

Frequently asked questions

1. Is the National Maritime Museum open?

In line with national policy concerning the coronavirus, the National Maritime Museum will be closed to the public until 6 April 2020.

2. When will National Maritime Museum re-open?

This national policy is currently planned to remain in force until 6 April 2020.

3. Will I be refunded for a pre-booked ticket for entrance to the museum in the period 13 March to 6 April?

We are offering everyone with a pre-booked ticket for this period the opportunity to visit the museum on another day in 2020. If you would like to visit the National Maritime Museum on another day in 2020, please go to the ticket desk and exchange your pre-booked entrance ticket for a new entrance ticket. Even if the ticket has expired (6 months after purchase).

4. Will guided tours still go ahead?

All guided tours are cancelled until 6 April 2020.

5. Will I be refunded for cancelled guided tours?

Guided tours can be rebooked free of charge. To rebook, please contact the Reservations Department by sending an email to events@hetscheepvaartmuseum.nl

6. I bought an entrance ticket from a travel agent or reseller. If I cancel will I be refunded?

If you booked through a travel agent or reseller, we advise you to contact the travel agent or reseller concerned.

7. We bought tickets as a group, can we rebook or will we be refunded?

You can rebook your tickets for another time during the day free of charge. To rebook, please contact the Reservations Department by sending an email to events@hetscheepvaartmuseum.nl

8. We booked a school visit and we want to cancel. Will we be refunded?

All school visits are cancelled until 6 April 2020. Schools will receive more information about their booking as soon as possible.

Should you have any other questions, please contact us by phone +31 (0)20 52 32 222 (work days 9.00 - 17.00) or by email: info@hetscheepvaartmuseum.nl.