

RIJKS MUSEUM

PREPARATION FOR YOUR VISIT TO THE RIJKSMUSEUM

How wonderful that you're planning to visit the Rijksmuseum! You'll need a ticket to enter the museum. You can purchase it on our website:

<https://www.rijksmuseum.nl/en/tickets/articles>.

The Rijksmuseum is a large building. In this document, you'll get a preview of what it looks like inside and outside, so it will be easier to find your way around when you arrive.

TIMES

Your ticket states the time you are expected to enter the museum.

ACCESSIBILITY

The entire museum is wheelchair accessible.

THE BUILDING

This is what you'll see when you look at the Rijksmuseum from the Stadhouderskade:



This is what you'll see when you look at the Rijksmuseum from Museumplein:



You need to walk through the tunnel in the middle of the building to reach the museum entrance. Be careful not to walk on the bike path in the middle!



In the middle is the bike path, and on the sides are the sidewalks. People often cycle through the tunnel, and sometimes musicians play music there. In this tunnel, you'll also find the museum's entrances. There are four in total: three doors that lead to a staircase and one entrance with an elevator.



ENTRANCE WITH STAIRS

ENTRANCE BY ELEVATOR

STAFF

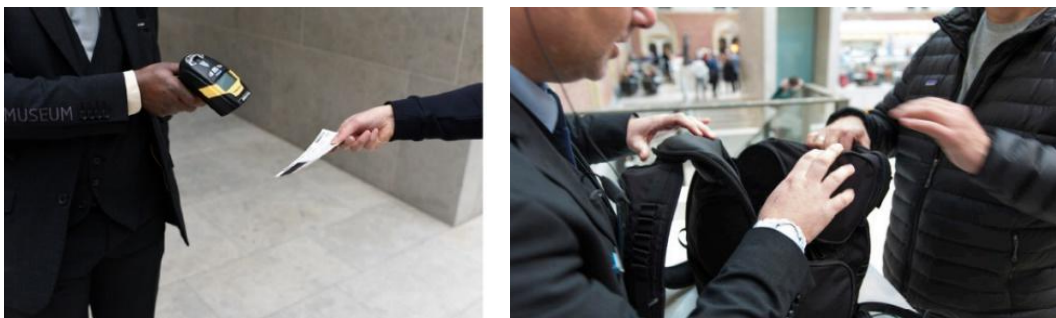
At the entrance, and also inside the museum, there is security staff. The security guards are all different, but you can recognize them by their uniforms. They are there to protect the special objects in the museum and to help you if you have any questions or need assistance. This is how they are dressed:



There is also front office staff in the museum. They work, for example, at the information desk or the cloakroom. They are there to answer questions and help you find your way. They wear clothing like this:



Show your entrance ticket to the security guard. This can be on a printed piece of paper or on your phone. He or she will scan it or ask you to hold it in front of a post with a scanner. A security guard may also ask you to show your bag. The guard will then take a quick look inside.



ATRIUM

You'll enter through Atrium West, which looks like this from the top of the stairs:



And like this from the elevator:



If you go through the passageway from Atrium West, you'll enter the area called Atrium East. This is what the passageway looks like:



This is Atrium East:



CLOAKROOM

Before you enter the museum galleries, you can leave your bag and coat here. Large bags are not allowed inside the museum. You can drop off your coat and bag at the cloakroom, where they will be safely stored until you leave. The staff member at the cloakroom will give you a ticket with a number—please keep this ticket safe. When you leave, hand the ticket back to the cloakroom staff, and they will return your belongings to you.



TOILETS

If you need to use the restroom while in the museum, check the map to find the nearest toilet or ask a security guard to show you the way. There are toilets in several locations throughout the Rijksmuseum. Most of them are on the ground floor and can be reached from the Atrium. In the photo, you can see how to get to the toilets from the Atrium.





If you are using a wheelchair, walker, or mobility scooter, you need to go around the back to access it via a ramp—see the arrows in the photo below. Security guards and front office staff are happy to help you find your way. There is also an adult changing room; please ask about it at the information desk.



INFORMATION DESK

The round desk in Atrium West is the information desk, where front office staff are available to help you if you have any questions. Here you can pick up a museum map, which will help you find your way. You can also ask for the accessibility map, which you can borrow and must return when you leave. The accessibility map shows quieter areas in the museum in green. Routes suitable for wheelchair users are marked in orange. You can also download the map in advance from the website: [Accessibility - Rijksmuseum](#)



GUIDED TOUR

If you have booked a guided tour, please check in at the information desk. Show your ticket to the staff member, and he or she will tell you who your guide is and where to wait until the tour starts.

TO THE MUSEUM GALLERIES

You need to go through the gates in Atrium West to get to the museum galleries.



You can go in many different directions, so it's helpful to make a plan in advance with the person who is coming with you about where you want to go. On the website: [Inside the museum - Rijksmuseum](#), you can get an idea of the different departments and see what interests you. In the Gallery of Honour you will find the museum's most famous artworks, including *The Night Watch*, painted by Rembrandt. Please note that the Gallery of Honour can be very busy.

SEATING

There are benches in the museum galleries, but you can also take a foldable chair with you so you can sit wherever you want. The chairs hang on a rack just behind the entrance gates in Atrium West. You are allowed to take one from there.



END OF YOUR MUSEUM VISIT

When you have finished your visit, return to the Atrium. If you borrowed an accessibility map, please return it at the information desk.

At the cloakroom, give the ticket you received to the staff member behind the counter, and he or she will return your belongings.

We look forward to your visit! If you have any questions or comments, please fill out the contact form: [Other questions - Rijksmuseum](#). We will do our best to assist you.