



# Regulations for visitors to Train World

Approved by the Board of Train World on 28 August 2015

Visitors to Train World are expected to know and observe these regulations.

## ACCESS TO TRAIN WORLD

Train World is open to the public from Tuesday to Sunday between 10 am and 5 pm. Any changes to access shall be announced at the entrance and on the Train World website. Access shall be granted up to 1:30 hour before closing time. Train World is closed on Mondays, 1 January and 25 December.

## ACCESS TO EXHIBITION AREAS

Article 1: Those visiting Train World should be in possession of a valid entry ticket. Neither a full nor partial reimbursement shall be given in the event of any exhibition halls being closed.

Article 2: Train World is not responsible for any accidents, theft nor damage to visitors' personal property. After closing, lost and uncollected objects shall be considered as found.

Article 3: It is prohibited to enter the exhibition halls with:

- Hand baggage larger than 34 x 22 cm;
- Any means of transport, with the exception of wheelchairs;
- Backpacks for carrying babies on your back and backpacks larger than 34 x 22 cm;
- Walking sticks with unprotected tops;
- Umbrellas;
- Capes and coats, which visitors are unable to carry over their arm or shoulders;
- Any objects which have the purpose or nature of representing a threat to the safety of persons, artefacts or buildings;

- Pets or animals, except for guide dogs;
- Food and drink;
- Personal folding chairs, unless used by those with a disability with the permission of surveillance staff;
- Spots or reflectors for making films or photos;
- Tripods for cameras.

Small rucksacks are allowed provided they are no larger than hand baggage (34 x 22 cm). These, however, should be carried in the hand and not on the back.

This list is not exhaustive. Surveillance staff are authorised to assess whether or not an object may be taken into the museum.

Visitors may leave aforementioned objects in the storage area provided (at the ticket office).

Article 4: For safety reasons visitors may be asked by staff at the ticket office or surveillance staff to open bags and packs and show the contents.

Article 5: Visitors shall not be allowed access to Train World should it appear that:

- The entry ticket is no longer whole, has no barcode or if the ticket has been tampered with;
- The visitor appears to be under the influence of alcohol, drugs or similar substances;
- The visitor appears to be disturbing or intending to disturb the peace;
- The visitor appears to refuse to obey the rules, instructions, guidelines or procedures applicable at Train World;
- The visitor is in possession of goods, materials or objects which are legally prohibited such as: fireworks, glasses and cans; banners containing – in the opinion of Train World surveillance staff – discriminating or provocative text; chains, firearms, weapons for clubbing, stabbing or thrusting or other objects that can be used as weapons to disturb the peace.

## VISITOR POLICY

Article 6: Children must be accompanied by an adult. Parents, guardians or teachers with children/groups are responsible for the behaviour of those in their care. Teachers should consult the regulations for school visits.

Article 7: In Train World the following is prohibited:

- Being at an unsafe distance (less than 60 cm) from the artefact or object, touching the exhibits (unless otherwise stated), pointing at the artefacts or objects with a utensil, leaning against the walls, running, pushing, sliding or climbing and lying on the benches;
- Intentionally forming a lasting obstacle and blockage for other visitors in the doorways and exits, particularly by sitting on stairs;
- Smoking (this includes in the museum garden);
- Making excessive noise;
- Trading, carrying out promotions, making propaganda or trafficking.

## RECORDINGS & SURVEYS

Article 8: In Train World it is forbidden to take photos using lamps and tripods. Video and film recordings are prohibited, except with the prior written consent of the directors of Train World. Train World is not responsible for any photo, video and film material appearing without the appropriate permission.

Surveillance staff are authorised to take action in the event of the above regulations not being observed.

Article 9: Visitors may be photographed or filmed during their visit to Train World. These shots may be used in Train World's communication. Visitors are requested to report any objections immediately to the photographer or camera man concerned.

Article 10: Visitors may be asked to participate in a survey or study during their visit to Train World. Visitors are at liberty to choose whether or not they wish to participate. Results of any surveys or studies are always processed anonymously and are only used internally by Train World.

## SAFETY OF PERSONS, ARTEFACTS AND BUILDINGS

Article 11: In the event of any illegal or irregular event the appropriate measures shall be taken, in particular the closure of the entrance and inspections at the exits. Such measures mean that visitors shall be expected to remain in the museum until the authorised services are on site.

Article 12: In the event of overcrowding, disturbances or natural disasters which could endanger the safety of persons, artefacts or property, it may be decided to close the museum in part or in full or to amend opening times. Visitors to Train World should obey the instructions and directions of surveillance and museum staff at all times.

## GROUP VISIT CONDITIONS

Article 13 : group visits to Train World are possible under the supervision of a group leader, who oversees the full compliance with the regulations as well as the order and discipline in the group. The group leader presents him/herself at the ticket counter of Train World. Each member of the group must remain close to the group leader. A group may not exceed 20 persons.

Article 14 : group visits with a guide only take place with guides who have been appointed by Train World. The guides appointed by Train World are all recognized by one of the three regional tourism authorities and have also followed additional training at Train World.

Article 15 : in the case of a group visit without a guide, the group leaders have the right to give explanations at Train World, subject to being identifiable as group leaders and for as long as they belong to one of the following categories:

- Teachers who accompany their students;
- Persons who have received an explicit written authorization from the Train World management and who can prove such evidence at any given time and check by Train World.

## COMPLAINTS

Article 16 : Visitors have no right to complain about the following issues and conditions, and on no occasion whatsoever shall these create any liability for compensation by Train World to the visitor:

- Partial closure of the museum, including but not limited to the partial closure due to the construction or dismantling of exhibitions;
- Hindrance or annoyance caused by other visitors, including but not limited to excessive noise, inappropriate behaviour and theft;
- Hindrance or annoyance caused by maintenance work, including but not limited to, renovations or (re)urbishment of rooms;
- Hindrance or annoyance caused by a failure of facilities in Train World to work properly.

Article 17 : Visitors may submit any complaints, suggestions for improvement or requests for reimbursement of entry fees in writing.

Complaints about Train World should be submitted in writing to Train World within six weeks of the visit. Complaints received after this delay will be ignored.

Train World shall investigate and respond to written complaints within 30 days of receipt. Should investigations still be ongoing the person complaining will be informed, and an anticipated response date will be issued. Should Train World consider the complaint to be well-founded, then the entry fee will be reimbursed.

Reimbursements shall only be made on the basis of the original entry ticket and only if the request is made within six weeks of the visit to Train World.

Reimbursements shall not be made in the case of:

- It not being possible to see certain artefacts or objects from the permanent collection at Train World;
- The museum complex being partially closed, including but not limited to the partial closure due to the construction or dismantling of exhibitions;
- Hindrance or annoyance caused by other visitors, including but not limited to excessive noise, inappropriate behaviour, theft and molestation;

## SANCTIONS

Article 18 : Those refusing to obey these regulations shall be made to leave Train World immediately.

Article 19 : These regulations are governed by Belgian law.

Article 20 : All disputes arising from these regulations will be handled exclusively by the court, based in Brussels.