

# RIJKSMUSEUM

## FRIENDS

### Friends of the Rijksmuseum – Terms and Conditions

1. These terms and conditions are applicable to the agreement between the Friend and *Stichting Het Rijksmuseum*. Only natural persons can enrol as Friends; legal entities and other organizations cannot do so.

2. If the Friendship is purchased directly online on the English, German or French web page, the agreement between the Friend and Rijksmuseum Amsterdam is valid for one year, commencing from the date of activating the Friends' Card(s) (see point 15). An Patronship with agreement is entered into for at least five years.

If the Friendship is purchased directly online on the Dutch web page (when living in The Netherlands or Belgium), the agreement between the Friend and 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.

3. The Friends' Number is shown on the rear of the Friends' Card. You will need the last six numerals of the Friends' Number when registering for Friends' Activities (see point 13).

4. The Friends' Card(s) are issued only once and remains property of Rijksmuseum Amsterdam. Friends' Card(s) may absolutely not be used for commercial purposes in any way whatsoever. Use of the cards is strictly personal and non-transferable.

5. If the Friendship is purchased directly online on the English, German or French web page, it can be collected, including the Friends' Card(s), from ticket desk 1 or the museum shop in the Rijksmuseum on presentation of the voucher sent by email. The card(s) can be used straight away. The card(s) must be activated within two weeks after they have been collected, by means of the link provided for this purpose.

If the Friendship is purchased directly online on the Dutch web page (when living in The Netherlands or Belgium), the Rijksmuseum Friends' card(s) don't need to be collected, the new Friend receives the card(s) within ten working days of receipt of the enrolment.

6. In the event of the loss or theft of or damage to the Rijksmuseum Friends' Card(s), the Friend will notify this to the Rijksmuseum as soon as possible. The Friend is then entitled to (a) replacement card(s). 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. If the Friendship is purchased directly online on the Dutch web page (when living in The Netherlands or Belgium), it gets renewed automatically with an annual direct debit: the contribution will be collected by means of a digital authorization for an annual direct debit during enrolment.

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. If no contact can be made, 3 reminders will be sent by the Financial Department of the Rijksmuseum Amsterdam. If payment is not made even after the reminders have been sent, 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 anymore, invitations for Friends' Activities. This blockage will only be lifted when 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 email with a period of notice of one month. 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 cannot take place.

11. The Friend will be kept informed of interesting offers of products and services by the Rijksmuseum Amsterdam that are appropriate to the benefits of the Friend.

12. The Friend will keep Rijksmuseum Amsterdam informed, by email or in writing, of changes in the address and other contact details. See point 16 of the terms and conditions for the relevant contact details.

13. Rijksmuseum Amsterdam periodically organizes activities for Friends. The Friend can sign up for these activities, stating his or her Friend Number. It may occur that the capacity is limited. It then applies that those who sign up first take precedence. If an activity unexpectedly is cancelled, 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, Rijksmuseum Amsterdam is entitled to terminate the agreement with immediate effect. In this case, 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 take place.

15. 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](http://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

Email address Friends: [vrienden@rijksmuseum.nl](mailto:vrienden@rijksmuseum.nl) / [friends@rijksmuseum.nl](mailto:friends@rijksmuseum.nl)

Email address Rijksmuseum Next (up to the age of 40): [next@rijksmuseum.nl](mailto:next@rijksmuseum.nl)

Email address Patrons: [patrons@rijksmuseum.nl](mailto:patrons@rijksmuseum.nl)

Telephone number: +31 20 674 7077

17. The payment details of the Rijksmuseum are:

IBAN: NL92INGB0661340872

BIC: INGBNL2A

Creditor ID: NL53ZZZ412151410000