VREDESSTAD IEPER

EN

Version 2026.

Regulations for visitors to the City of Ypres museums (Ypres Museums): In Flanders Fields Museum (IFFM), Yper Museum (YM), Merghelynck Museum (MM).

Article 1
When you purchase an admission ticket or visit for free you accept the terms and conditions for visitors applied by Ypres Museums. The following describes the rights and obligations of both the museum and visitors. Visitors to the museum are expected to be familiar with and comply with the regulations.

Article 2
To visit the museum rooms you must be in possession of a valid admission ticket. The fact that some exhibition rooms are not accessible does not entitle you to a refund for all or part of the price you paid for the ticket.

Article 3
Coin-operated lockers are available at the IFFM and YM. Ypres Museums is not responsible for any loss, theft or damage. The IFFM has some large lockers available for groups. A €10 deposit for the key is required. Items not recovered after closing time will be considered lost property.

Article 4
It is forbidden to enter the exhibition rooms with:
- hand luggage larger than 34 x 22 cm;
- means of transport other than wheelchairs, prams, pushchairs and walkers;
- back-carried baby carrycots and backpacks larger than 34 x 22 cm;
- walking sticks with unprotected ends and umbrellas, capes and coats that visitors cannot carry on their arms or shoulders;
- items which, owing to their intended use or their characteristics, represent a risk for the safety of persons, works of art or the buildings;
- (domestic) animals, except guide dogs;
- food and beverages;
- personal folding chairs, unless they are used by disabled persons who are authorised to do so.

Small backpacks are allowed provided they are no bigger than hand luggage (34 x 22 cm). However, they should be held in the hand and not carried on the back.

This is a non-exhaustive list and it is left to the discretion of the staff to decide whether an item can be taken along during a museum visit.

Article 5
In the interests of safety, staff may ask visitors to open bags and packets to show their contents. Visitors are always required to follow the instructions given by museum staff.

Article 6
Visitors are not allowed to enter the museum complex if it appears that:
- the visitor is clearly under the influence of alcohol, drugs or similar substances;
- the visitor is clearly causing a disturbance or has the intention of causing a disturbance;
- the visitor is clearly refusing to behave in accordance with the guidelines, instructions, house rules or procedures of Ypres Museums;
- the visitor is attempting to enter the museum barefoot and/or bare-chested;
- the visitor is in possession of illegal or dangerous goods, materials or items such as: fireworks, glasses and cans; banners containing - in the opinion of the museum - discriminatory or provocative texts; chains, firearms, blunt weapons, stabbing weapons or thrusting weapons or any other items that may be used as weapons to create a disturbance.

Article 7
Children under 12 years must be accompanied by adults. The minimum age for visiting the belfry without an adult is 18. Parents, supervisors or teachers of children/groups are responsible for the behaviour of the persons in their care. Group visits must be carried out under the supervision of the group leader, who is responsible for ensuring compliance with the regulations for visitors. The person in charge must check in at the desk to obtain a self-adhesive badge that must be worn so it is clearly visible throughout the visit. People in charge of a group must remain in the museum during the group visit.

Article 8
Guided tours of the museum are provided exclusively by guides appointed by Ypres Museums.
The "silent guide system" must be used at the IFFM. This requirement does not apply at the YM and MM but all group members must stay with the guide. Instructions given by guides must be strictly observed.

Article 9
In the museum, it is forbidden, in particular to:
- stand at an unsafe distance (less than 60 cm) from a work of art, to touch the items on display, to point at the works of art with an object, to lean against the walls, to run, to push, slide or climb and lie on the benches;
- intentionally and persistently disturb other visitors and obstruct passages and exits, particularly by sitting on stairs;
- smoke;
- take drink/liquids with you in glass / cans or other packaging materials unless the need to use them can be demonstrated with a certificate provided by a qualified medical practitioner;
- eat or picnic in the waiting areas at museum entrances and exits;
- use mobile phones, audio players or other sources of noise;
- talk and/or call loudly enough to disturb other visitors;
- trade, advertise, engage in propaganda or recruitment activities;
- take photographs, video and film recordings using lamps, flash equipment and tripods without prior written consent from Ypres Museums. It is also forbidden to publish or reproduce

photographs, video and film recordings, in any way and via any medium, including electronic media, without prior written consent from Ypres Museums. Ypres Museums declines all responsibility for photographic material being published without permission.

Staff may take action if the above guidelines are not observed.

Article 10
Unless otherwise specified (for example in the case of a specific item in the collection), visitors are allowed to take photographs or make films in the permanent exhibition rooms during opening hours, provided they do not inconvenience or disturb other visitors. These photos or films must be intended for private use and cannot be taken using a flash or a tripod.

Article 11
In the event of an illegal or irregular occurrence, appropriate action may be taken, in particular closing entrances and controlling exits. If this happens, visitors are expected to remain in the museum until the authorities arrive.

Article 12
In the event of overcrowding, disturbances or natural circumstances likely to endanger the safety of persons, works of art or property, a decision may be taken to close part or all of the museum or to change the opening hours.

Article 13
A visitor may not claim redress in the following circumstances in particular, which may not engage any obligation for the museum to compensate the visitor:
- a partial closure of the museum, including (but not limited to) a partial closure for the purpose of setting up or dismantling exhibitions;
- nuisance or inconvenience caused by other visitors, including (but not limited to) noise, inappropriate behaviour and theft;
- nuisance or inconvenience caused by maintenance work, including (but not limited to), the need to renovate or (re)arrange museum spaces;
- nuisance or inconvenience caused by malfunctioning museum facilities.

Article 14
Visitors' complaints, suggestions for improvement and requests for admission fees to be refunded should be presented in writing. A complaints and suggestions form is available for this purpose at the reception desk. An alternative is to send an e-mail to flandersfields@ieper.be, ypermuseum@ieper.be or merghelynckmuseum@ieper.be.

Complaints about Ypres Museums must be sent to Ypres Museums in writing or by e-mail within four weeks of the visit. Complaints received after this deadline will not be accepted.
Ypres Museums will investigate the complaint and respond in writing within 30 days of receipt. If the investigation has not yet been completed, the complainant will be informed accordingly together with the probable date a response may be expected. If Ypres Museums considers the complaint to be justified, the price of the admission ticket will be refunded.

Refunds can be made only on the basis of the original till receipt and only if the request is made to Ypres Museums within four weeks of the visit. Refunds do not cover complaints relating to the following:
- being unable to see certain objects from the Ypres Museum's permanent collection;
- a partial closure of the museum, including (but not limited to) a partial closure for the purpose

of setting up or dismantling exhibitions;
- nuisance or inconvenience caused by other visitors, including (but not limited to), noise, inappropriate behaviour, theft and harassment.

Article 15
Refusal to comply with the provisions in these regulations will result in the offender's immediate removal from the premises.

Article 16
Items found in the museum complex by visitors may be handed in at the museum's reception desk. The museum will do its best to return found items to their owners.
Valuable items whose owner or claimant cannot be found will be passed on to the police after six months.

Article 17
A visitor may be photographed or filmed by the museum while visiting the museum. These recordings may be used for the museums' communication activities. Visitors who wish to object are requested to inform the photographer or the camera operator concerned immediately. Most of the Ypres Museums sites are equipped with a continuous video surveillance system.

Article 18
The belfry can be visited from the IFFM by paying a charge in addition to the admission ticket price. Climbing to the belfry requires a physical effort and is undertaken at your own risk.

Article 19
These regulations are governed by Belgian law.