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Ghent

# Visitor regulations for Ghent University Mu- seum & Botanical Gar- den



DRAFT AND RESOLUTION  
Ghent University  
GUM - Ghent University Museum

## Chapter I: Scope of application

### Article 1

These regulations establish the rules that apply when visiting the Ghent University Museum (hereinafter: GUM) and the Ghent University Botanical Garden on Campus Ledeganck of Ghent University. The regulations apply to the GUM/Botanical Garden visitors and to each person who does not belong to the GUM/Botanical Garden but is inside the buildings or on site for professional reasons and for special activities outside of the usual opening times.

The rights and obligations of both visitors and the GUM/Botanical Garden are described below. Anyone visiting the GUM/Botanical Garden is expected to be

familiar with and comply with the regulations. In case of a breach, the visitor may be refused access to the GUM/Botanical Garden or may be asked to leave the GUM/Botanical Garden.

## Chapter II: Access to the GUM/Botanical Garden

### Section 1: opening hours and tickets

#### Article 2

The GUM/Botanical Garden is accessible to the public during opening hours, as listed on the website of the GUM/Botanical Garden ([www.gum.gent](http://www.gum.gent)) and at the entrance of the GUM/Botanical Garden. This only applies to the public areas of the GUM/Botanical Garden.

#### Article 3

In order to visit the GUM, visitors must be in possession of a valid ticket. No more tickets will be sold from 30 minutes before closing time. The ticket prices and the conditions based on which some visitors are granted free access or a reduced tariff can be found on the website ([www.gum.gent](http://www.gum.gent)).

If certain areas of the museum or zones of the Botanical Garden are temporarily closed, this does not mean you are entitled to a refund of (part of) your ticket.

#### Article 4

Visitors must keep their tickets on them during the entire visit. Someone may request to see your ticket at any time.

Visitors must also wear the sticker they receive at reception on their clothes for the entire duration of the visit.

### Section 2: cloakroom/lockers

#### Article 5

Visitors are prohibited from entering the museum rooms of the GUM with:

- Backpacks and large bags
- Umbrellas and selfie sticks
- Bicycles, skateboards, scooters
- Animals except guide dogs and service dogs
- Food and drink

- Weapons and knives

Visitors are prohibited from entering the Botanical Garden with:

- Bicycles, skateboards, scooters
- Animals except guide dogs and service dogs
- Vehicles, unless allowed by museum and Botanical Garden staff. This includes bicycles. Exceptions are the vehicles belonging to the caretaker of Campus Ledeganck.

This list is not comprehensive.

Any items that could damage the infrastructure or the collection of the GUM/Botanical Garden or that could (seriously) disrupt other visitors' peaceful experience are prohibited.

## Article 6

Individual and shared lockers are available at the reception desk of the GUM/Botanical Garden. Visitors may use them to leave clothes, umbrellas and luggage subject to availability.

The GUM/Botanical Garden is not responsible for the loss, theft or damage of an item left in the cloakroom or lockers.

Visitors must empty the locker after their visit. The GUM/Botanical Garden has the right to empty the lockers on a daily basis after closing time. The lockers are emptied every day after 6:00 PM. Any items left behind are considered to be lost/forgotten and may be retrieved from the GUM's ticket desk during opening hours.

## Section 3: General behaviour

### Article 7

The GUM/Botanical Garden expects that:

- Visitors keep the peace in the museum areas.
- Visitors behave correctly, both towards employees and towards other visitors.
- Children under the age of 12 are accompanied by an adult. Parents, chaperones and teachers are responsible for the behaviour of the individuals they accompany.
- Visitors take into account the presence of open water in the Botanical Garden and adapt their behaviour to the associated risks.

Visitors to the Botanical Garden are allowed to use:

- All paths in the outdoor gardens

- The lawns. Walking or sitting on the lawns is allowed.
- The public greenhouses. Wheelchair users should ask a member of staff if they want to visit a tropical greenhouse. Public greenhouses have different opening times.

## Article 8

The following is prohibited:

- Touching the exhibits
- Destroying and/or damaging the exhibits
- Leaning against the display cabinets and other exhibition furniture
- Writing on walls, cupboards, columns or other objects
- Running
- Obstructing other visitors in the corridors
- Smoking in the museum areas and the Botanical Garden
- Polluting the area with waste or leaving waste behind
- Trading, advertising, spreading propaganda
- Bathing in the Botanical Garden ponds
- Walking on the ponds when they are icy
- Taking pictures using flash - for other terms and conditions relating to photography and recordings, see Chapter IV
- Disturbing or feeding the animals in the Botanical Garden

Certain plants in the Botanical Garden are poisonous, have sharp prickles and thorns or cause phototoxic reactions (burns). It is therefore prohibited to:

- touch the plants
- taste any seeds, berries, leaves, stems or other plant parts
- dig up roots, tubers or bulbs
- remove plants or parts of plants

The paths of the Botanical Garden may be slippery during winter. They may be closed off for this reason, so access them at your own risk. The Botanical Garden may be closed during stormy weather. The GUM can then be accessed via the other entrances of Campus Ledeganck.

This list is not comprehensive.

The GUM/Botanical Garden is not responsible for accidents.

## Article 9

Visitors should be aware that the museum exhibits human remains, both tissue and skeletal material. It is possible to avoid the human tissue during your visit. Visitors should ask reception staff for more information.

# Chapter III: Group terms and conditions

## Article 10

The GUM/Botanical Garden offers group/school activities. These activities are in line with our aim to be a 'Forum for science, doubt and art'. A comprehensive offer of possible group bookings can be found on the GUM/Botanical Garden website ([www.gum.gent](http://www.gum.gent)).

Group visits may be booked by:

- Schools
- Companies and various other organisations
- Internal Ghent University services
- Associations
- Private individuals

This list is not comprehensive.

## Article 11

To apply for a group visit, please use the form on the GUM/Botanical Garden website ([www.gum.gent](http://www.gum.gent)) or contact us by email or telephone. Following this initial request, the applicant should fill out the rest of the (electronic) form and send it to the GUM/Botanical Garden as an official application. This application must be made no later than 10 working days prior to the visit.

Each application for a group activity is assessed by the GUM/Botanical Garden for feasibility and availability before a booking can be made:

- 1 The GUM/Botanical Garden may decide that a certain application cannot be approved based on substantive, practical or internal objections or because of safety or security reasons.
- 2 The GUM/Botanical Garden may decide that certain (types of) organisations, associations, etc. may not book any group activities at the GUM/Botanical Garden based on substantive, practical or internal objections or because of safety or security reasons.

Group bookings are subject to written (digital) confirmation by the GUM/Botanical Garden.

## Article 12

Group visits must be accompanied by a person in charge, who will make sure that the regulations are complied with and that good order and discipline is maintained.

### Article 13

A maximum number of 20 people are allowed per guide. Groups of more than 20 people shall be accompanied by 2 (or more) guides.

### Article 14

Groups booking a guided tour or workshop at the GUM/Botanical Garden have access to the museum/Botanical Garden and are free to visit the GUM/Botanical Garden immediately after the guided tour, insofar as the opening hours allow.

### Article 15

The applicant may cancel the booking for free up to 3 working days prior to the activity. To cancel the booking, please send an email to [groepen.gum@ugent.be](mailto:groepen.gum@ugent.be). If the booking is cancelled less than 3 working days in advance, guide costs will be incurred.

The GUM may cancel the booking for free up to 5 working days prior to the activity. They must cancel by sending a message to the email address provided by the applicant at the time of the application. If the booking is cancelled less than 5 calendar days in advance, the applicant shall be entitled to free tickets for the entire group on the day of the initial booking.

### Article 16

The applicant may amend the programme in consultation with the person in charge of group bookings and the guides.

The GUM may also amend the programme. The applicant shall be informed of this as soon as possible.

### Article 17

Payment shall be made exclusively by invoice. The invoice is usually sent after the activity. It is possible, however, that the invoice is delivered before the start of the activity. Payments by groups of Ghent University shall be made by internal transfer.

## Chapter IV: Photography and video recordings

### Article 18

Unless otherwise indicated by signs or in these visitor regulations, visitors may photograph or film exhibits during their visit, but without using flash or extra lighting and without obstructing other visitors or employees. The use of

additional accessories (tripod, selfie stick, background, models, extras, etc.) is not allowed.

### Article 19

Visitors must stay on the paths or lawns of the Botanical Garden. The use of additional accessories (tripod, background, models, extras, etc.) is also not allowed in the Botanical Garden.

### Article 20

The photographs or recordings may only be used for non-commercial, private purposes. Visitors are responsible for respecting other people's privacy.

### Article 21

Photographing exhibited human remains (regardless of size, presentation, age, etc.) inside the museum is not allowed.

### Article 22

All types of (semi-) professional photoshoots or recordings of people, the environment or exhibits on the site of Ghent University Museum and Botanical Garden are subject to written consent by the GUM. Recordings made without permission may not be used publicly in any way (exhibition, publication, etc.).

## Chapter V: Entry into force

### Article 23

These regulations enter into force on 16 March 2020.