Memorial Museum Passchendaele 1917
Berten Pilstraat 5a 8980 Zonnebeke

+32 (0) 051 77 00 41
www.passchendaele.be

Welcome to the Memorial Museum Passchendaele 1917.

In order to guarantee that everyone has a pleasant visit, we have established the following house rules:

- ✓ Should you be delayed, we request that you inform us in a timely manner (at least fifteen minutes in advance) by telephone on 051 77 04 41. We will discuss the possibility of you visiting the museum later in the day within the options available to us.
- ✓ There is parking area for coaches. Take note! You may park for a maximum thirty minutes. Coaches can drop off and collect their group there. In the interim, you must park coaches in the Roeselarestraat (level with house number 29).
- ✓ The steward/teacher pays for admission and receives the required information at the reception desk while the group waits outside.
- ✓ Umbrellas and large bags belong in the cloakroom; these are placed there before the visit. Please leave rucksacks and school bags on the bus.
- ✓ Please be considerate of other visitors; you do not run and shout in a museum. The steward/teacher is at all times responsible for maintaining the order and for ensuring the rules of conduct are observed.
- ✓ If the students must complete an assignment in the museum, a clipboard/hard cover is compulsory.
- ✓ You are prohibited from smoking, eating or drinking in the museum or in the trenches.
- ✓ Photography is permitted, but without the use of a flash.
- ✓ Picnics are permitted in the park, but the group must remove their own rubbish.
- ✓ Animals are not permitted in the museum (except for guide dogs).
- ✓ It is strictly forbidden to touch the collection, unless stated otherwise.
- ✓ We cannot permit the groups to retake the route after the visit.
- ✓ The entrance and exit of the museum must never be obstructed.
- ✓ We request that students wait for their group outside after the visit so that the reception desk remains unobstructed for other visitors.
- ✓ The museum is not liable for the loss, damage or theft of personal belongings.
- ✓ Visitors must follow all the museum's house rules.

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If you have booked a guide, we ask you to consider the following:

- ✓ Be on time.
- ✓ There is no cancellation fee if the Tourism Office is informed in writing no later than ten days before the reserved excursion date. If you cancel less than ten days in advance, our office is required to invoice you €25.00 (cancellation fee). With a cancellation on the day itself, the full costs of the excursion will be charged.
- ✓ The guided tour starts at the agreed time. If the group is delayed and still desires the complete tour (if this is possible for the guide), then the supplements are as follows:

delay of	01-15 min.: €0,00
	15-30 min.: €20,00
	30-45 min.: €25,00
	45-60 min.: €30,00

- ✓ After a waiting time of one hour we can no longer guarantee that the guided tour will take place and it will be charged.
- ✓ The guide is available to answer any questions the group may have. We ask you to treat the guide with the requisite respect.
- ✓ You are permitted to visit our museum with your own guide, but we must be informed of this.

We hope your group enjoys your visit to the museum.

With kind regards, The Memorial Museum Passchendaele 1917