

## **Your visit at Herbert Foundation**

(Update 27 August 2020)

Visits to Herbert Foundation can be resumed as from 20 September 2020. To ensure your and our safety, we have listed our precautionary measures below. Should you have any questions after reading this document, please contact us via e-mail at [contact@herbertfoundation.org](mailto:contact@herbertfoundation.org) or on +32 9 296 03 00.

### **Before your visit**

- The number of visitors is limited and depends on the type of visit you choose. Book your time slot, with or without guide
  - via our website
  - by e-mail to [reservation@herbertfoundation.org](mailto:reservation@herbertfoundation.org)
  - by calling 09 269.03.00 (Tuesday, Wednesday and Thursday, 9 a.m. – 5 p.m.).
- A booking cannot be modified, exchanged or cancelled.
- A visitor's guide will be distributed upon arrival. You can also download it on our website.

### **During your visit**

- It is mandatory to wear a facemask during your visit. An exception can be made only for medical reasons. In case you do not have a mask on you, you will be asked to purchase one at the reception.
- Please respect your chosen time slot. You can freely choose the starting time of your visit within the chosen time slot. A visit takes on average 90 minutes, but you are entirely free to set the pace. As for guided tours, we kindly ask you to be present 15 minutes before the start of the guided visit. For a Private View, the starting time of the time block is also the start of your visit.
- The entrance fee is to be paid at the Reception and only with card.
- Only one bubble at the time is allowed in the Reception area. Other visitors are kindly requested to wait outside.
- We ask you to use hand sanitisers upon arrival at the Reception and in the exhibition space. Hand sanitiser is available free of charge.
- We kindly ask you to avoid the use of lockers and to limit coats and (big) bags or backpacks. They can be stored in the lockers in the reception area if necessary. Coats can be left in the cloakroom at the entrance of the exhibition space.
- At the start of your visit you will receive a document mapping out the itinerary as well as other useful information such as where to find hand sanitisers, the whereabouts of the public sanitary facilities etc. We kindly ask you to take the time to look at this document before the start of your visit.
- Visitors coming from the second floor always have priority on the stairs.
- We ask you to avoid using the elevator wherever possible and to give priority to persons of reduced mobility.
- Visitors can cross paths in the exhibition space. Please be courteous.
- The staff of Herbert Foundation regularly disinfects door handles, banisters, public sanitary facilities, ...

- The sanitary facilities in the Reception area are not accessible for the public. You can make use of the public sanitary facilities in the exhibition space on the ground floor.

#### **After your visit**

- Publications and posters can be purchased at the Reception and can be paid exclusively with card. Viewing copies are at your disposal only upon prior use of hand sanitiser.
- We kindly ask to leave the Foundation as soon as possible after your visit in order to avoid congregation.

#### **Visit in group**

- Group visits with guide are possible upon reservation via [reservation@herbertfoundation.org](mailto:reservation@herbertfoundation.org). The size of a group is limited to maximum 15 persons, guide excluded.
- We ask you to always keep a 1,5m distance from your fellow visitors and the guide.
- The guide will also wear a mask.

#### **What can you do to protect yourself and others?**

- Stay at home if you feel ill.
- Follow the rules of social distancing and keep enough distance from other visitors and staff.
- Respect the instructions and cough or sneeze in a paper tissue or in the crook of your elbow.
- Wash your hands regularly with soap and water.
- Limit your physical social contacts.
- Wear a facemask where obligatory.
- For more information on the COVID-19 virus and the precautionary measures, please surf to [www.info-coronavirus.be](http://www.info-coronavirus.be)