

COVID-19 FAQ

Dear guest,

Due to the coronavirus, we had to close our doors earlier this year. We spend that time working and preparing to reopen Red Light Secrets in the safest way possible. Please keep in mind that, for the time being, our museum is subjected to the necessary restrictions to protect your health and the health of our beloved colleagues.

We are excited and looking forward to welcoming you again! And we want to share with you a few tips and some of the measures we took in order to reassure you can enjoy your experience with us to the fullest.

If you still have some questions after checking the information below, please feel free to contact us (hello@redlightsecrets.com). We will be more than happy to help!

General safety measures & local information

Is it safe for me to visit Red Light Secrets?

Yes, the safety of our guests and colleagues is essential to us. We want you to fully enjoy your experience, that is why we are strictly following the safety and hygiene guidelines from the Dutch government. Our colleagues are well aware of the new rules and protocols and will help you and guide you during your visit.

What safety measures are being used to make sure my visit is as safe as possible?

As mentioned before, all our attractions and venues are subject to the necessary restrictions. Hereby you can think, not only, about wearing face masks, the 1,5-meter rule, restrictions on the number of guests allowed on the venue/activity (reduced groups), but also about the fact that tickets must be purchased in advance and with a time slot.

These restrictions will help us to prevent crowds and to protect our guests and colleagues from coronavirus.

I would like to visit Red Light Secrets with a group, is this possible?

Because of the safety of our guests, we do not encourage our guests to visit us in big groups. Please keep in mind that due to the restrictions implemented to stop the spread of coronavirus, if you travel with a big group, at some venues there is no option to enter at the same time.

Help us to keep you safe from coronavirus

-If you have an open ticket, please make sure to make a reservation before your visit. See how on the questions above.

-Please bring your own face mask and wear it during your visit.

-Make sure you attend the activity/venue 5 minutes before the departure/starting time.

- Try to be on time for your visit. If you miss your timeslot, the rescheduling of your visit will be subjected to availability.
- If you are feeling unwell, please contact us so we can rearrange your visit for a different day.
- Wash your hands throughout your visit and/or make use of the sanitizers.
- Enjoy!