



Aquarium-Muséum Universitaire de Liège & La Maison de la Science

Visit Regulations & Rules

Definition The term « Museum Spaces » covers all the permanent and temporary exhibitions of the University of Liège's Aquarium-Muséum, the Maison de la Science and the Embarcadère du Savoir, located in the building of the Institute of Zoology (Quai Édouard Van Beneden 22, B-4020 Liège).

Introduction

This document covers the rules for visiting and appropriate behaviour for all visitors and users of the Museum Spaces. All visitors to the Museum Spaces site are assumed to have read and understood the rules set out below and must comply with them. These rules are applicable throughout the Museum Spaces site:

- to visitors ;
- persons or groups authorised to use certain premises for meetings, receptions, conferences, exhibitions, concerts, shows, or various ceremonies ;
- to any person not belonging to the Museum Spaces who is present in the establishment for professional reasons.

Our mission and our wish are to provide full satisfaction to our public throughout their visit. The safety of visitors is paramount and the University of Liège's security service and our reception staff are constantly adapting to government recommendations and to the constraints inherent in the development of the Museum Spaces.

In order to guarantee an optimal visit, we would like to thank the public for carefully following the instructions in our visiting regulations, which are available in French, Dutch, English, and German.



Article 1 : General rules

To gain access to the Museum Spaces site, visitors must be in possession of a valid admission ticket. The fact that certain exhibition rooms are closed to the public cannot, under any circumstances, give rise to a refund (total or partial).

These rules are enforced by the staff authorised to ensure compliance by issuing instructions to visitors. In the event of non-compliance with these rules, and in particular when the breaches observed jeopardise the safety of goods, collections, and people, the Museum Spaces teams will assess the need to expel the offender(s).

The ticket office closes 15 minutes before the Museum Spaces closes. The shop closes at the same time as the Museum Spaces. Our opening hours are indicated on our websites - *aquarium-museum.be* and *maisondelascience.be* - and on our respective social networks.

The Museum Spaces may be completely closed during certain periods of the year for work and maintenance. These periods are indicated on our websites - *aquarium-museum.be* and *maisondelascience.be* - and on our respective social networks.

In the event of excessive numbers of visitors, disturbances, or any other situation that endangers the safety of people and property, the sale of tickets may be partially or totally stopped, entry to the Museum Spaces may be interrupted, and the Museum Spaces may be totally or partially closed at any time of the day, or the opening hours may be modified. No refund (total or partial) of an admission ticket may be claimed under the terms of this article.

Tickets and any other entitlements are non-exchangeable, non-refundable, revocable, and void if altered. The ticket must be used by the same person during its period of validity. The ticket is valid for one entry only. Visitors are requested to present the ticket holder for exit and re-entry to the Museum Spaces (see accepted timetables). The resale of tickets is forbidden on site and/or on the web or elsewhere. No commercial activity may take place in the building without the agreement of the Museum Spaces and the University of Liege (ULiège).

a. Respect for the site

Do not affix graffiti, inscriptions, marks, dirt, or damage anywhere in the Museum Spaces building. Anyone caught doing so may be expelled without any claim to reimbursement (total or partial). The Museum Spaces and the University of Liège reserve the right to take legal action. Do not throw anything into the pools. Do not hang anything over the pools. Do not touch any of the exhibits.

b. Know how to behave

- During their visit to the Museum Spaces site, visitors are required to behave in a manner that respects public order and good morals;
- Visitors must not run;
- Visitors must wear appropriate street clothes in all circumstances;
- For the comfort of our visitors, smoking cigarettes, electronic cigarettes, or any other product emitting smoke or vapour is strictly forbidden on and throughout the Museum Spaces site, including in the areas open to the public (corridors, stairwells, lifts, toilets, etc.);
- Visitors must give priority to people with reduced mobility in areas reserved for their use;
- Visitors must not disturb other visitors by making any noise, in particular by talking on the telephone, listening to radios, or any other sound broadcasting device;
- Visitors must not spit on the ground or in the water of the aquariums;
- Visitors must not throw or stick their chewing gum anywhere other than in the dedicated waste bins.

c. Safety

- To ensure a rewarding and responsible visit to the University Aquarium-Museum of Liège and the House of Science, we invite each visitor, family, and accompanist to familiarise themselves with our conditions :
 - **Children under 6 years old** must be under the constant supervision of a parent or responsible adult, thus ensuring not only their safety but also a respectful interaction with our spaces and collections.
 - **Children aged 6 to 11** must be accompanied by a person at least 16 years old who will provide attentive guidance and thereby foster an educational and safe experience.
 - We encourage **visitors aged 12 and over** to explore our collections independently while emphasising the importance of respecting the guidelines and the museum environment.
- We would like to remind you that the responsibility for minors under the age of 18 lies and remains entirely with their parents or legal guardians, not only for their safety but also for their behaviour within the establishment. Any damage or incident caused by a lack of supervision or inappropriate behaviour will be the responsibility of the legal guardians, parents, and legal guardians. The Aquarium-Museum Universitaire de Liège, the House of Science, and the University of Liège decline all responsibility in the event of an accident or problem arising from a lack of supervision or presence of a responsible adult.
- By promoting a spirit of responsibility and respect, we aim to create an environment where curiosity and learning thrive in a safe and enjoyable manner for everyone. We thank you for your understanding and cooperation and look forward to welcoming you.
- Any lost child will be handed over to a receptionist, who will take them to the reception area in the lobby;
- Do not take the stairs with a child in a pushchair - a lift is available to our visitors;
- Do not cross the security barriers;
- Do not sit or stand on railings or put children on ledges, stair treads, or window sills;
- Do not bend or lean a child over the surface of the water;
- Respect all the signs with specific instructions and prohibitions that are placed along the tour route;
- Do not obstruct, for any reason whatsoever, the firemen's access roads, the fire hydrants, and, more generally, the equipment involved in the safety of the site, the buildings, and the public;
- In the event of a fire, the utmost calm must be observed. Everyone is obliged to assist the staff when the assistance of visitors is required, in accordance with Article 422 of the Penal Code;
- Report any accident, discomfort, or abnormal event to the reception or security officer. In the event of illness or accident, victims are treated by the University of Liege security service and by the Museum Spaces staff trained in first aid. It is forbidden to move the sick or injured person, to make them drink, or to administer any medication before the arrival of the emergency services. If a doctor, nurse, or first-aid worker is present among the visitors and can prove his or her status, he or she must remain with the patient or injured person until he or she is evacuated; he or she is asked to leave his or her name and address with the supervisory officer present on the premises;
- All persons, bags, packages, or other items may be subject to security checks at the entrance to the Museum Spaces, but also inside, depending on the circumstances or in response to requests from the public authorities, by the University of Liege security service;
- We reserve the right to prohibit visitors from bringing bags, packages, or other items into the Museum Spaces site and building;

- It is therefore forbidden in particular:
 - To behave in a rowdy, violent, aggressive, and/or indecent manner towards the staff of the Museum Spaces and other visitors, or to display an inappropriate attitude or make inappropriate comments;
 - Conducting collections and petitions;
 - To engage in any commercial, advertising, propaganda, or soliciting activity;
 - Organising demonstrations;
 - To provoke gatherings or assemblies;
 - To obstruct public traffic and block passages and exits;
 - Obstructing, in any way whatsoever, access to sales points and exhibition areas;
 - Entering the museum while intoxicated;
 - Walking barefoot or wearing indecent clothing, especially with their shirt off;
 - Leaving personal objects behind, even for a few moments (any bag or luggage or closed parcel left outside the cloakroom may, for security reasons, be destroyed without delay or given to the adequate competent services);
 - Handling emergency equipment (fire extinguisher, fire cock, fire alarm box, etc.) without reason;
 - Using a telephone in 'hands-free' mode or carrying on a noisy and/or prolonged conversation that may inconvenience or disturb other visitors in the visiting areas of the Museum Spaces;

Article 2 : Prohibited items

- Wheeled equipment, such as skateboards, scooters, bicycles, skates, or shoes with built-in wheels - this equipment can be left in the cloakroom;
- Pushchairs exceeding the following dimensions: 92 cm x 132 cm;
- Any type of trailer or trolley;
- Suitcases, coolers, and backpacks, with or without wheels, exceeding the following dimensions: 61 cm x 38 cm x 46 cm;
- Hand luggage exceeding 34 cm x 22 cm;
- Canes with unprotected tips;
- Umbrellas;
- Coats and overcoats that cannot be worn over the arm or shoulder;
- Bike or motorbike helmets - these can be left in the cloakroom;
- Camera stands and supports (unless authorised);
- Objects which, because of their purpose or characteristics, present a danger to the safety of persons, collections, exhibitions, or buildings;
- Personal folding chairs, unless they are used by disabled persons who have received prior permission from the supervisory staff;
- Small backpacks are allowed as long as they are carried in the hand and not on the back;
- Food and drink;
- Alcoholic beverages or any illegal substance;
- Weapons and ammunition of any kind, or objects that can be used as weapons (even if they are dummy or harmless);

- Bladed weapons: daggers, knives, swords, clubs, punches and razors, folding or non-folding blades, etc;
- Electrical weapons for the neutralisation of people;
- Tools, cutters, screwdrivers, hammers, etc. (unless authorised);
- Dangerous objects or products;
- Explosive, flammable, or volatile substances;
- This list is not exhaustive. Only the reception or supervisory staff are competent to decide whether an object may accompany the visitor during his visit to the Museum Spaces.

Article 3 : Animals

Pets or other animals (even those carried in arms or in a carrier bag) are prohibited, except for approved assistance dogs with the appropriate official documents. Service animals must remain under the control of their owner at all times, on a leash or harness.

Article 4 : Use of cameras

- Unless explicitly stated otherwise, visitors may, during public opening hours and for their own private use only (personal and/or family use, non-professional and non-commercial), without disturbing or interfering with other visitors, and without using flashes, stands or tripods, photograph or film the animals in the aquariums and the collections in the permanent and temporary exhibition rooms.
- Professional and advanced photography - professional, amateur, blogger, influencer, student - professional photography, filming, and recording of radio or television programmes are subject to special permission. Unless prior written permission has been obtained, it is forbidden to make a photographic, video, or film report with or without the use of lighting, flash, stands, tripods, or other devices. This rule also applies to the use of boom microphones in the event of sound recordings within the Museum Spaces site. Any request for authorisation for these purposes must be addressed to the Head of the Communication Department and the Management of the Museum Spaces.
- Visitors may be photographed or filmed during their visit to the Museum Spaces site. These photographs may be used for communication purposes by the Museum Spaces and the University of Liege. Visitors who do not wish their image to be used are asked to object immediately to its use to the photographer or cameraman concerned.
- The entire site of the Museum Spaces is under permanent camera surveillance.
- Do not use a flash or torch (including mobile phones)!
- Do not use selfie poles (extension rods that can be held in the hand to hold cameras and mobile phones).

Article 5 : Respect for animals and facilities

Visitors are asked not to :

- Knock on the windows of the aquariums and exhibition cases, and not use objects or products likely to damage them (keys, jewellery, perfumes, etc.) ;
- Throwing projectiles against the windows of aquariums and display cases, or approaching sources of heat (lighter flames, hot lamps);
- Throwing or dropping any object (paper, rubbish, coins, etc.) in the aquariums, and if this happens to report it immediately to the reception staff;
- Shouting or making sounds that may frighten the animals;
- Dazzling the animals with flashes, laser pointers, and various lights such as torches or mobile phones;
- Making sudden gestures towards the animals;
- Feeding the animals;
- Crossing fences;
- Leaning on showcases, pedestals, and other display elements;
- Leaning against walls, running, chasing, pushing, sliding, climbing, or lying on benches;
- Deliberately disturbing the field of vision of other visitors for too long, blocking accesses and exits, especially by sitting on the steps;
- Disturbing the peace and quiet of the premises;

Article 6 : Hygiene

- Do not eat or drink on the Museum Spaces site and building;
- Do not leave food or packaging behind. A large number of waste separation bins are available to collect waste and rubbish. Do not throw or stick chewing gum;
- There are many restaurants and brasseries in the vicinity, in the city center of Liege, in the Outre-Meuse district, and in the Longdoz district;
- Various picnic facilities are available to visitors:
 - a picnic area with trees has been set up in the garden behind the Museum Spaces site;
 - the « Georges Simenon » Youth Hostel, located 5-minute walk from the Museum Spaces, welcomes school groups, with the purchase of a drink on the spot. Reservations are required.
- Several vending machines for drinks and snacks are located in the entrance hall of the Museum Spaces. These machines are owned and operated by external companies. The Museum Spaces receptionists do not have access in the event of a breakdown or malfunction. The Museum Spaces are not responsible for these machines and we cannot intervene or reimburse the user. The machine's telephone number is provided to report a malfunction or breakdown.

Article 7 : Personal belongings

- Visitors are responsible for their personal belongings, in particular clothing, bags, glasses, cameras, telephones, smartphones, computers, etc., without recourse against the Museum Spaces in the event of disappearance or damage;
- A free unattended cloakroom is available at reception. The museum declines all responsibility for loss or theft;
- The following must not be left in the cloakroom :
 - Money;
 - Titles and identity papers;
 - Checkbooks and credit cards;
 - Valuables, including jewellery, cameras, telephones, smartphones, computers, watches, etc;
 - Dangerous objects and materials (and all items prohibited in Article 2 of these rules).

Article 8 : Provisions relating to groups

- A group is constituted of a minimum of 15 paying visitors - except for school groups (no minimum);
- Group visits are made under the control of a person in charge who undertakes to ensure that all the present rules, order, and discipline of the group are respected;
- Group visitors must not disturb other visitors in any way. Each member of the group must remain close to the leader;
- For greater comfort during the visit and for a better distribution of groups throughout the day, prior reservation for all groups (school and non-school) is compulsory for open or guided tours;
- Reservations are required for guided tours. Maximum of 25 people per guide, with a maximum of 100 people at any one time (depending on the guided tour chosen); The admittance of one accompanying person per group of 10 people is free;
- Groups are admitted to the Museum Spaces on presentation of an admission ticket for each member of the group at the reception desk. On arrival, the group leader must go alone to the ticket office with the booking confirmation sent to them beforehand. They must know the actual number of members in the group. They will be told when their group can enter the Museum Spaces;
- Self-guided or free group visits are conducted by a leader who undertakes to ensure compliance with all of these rules and to guarantee group discipline;
- School groups are under the responsibility of their teacher(s) and/or supervisor(s) who must ensure that their pupils behave properly.
- Only the educational services of the Aquarium-Muséum Universitaire de Liège and the Maison de la Science are authorised to organise activities in the Museum Spaces.

Article 9 : Application of these regulations

- The Museum Spaces shall not be held responsible for any accidents caused by failure to comply with these rules. All safety instructions are posted, please respect them. Any incident occurring without respecting the instructions cannot lead to recourse against the establishment;
- Visitors are required to comply with any comments made to them by Museum Spaces staff for service or safety reasons;
- Unauthorised visitors are not permitted to enter areas not open to the public;

- Non-compliance with these rules may result in the visitor being excluded from the Museum Spaces and, if necessary, in compensation and legal action.

Article 10 : Law

- Belgian law is applicable to these rules.

Article 11 : Disputes

- All disputes that may arise from these rules shall be settled exclusively by the courts of Liège.



The only valid version of the Visiting Rules is available on our website at the following URL :

www.aquarium-museum.uliege.be

