

## THE 6 FEET PROTOCOL: WHAT ARE WE DOING TO MAKE YOUR VISIT AS PLEASANT AND COMFORTABLE AS POSSIBLE?

These are the most important measures:

- We are allowed to have a maximum of 500 visitors at the museum at the same time. To offer our visitors a comfortable amount of space, we admit 50 people every 15 minutes. That is why currently it is mandatory to reserve a time slot on a specific date by buying an online ticket through the museum website. This also applies to people with a Museumkaart. Please bring your Museum Card or Membership when you visit the museum. At the moment, you cannot buy a ticket in the museum. We can only allow visitors with a valid entrance ticket into the museum.
- Come alone or with your household. A household is defined as: a married couple who are not separated, a registered partner or other life partner and parents, grandparents, and children if they are registered with the municipality as living at the same address. To comply with the 1.5-meter social distancing rule, we only offer packages or tours for small groups at the moment. Check [here](#) for the latest info on tour.
- To minimize unnecessary contact during your visit, you can scan your own ticket, and use an unsupervised cloakroom, (space is limited so please bring few belongings). We have also removed headphones and other equipment from the exhibitions. All purchases in the museum shop must be paid for using your credit or debit card or mobile phone.
- We have taken a number of hygiene measures to protect visitors and staff. Please use the hand sanitizer provided in central areas. We are also following a more intensive cleaning protocol.
- The museum has a lot of space. Clear routes have been marked out to make sure you can stay at the required distance from other visitors and museum staff.

- A limited number of visitors can be admitted per gallery. This is clearly mentioned, and our staff is on hand to make sure that the visitors can maintain the required safety distance in the galleries.
- It is allowed to take pictures or make videos for personal use

## WHAT DO WE EXPECT FROM YOU?

### ***BEFORE YOUR VISIT***

- If you have cold or flu symptoms, a fever and/or shortness of breath, stay at home. You and members of your household are welcome when you have been free of symptoms for 24 hours. For symptoms check the RIVM through [this link](#).
- Order your ticket and time slot through the website before your visit. You are not permitted to enter the museum if you are experiencing symptoms such as fever, coughing, or shortness of breath. If you are, please contact the museum by phone to change your time slot. If you're not able to come for any other reasons, please contact us via [reserveringen@stedelijk.nl](mailto:reserveringen@stedelijk.nl) so we can offer your time slot to someone else.
- Come alone or with a maximum of 2 people who are members of the same household. A household is defined as: a married couple who are not separated, a registered partner or other life partner and parents, grandparents, and children if they are registered with the municipality as living at the same address. To comply with the 1.5 metre social distancing rule, we only offer packages and tours for small groups at the moment.
- Bring as few belongings as possible. You may not bring backpacks and/or weekend cases into the museum. The museum does not provide the use of lockers, and the unsupervised cloakroom is only suitable for small items

of luggage. Handbags are permitted in the museum galleries (max. size A3).

#### ***IN THE MUSEUM***

- Arrive at the specified time of your time slot.
- When you are outside, and inside, the museum please stay 1.5 meters away from visitors who are not members of your household. In the museum, always follow the specially marked routes.
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- Try not to touch anything.
- Pay using your credit or debit card or mobile phone.
- To make sure everyone can move freely and observe social distancing, taking photos or making video recordings is not permitted at the moment.
- Cough and sneeze into your elbow. Use paper tissues and dispose of them afterward.
- Always follow the hygiene measures and instructions of museum staff and volunteers.
- Be polite and friendly to other people, and respect the situation.

#### **VISIT, SAFETY & HYGIENE**

##### **[Is there a fixed route through the museum?](#)**

Yes, fixed routes for visitors have been marked through the museum. These routes are indicated by a line on the ground, which is interrupted in areas where visitors can roam freely. Please stay 1.5. metres away from other people at all times and follow any instructions from our visitor service team.

##### **[Do I need to wear a mouth cap in the museum?](#)**

No, mouth caps are not mandatory. Stay 1.5 meters away from other people and don't visit the museum if you have a cold and/or fever.

##### **[Are audio tours available?](#)**

Yes. The museum provides a free audio tour for STEDELIJK BASE in six languages: Dutch, English, French, Spanish,

Italian and German. For the temporary exhibitions there's an audiotour available in English and Dutch.

Audio tours are available at the wardrobe. Because of our safety measures, you need to bring your own headphone (mini jack)! At the end of your visit, hand the audio tour to a staff member where the lockers are located in the entrance hall. The audio tours are sanitized after each use and stored in a disposable plastic sleeve. All of our audiotours are available on [Soundcloud](#) as well.

[Is the museum shop open?](#)

The shop is open and has wider aisles to ensure safety. Visitors can only visit the shop on a fixed route. The shop has the same opening hours as the museum.

[Can I take a guided tour?](#)

Due to the safety measures, we are not offering guided tours at the moment. There are lots of virtual tours for you to follow from home on the Stedelijk [YouTube channel](#).