

RIJKS MUSEUM

PREPARING FOR YOUR VISIT TO THE RIJKSMUSEUM

We are delighted that you're planning to visit the Rijksmuseum! The Rijksmuseum occupies a large building in which you can see some 8,000 fascinating objects including paintings, statues, furniture, model ships, weapons, jewellery and so much more. Too much, in fact, to pack into just one visit! With so much to see, it's a good idea to make a plan beforehand with the person who will be coming with you about which parts of the museum you want to visit.

BUILDING

This is what you see when facing the Rijksmuseum from Stadhouderskade:



This is what you see when facing the Rijksmuseum from Museumplein:



ENTRANCE

Do you see the tunnel going through the centre of the building? You have to go into the tunnel to enter the museum..



This is what the inside of the tunnel looks like:

A bicycle lane goes down the middle, with a pavement for pedestrians along either side. Usually there are people riding their bicycles through the tunnel, and sometimes there are musicians playing. Inside this tunnel are also the entrances to the museum. There are four all together.

Two have stairs leading inside, and two have lifts. If you are coming from Stadhouderskade, as in the picture above, you will pass the entrances with lifts first, and then the entrances with stairs. If you are coming from Museumplein, it will be the other way around.

If you are not able or don't wish to take the stairs, go in one of the two entrances with a lift. The lifts are suitable for wheelchairs, rollators and prams.



ENTRANCES WITH LIFT

ENTRANCES WITH LIFT



ENTRANCES WITH STAIRS

ENTRANCES WITH STAIRS

MUSEUM STAFF

If you enter through one of the two entrances with stairs, you may pass by a member of the museum's security staff. The security guard may ask to see your bag. In that case, he or she will take a look inside. However, they don't check the bags of every single visitor. This picture shows where security staff are usually stationed.



In this picture, a security guard is checking inside a bag:
On the day you visit the museum, there may be a different security guard on duty.



This is the uniform worn by the Rijksmuseum's security staff:

Members of the security staff can be either men or women. Women wear a blazer like this one, but usually with a skirt instead of trousers underneath. The Rijksmuseum has lots of security staff of all different shapes and sizes, but all of them wear this special uniform. Their job is to guard and protect all the precious objects in the museum, and also to help you if you have a question or need any kind of assistance.



The museum also has Front Office Staff. They work at the information desk and the cloakroom. Their job is to answer questions and help you find your way.

This is how they are dressed:



ATRIUM

After entering through one of the museum's four entrances, you will be in the Atrium.

You will come here no matter which entrance you take

The Atrium is a large covered space with two sections: the West Atrium and the East Atrium.

This is a picture of the East Atrium::



ENTRANCES WITH STAIRS

ENTRANCES WITH LIFT

If you take one of the entrances with a lift, this is what you'll see when you step out into the Atrium:



If you take one of the entrances with stairs, this is what you'll see when you step out into the Atrium:



EAST AND WEST ATRIUM

The East Atrium and the West Atrium are connected to each other. You can walk from one end to the other through a set of archways.

East Atrium::



ARCHWAYS



If you go through one of the archways from the East Atrium, shown in the picture above, you'll enter the museum's

West Atrium:



INFORMATION DESK



INFORMATION DESK

In the West Atrium is our information desk. This is what it looks like:

Here you can get a floor plan to help you find your way around the museum. You can also ask to loan an accessibility floor plan – just be sure to return it before you leave!

The accessibility floor plan has areas marked in green that indicate quieter parts of the museum. Wheelchair routes are marked in orange.

You can also download this floor plan from the website beforehand:

<https://www.rijksmuseum.nl/en/accessibility>



CLOAKROOM

Before entering the galleries to see all the artworks, you can drop off your coat and any bags. Large bags are not allowed inside the galleries. Coats and bags can be dropped off at the cloakroom. They will be stored safely until you leave the museum.

The cloakroom is in the Atrium, right by the archways. The word 'Cloakroom' is on wall to point you in the right direction, as in this picture:



The cloakroom itself looks like this:
You can hand over your coat and bag at the counter.



Next to the regular cloakroom is a group cloakroom, which looks like this:

If you would rather not wait in a queue, you can complete a Fast Lane Declaration beforehand and bring it with you. You can find it on the Rijksmuseum's website, under Accessibility:
<https://www.rijksmuseum.nl/en/accessibility>

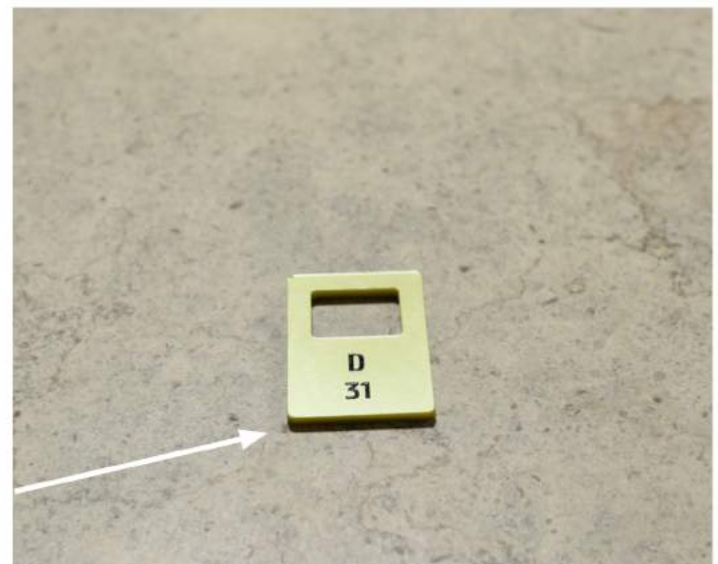
This lets you drop off your coat at the group cloakroom, which is faster. Check first if there is an attendant. .



When you drop off your belongings, the attendant will give you a ticket with a number printed on it. Keep this somewhere safe. When you are ready to leave the museum, give your ticket to the cloakroom attendant to get your belongings back again.

The ticket looks like this: :

There are different kinds of tickets. This one says D 31, but yours might have a different number.



KEEP IT
SAFE!

LOCKERS

You can also place your belongings in a locker. This picture shows how to get to the lockers from the Atrium.

TO THE
LOCKERS



From up close, they look like this: :

TO THE
LOCKERS



To use a locker, you need a 50 cent coin. You will get it back when you remove your belongings again. The locker is locked with a key that you have to take with you. In the picture is a locker with a key numbered 159. You will probably use a different locker.



KEEP IT
SAFE!



MUSEUM RULES

Do you know about the museum's rules?

There are three important rules that everyone has to follow:

Rule 1

You are not allowed to touch the objects on display, like paintings and statues. Try to stand at least one metre away from all the objects.

Rule 2

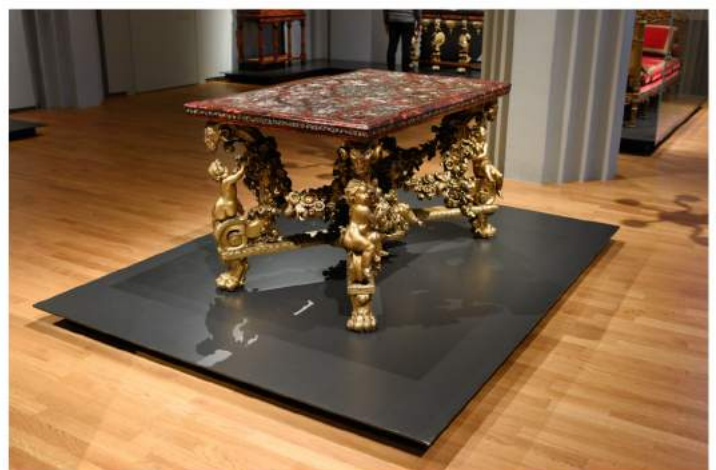
You are not allowed to point to artworks from up close, because if someone bumps into you, you might accidentally touch the artwork. Most paintings are set off with posts and a rope. All you need to remember is that you are not allowed to cross the rope. Not even with your arm or a pointing finger!

The posts with ropes look like this:



A lot of the furniture, statues and other three-dimensional objects are on raised platforms. This is to keep people from coming too close. You are not allowed sit on the furniture or to stand on the platform. The best way to look at the objects is to stand next to the raised platform. .

This picture shows a piece of furniture on a raised platform:



Rule 3

If you want to talk inside the galleries, use your quiet voice.

TOILETS

If you need to use the toilet during your visit to the museum, look on the floor plan or ask a security guard to find which is closest. The museum has several toilets. The largest toilet block is on the ground floor and can be reached from the Atrium.

On the wall is the word 'Toilet' to point you in the right direction, as in this picture. If you will be visiting the museum with a wheelchair, rollator or pram, you can use the ramp just off to the right. The security staff and Front Office staff would be happy to point you in the right direction.



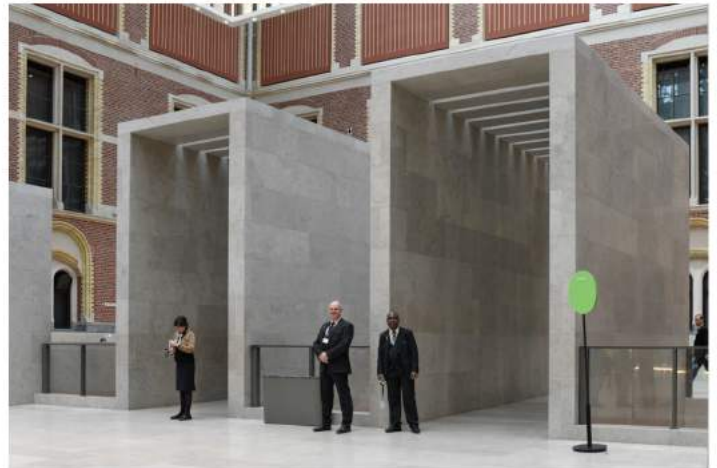
To find the toilets, walk in the direction shown here:



ENTRYWAYS

Now that you now all the rules, you're ready to enter the galleries.

Go to the entryways in the West Atrium. They look like this:



Security staff are posted at the entryways. They will ask to see your ticket and will scan it using a hand scanner. The scanner looks like this:

After your ticket has been scanned, you can continue to the galleries where the artworks are exhibited.



There are lots of galleries to choose from. It can be a good idea to make a plan of what you want to see beforehand with the person who will be coming with you.

Some objects in the museum are very old and date back to the Middle Ages; others are from the 20th century.

Look around on the website <https://www.rijksmuseum.nl/en/general-information/building-and-presentation> to get an idea of all the different sections and what interests you.

The museum's most famous artworks are displayed in the Gallery of Honour. One of them is Rembrandt's Night Watch. The Gallery of Honour can get very busy.

TAKING A BREAK

If you would like to take a break during your museum visit, you can rest on a bench. Benches are marked on the floor plan. Areas marked green on the floor plan are usually quieter.



Cafés

The Rijksmuseum also has three cafés where you can sit down for a drink and a bite to eat. In the East Atrium, above the museum shop, is a large café that also serves lunch. It looks like this:

This café is open every day from 9 am until 6 pm. It can get very busy at lunchtime. If you prefer to avoid crowds, we recommend sitting somewhere else around lunchtime.

CAFÉ

SHOP



The museum also has two smaller cafés that serve beverages only. These cafés are also indicated on the floor plan. You can also ask the security staff for directions.

The Coffee Corner is on the first floor and is open from 10 am until 4.30 pm. The small café in the Philips Wing is open from 11 am until 3 pm.



SHOP

CAFÉ

Garden

In summer the Rijksmuseum opens its gardens, which also have places to sit. If you have a ticket to the museum, you have free access to the gardens during the whole day of your visit.



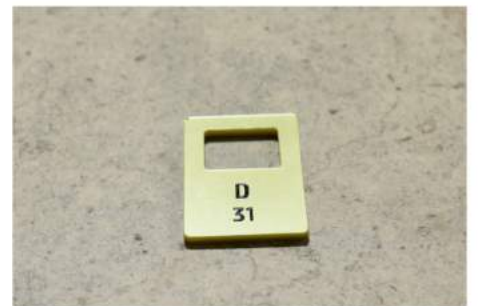
AT THE END OF YOUR VISIT

When you are ready to leave the museum, return to the ground floor. If you loaned an accessibility floor plan, be sure to return it to the Front Office staff at the information desk.

You can find the information desk in the West Atrium. This is what the information desk looks like:



INFORMATION DESK



If you dropped off any belongings at the cloakroom, return there to collect them. The cloakroom is in the Atrium, right by the archways.

The picture shows how to get to there from the West Atrium. Give the ticket you got earlier to the cloakroom attendant at the counter, and he or she will give you back your belongings. .

If you put your things in a locker, return to your locker.



Do



you remember where the lockers are? You can reach them from the Atrium. On the wall is the word 'Lockers' in white letters to point you in the right direction. They are in the same direction as the toilets.

EXIT

After that, you can leave the building through one of the four exits:



WITH STAIRS



WITH LIFT

This will bring you back out into the tunnel, from which you can leave the museum..



The staff of the Rijksmuseum hope you will enjoy your visit to the museum!



We work hard to make the museum accessible. If you have any questions or comments about accessibility at the Rijksmuseum, please send an email to: access@rijksmuseum.nl

<https://www.rijksmuseum.nl/en/accessibility>

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