

# WINTERTUIN URSULINEN

## VISITOR REGULATIONS

These visitor regulations apply to any visit to the heritage site 'Winter Garden of the Ursulines'. They cover both individual visits with audio guide and group visits with a guide and visitors who join a tour with a guide. Whoever buys a ticket agrees to the visitor conditions and is expected to know and comply with these regulations. Refusal to comply with the provisions of these regulations will result in immediate removal from the site.

Vzw Wintertuin Ursulinen reserves the right to change the visitor regulations at any time. Changes will take effect upon publication on the website.

### **Access to the site**

To visit the Winter Garden of the Ursulines, you must be in possession of a valid (e-)ticket for the duration of the visit. The ticket should be presented at the reception desk upon entering the site (either printed or on your smartphone). A ticket does not entitle you to exclusive access to the site: other visits, guided tours, events or photo sessions may be taking place at the same time.

- A ticket for the experience trail with audio guide only gives access to the core part of the Ursuline Institute, more specifically: the interview rooms, the Winter Garden, the Alpine Hall, the Empire Corridor, the Museum, the Ursula Passage, the Oratory, the Grand Staircase and the Reception Refectory. Holders of a ticket for the experience trail with audio guide are prohibited from leaving the trail. The ticket includes the use of an audio guide.
- A ticket for a guided tour (group visit or visitors who join a tour) gives access to the core part of the Ursuline Institute as well as a limited number of (outdoor) spaces on the rest of the estate, as mentioned in the description of the respective tour or as designated by the guide. Other rooms may not be entered under any circumstances. A guide from vzw Wintertuin Ursulinen will accompany the tour through the various corridors and rooms. His/her instructions must be followed strictly at all times.

Visitors will be denied access to the site if it appears that the visitor:

- refuses to behave according to the rules and regulations
- is under the influence of alcohol or drugs
- makes a disturbance or intends to make a disturbance
- wants to enter the site barefooted or barechested
- is in possession of legally prohibited or dangerous goods, materials or objects such as fireworks, glasses and cans, banners with discriminatory or provocative texts, weapons or other objects that can be used as weapons or to make a disturbance
- children under 16 must be accompanied by an adult at all times. Parents, supervisors or teachers of children/groups are responsible for the behaviour of the children they are accompanying.

### **Protection of the site**

the listed monument comprises all parts of the site, both the buildings and the outdoor spaces. The interior, which includes the panelling, stucco, parquet, marble and stoneware floors, loose furniture, etc., is valuable, as is the greenery.



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It is therefore forbidden to take the following items on a visit:

- Hand luggage, backpacks and large bags
- Prams
- Walking sticks whose tips are not protected
- Umbrellas
- Objects that pose a risk to the safety of persons or buildings including furniture and interiors
- Pets, excluding assistance and guide dogs
- Food and beverages

This list is non-exhaustive. Staff may assess whether an item can be taken during the visit. For security reasons, staff may ask visitors to open bags and packs and to show the contents. They may also search bags and packs if they deem it necessary.

Lockers and coat racks are available in the cloakroom where visitors can safely leave unauthorized items.

Furthermore, throughout the entire site it is forbidden to:

- smoke or light fires
- bring in and/or consume food and beverages
- touch or move furniture, material, pieces or attributes of the decoration, except for normal use of the scenographic modules or unless explicitly authorized by a staff member
- lean against walls, run, push each other, slide or lie on the floor
- pick flowers or plants or otherwise harm them
- use mobile phones, audio players or other sources of noise pollution
- trade, advertise, make propaganda or recruit
- intentionally or persistently obstruct other visitors and create an obstruction in the passageways and exits, in particular by sitting on the stairs

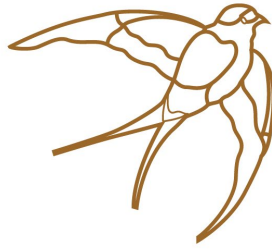
If the above guidelines are violated, staff will intervene and, if necessary, proceed with removal from the site.

### **Photos and film recordings for personal use and European privacy law**

Visitors to the site are allowed to take photographs and film recordings – without a tripod – for personal use. In the case of a guided tour, taking photographs may not interfere with the smooth running of the visit.

Use of these images for commercial purposes and/or in print media is strictly prohibited. The photographer must also comply with the European privacy regulation.

The European privacy regulation of 25 May 2018 stipulates that taking photos and making films of people is always the responsibility of the person taking the photos or making the films. According to this legislation, photography or filming is allowed provided the files are not shared with third parties (via Facebook, Instagram, etc.). Sharing material can only be done with the permission of everyone in the recording.



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It is strictly forbidden to take photos of pupils and teachers as well as of the (volunteer) staff of vzw Wintertuin Ursulinen.

## **Using the audio guide**

A ticket for the individual experience trail includes the use of an audio guide. Visitors are obliged to hang the audio guide around their neck using the strap so that the device cannot fall to the ground. If visitors fail to do so and the visitor drops the device, the visitor will be obliged to pay for the damage.

## **Contingencies and force majeure**

In case of fire, smoke or alarm, visitors should immediately make their way to the exit and follow the instructions of staff.

In the event of any unlawful or irregular event, the necessary measures may be taken, in particular the closure of entrances and the control of exits. If necessary, this means that visitors may be asked to remain on site until the designated authorities arrive.

Under certain circumstances, the decision may be taken to close the site or change its opening hours. This will always be communicated on the website.

The visitor has no recourse against, among others, the following circumstances, which thus never lead to any obligation to compensate the visitor:

- the exceptional closure of the site or specific areas as a result of maintenance or restoration work
- nuisance or inconvenience caused by other visitors (noise, inappropriate behaviour, theft, etc.)
- nuisance or inconvenience caused by maintenance or restoration work
- nuisance or inconvenience caused by the malfunctioning of certain equipment