

Buy tickets online

Tickets are only available online.

Please arrive on time. It is unfortunately not possible to visit the museum later than your booked start time. This is due to the limited capacity of the museum as a result of the guidelines issued by the National Institute for Public Health and the Environment (RIVM).

If you arrive later than your booked start time, we, unfortunately, cannot allow you to enter the museum. You are also not entitled to any reimbursement for the cost of your ticket.

Hygiene

Wash your hands or use hand sanitiser before and after your visit to the Van Gogh Museum. There are multiple hand sanitiser points in the museum. Our staff regularly wash their hands thoroughly, and the museum is regularly cleaned.

1.5 metres distance rule

The RIVM guidelines regarding keeping 1.5 metres distance from others apply throughout the museum, hence also in the galleries.

The museum building is large enough for visitors to remain a safe distance from each other.

Families and other social units should keep 1.5 metres distance from others as a single unit.

Walking route through the museum

We believe that it is important that you are able to enjoy the art in the manner to which you are accustomed. This means that you are free to move around the museum as you wish: there is no fixed walking route.

Walking directions are indicated at entrances and exits, in the stairwell and at narrower places. Markings have also been installed on the floor, to help you keep a safe distance from other visitors. Our staff will monitor whether visitors are complying with the social distancing measures, and will give instructions where necessary.

Touching doorknobs

You should be able to avoid touching doorknobs during your visit. There are no doors in the permanent collection. All doors in the Exhibition Wing will remain open, unless there is a wall button allowing you to open the door automatically.

Multimedia guide

The multimedia guide is still available as usual in the Van Gogh Museum. All educational material, including the multimedia guide, is thoroughly disinfected following use.

Use of lift

A maximum of two people is allowed in the lift at one time. If you are visiting the museum with your family (or another social unit), you can only use the lift with these people.

Cloakroom: What you need to know

You can store personal belongings such as coats in the cloakroom. The cloakroom is unattended and unguarded; storing coats is at your own risk. You are permitted to keep your coat on during your visit. To help us protect the paintings, we ask that you always store wet coats in the cloakroom. Umbrellas can be stored in the umbrella stands.

Please note: It is not possible to store bags in the cloakroom.

Bags smaller than 45×25×25 cm are permitted in the museum. Due to the risk of the artworks being damaged, bags and backpacks may only be carried on your front.

Please do not bring large bags with you. Umbrellas and suitcases larger than 45×25×25 cm are also not permitted in the museum.

Baby buggies are an exception, and are permitted in the museum.

Toilets

The toilets in the museum are open, and will be cleaned even more often than usual. When visiting the toilet, please follow any instructions given by our staff and keep 1.5 metres distance from other visitors. There are more than enough toilets for all visitors.

Museum Cafe

The coffee bar in the entrance hall and the café on the first floor are open. There are signs to help you keep a 1.5 metres distance from other visitors. We kindly ask that you use contactless payment wherever possible.

Museum shop

The museum shops are open; a maximum of 1 visitor from your party may visit a shop at any time. Follow the signs in the shops and keep 1.5 metres distance from other visitors. We kindly ask that you use contactless payment (bank card or smartphone) wherever possible.