

RIJKSMUSEUM

FRIENDS

Friends of the Rijksmuseum – Terms and Conditions

1. These Terms and Conditions are applicable to the agreement between the Friend and the *Stichting Het Rijksmuseum*. Only natural persons can enrol as Friends; legal entities and other organizations are excluded from participation in the Friends programme.
2. The agreement between the Friend and the Rijksmuseum Amsterdam is entered into for an indefinite period, commencing from the date of registration and lasting until the agreement is terminated by the Friend. If the Friendship is purchased in the museum, if payment is made directly online, or if a Friendship is given as a gift, the agreement is valid for one year from the date of purchase. An annuity Patronship is entered into for five years.
3. The Friends Number is shown on the back of the Friends Card. The final six digits of the Friends Number are needed to register for Friends Activities (see point 13).
4. The Friends Card is issued only once, and remains the property of the Rijksmuseum Amsterdam. Friends Cards may absolutely not be used for commercial purposes in any way whatsoever.
5. The new Friend will receive the Rijksmuseum Friends Card(s) within ten working days of the receipt of the enrolment. The new Friend can register for Friends Activities from the moment of receipt of the Friends Card(s). If the Friendship is purchased at the museum, the cards can be used immediately. The cards must be activated within two weeks of the date they have been purchased, by means of the link provided for this purpose. If the Friendship is purchased directly online it can be collected, including the Friends Cards, from Ticket Desk 1 in the Rijksmuseum on presentation of the voucher sent by e-mail.
6. In the event of the loss or theft of or damage to the Rijksmuseum Friends Card(s), the Friend will notify the Rijksmuseum as soon as possible. The Friend is then entitled to a replacement card. The number(s) of the old card(s) then become(s) invalid. See point 16 of these Terms and Conditions for the relevant contact details.
7. In the case of a payment method with an annual direct debit: the contribution will be collected by means of an authorization for an annual direct debit. The first payment after enrolment as a Friend will take place in the month of enrolment or the following month. If the Friendship is purchased at the museum or paid for directly online, it is not automatically renewed. In these cases the Friendship expires automatically one year after purchase. Before this takes place the Friend will be contacted by the Rijksmuseum with the question of whether the Friend wishes to renew the membership.
8. In the case of a payment method with an annual direct debit of the contribution: if a periodic debit is unsuccessful, the Rijksmuseum will contact the Friend to verify the details that have been provided. A few weeks later the Rijksmuseum will offer the direct debit authorization to the bank again. If this second attempt is also unsuccessful, the Friends Card(s) will be blocked.

9. In the case of a payment method with an annual direct debit of the contribution: in the event that the Friends Card(s) is/are blocked, Rijksmuseum Amsterdam will not send any, or any more, invitations for Friends Activities. This blockage will not be lifted until full payment is made. The obligation to pay the contribution from the date of enrolment remains in place.

10. In the case of a payment method with an annual direct debit of the contribution: the Friend can cancel the Friendship by telephone or e-mail with a one-month period of notice. The Friendship and the direct debit authorization are then terminated and the Friends Card(s) remain valid until the end of the current membership year, starting from the date of enrolment. Unfortunately, a full or partial refund of a contribution already paid is not possible.

11. The Friend will be kept informed of interesting offers of products and services by the Rijksmuseum Amsterdam that coincide with the interests of the Friend.

12. The Friend will keep the Rijksmuseum Amsterdam informed, by e-mail or in writing, of changes in address and other contact details. See point 16 of the Terms and Conditions for the relevant contact details.

13. The Rijksmuseum Amsterdam periodically organizes activities for Friends. The Friend can sign up for these activities, stating his or her Friend Number. The capacity for some activities is limited, and places are assigned on a first come-first served basis. If an activity is unexpectedly cancelled, the Rijksmuseum Amsterdam will make every effort to inform the Friend as soon as possible.

14. In the event that the Friend is remiss in his or her compliance with his or her obligations as stated in these Terms and Conditions, the Rijksmuseum Amsterdam is entitled to terminate the agreement with immediate effect. In this case, the Rijksmuseum Amsterdam will block the Rijksmuseum Friends Card(s), and if necessary take other measures to prevent damage. In the event of termination, no full or partial refund will be given.

15. The Rijksmuseum Amsterdam is entitled to amend these Terms and Conditions and the content of the various Rijksmuseum Friendships. The amended Terms and Conditions apply from the time of their publication on www.rijksmuseum.nl. These and future Terms and Conditions are also applicable to agreements that have already been entered into.

16. The contact details of the Friends of the Rijksmuseum Amsterdam are:

Postal address: Rijksmuseum Amsterdam

Attn. Friends

Postbus 74888

1070 DN AMSTERDAM

E-mail address: vrienden@rijksmuseum.nl / friends@rijksmuseum.nl

Telephone number: +31 20 674 7077

17. The payment details of the Rijksmuseum are:

IBAN: NL92INGB0661340872

BIC: INGBNL2A

Creditor ID: NL53ZZZ412151410000