

ARTIS

General Terms and Conditions for Educational Visits to ARTIS

1. These terms and conditions apply to educational visits to ARTIS. For the purposes of these terms and conditions, “education” includes primary and secondary education, special education, secondary vocational education (MBO), higher professional education (HBO), university education (WO), summer schools, language schools and education for refugees, visiting ARTIS on weekdays outside school holidays. Other forms of education or childcare, such as after-school care and out-of-school care, are subject to the regular admission rate or care card rate.

An educational visit consists of admission tickets for visitors (students and accompanying adults) to ARTIS-Park, ARTIS-Micropia and/or ARTIS-Groote Museum for a specific date and time slot, optionally combined with food and beverage products, a lesson and/or a workbook. It is not possible to visit ARTIS-Park, ARTIS-Micropia and ARTIS-Groote Museum all on the same day. A visit combining two of these locations is possible.

2. Any additional food or beverages purchased during the visit that cannot be reserved in advance must be paid for immediately at the relevant food or beverage outlet, unless they concern additional quantities of a product that has already been booked.

3. A booking will only become a final reservation once an official confirmation email has been received. Until such official confirmation has been received, the booking is not final. In case of doubt, the educational institution should contact ARTIS.

4. Cancellations and/or changes to a reservation may be made online no later than one week before the booked reservation date. During the week preceding the reservation date, changes and cancellations are no longer possible.

In that case, or if the educational institution fails to attend or arrives too late on the reservation date, no refund of any amount paid will be made. If payment after the visit has been agreed with ARTIS, the full value of the reservation will remain payable.

If only a booked lesson is not attended, while the visit to ARTIS does take place, a fee of €100 will be charged.

5. ARTIS is entitled to cancel a booking for an educational visit at any time, free of charge.

6. The educational visit must be paid for in full in advance when making the booking. Payment after the visit is only possible if payment is arranged through CJP or if otherwise agreed with ARTIS in advance. In the latter case, payment must be made within 30 days of the date on which the invoice is sent.

On the day of the visit, ARTIS will count the number of students and accompanying adults. If more students or accompanying adults are present than have been paid for, the additional visitors will be charged separately. These additional charges must be paid immediately at the ticket desk. If fewer students or accompanying adults are present, no refund will be made.

Any food and beverage products reserved in advance will not be adjusted to reflect lower visitor numbers. Additional products will be charged separately.

7. Students may only visit ARTIS-Park, ARTIS-Micropia and/or ARTIS-Groote Museum under appropriate supervision.

For primary education, there must be at least one accompanying adult for every five students. For the lower years of secondary education, there must be at least two accompanying adults per class.

Students in the upper years of secondary education who are not visiting as part of a class may independently carry out an assignment in the Park and museums. For groups visiting as a class of 20 or more students, at least two accompanying adults per class are required.

8. A maximum of one lesson and one workbook may be booked per class. Exceptions may be agreed with ARTIS.

Booked lessons and workbooks are provided by ARTIS free of charge. Schools must provide their own pencils and pens. If the booked educational materials are unavailable on the day of the visit, ARTIS will endeavour to provide an alternative.

9. An educational visit does not include exit tickets for the ARTIS car park. Visitors arriving by car are subject to the regular parking rate. Parking tickets may be included on the invoice or paid for directly at the ticket desk (card payments only).

Free parking for coaches is available next to ARTIS-Park. Passengers may only board and leave coaches at the ARTIS car park.

10. Bookings for educational visits may not be resold. Educational visits cannot be combined with other offers or promotions. ARTIS memberships cannot be used. The educational admission rate applicable at the time of booking will be charged for each student and accompanying adult.

11. All visits to ARTIS are subject to the ARTIS Visitor Regulations, which are available at the ticket desks of ARTIS-Park, ARTIS-Micropia and ARTIS-Groote Museum and at www.artis.nl.

By booking an educational visit, you accept the [ARTIS Visitor Regulations](#).

12. ARTIS shall only be liable for direct loss or damage that is the direct result of a breach attributable to ARTIS or an unlawful act attributable to ARTIS. Any liability for indirect or consequential loss or damage and loss of income is excluded.

If ARTIS is liable, its liability shall be limited to the amount paid out under its liability insurance, increased by the applicable deductible. If no payment is made under the insurance, ARTIS's liability shall be limited to the amount paid by the educational institution for the educational visit.

13. The educational institution is responsible throughout the visit for the conduct of its students and for ensuring adequate supervision by accompanying adults.

Any loss or damage caused by students or accompanying adults shall be borne by the educational institution or by the student or accompanying adult responsible for such loss or damage, to the extent that the educational institution or that person is legally liable for it.

14. ARTIS processes personal data in accordance with applicable laws and regulations. More information on how we process personal data can be found in our [Privacy Statement](#).

15. ARTIS reserves the right to amend these terms and conditions from time to time. The most recent version of these General Terms and Conditions is available at www.artis.nl.

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