairs near the toilets). Backpacks (of any size), packs, bags and purses larger than 30×35 cm should be left in the lockers near the cloakroom - their use is free of charge. Suitcases and other travel luggage will not be accepted. Umbrellas and Nordic-walking poles should be placed in the umbrella stand at the entrance. Airborne Museum Hartenstein is not liable for loss or theft of personal belongings.

Food and drinks

Consuming food or drink in the exhibition areas is not allowed. You will find a catering facility near the museum where it is possible to buy food or drinks. The terrace outside is for guests who buy a consumption from the food truck. The benches in the park are for general use.

Pets

Bringing (domestic) animals into the museum is not allowed, with the exception of assistance dogs. Airborne Museum Hartenstein does not provide shelter for (domestic) animals.

Parking

Buses can use the bus stop on Utrechtseweg in front of the museum to let off passengers. It is safe to get on and off here. Buses can park on Oranjeweg opposite the museum.

Bicycles can be parked on the side of the museum in the bicycle racks.

Cars can be parked in the car park behind Restaurant Klein Hartenstein. There are also special parking spaces here for disabled visitors. Parking elsewhere on the grounds and park around the Airborne Museum is not permitted.

Calamities

- Stay calm and follow the staff's instructions.
- In case of an evacuation alarm, leave the building via the designated escape routes.
- Do not use the lifts.
- In case of an evacuation alarm, all visitors are requested to gather outside at the music canopy in the museum park.

Camera surveillance

Camera surveillance takes place throughout the museum. The camera images are recorded. This is subject to privacy legislation.

For all other information, go to <https://www.airbornemuseum.nl/en/home>