

# anne frank house

## CLOAKROOM REGULATIONS ANNE FRANK HOUSE

1 May 2018

1. Use of the cloakroom is at the user's own risk. Part 9 of Book 7 of the Dutch Civil Code concerning "safekeeping" is not applicable to agreements between the Anne Frank House and users of the cloakroom.
2. Only jackets, bags, helmets and umbrellas will be accepted in the cloakroom. These or similar items cannot be taken into the museum, with the exception of handbags (smaller A-4 size). Items with a value higher than €500 (including their contents) should not be given for safekeeping. The Anne Frank House does not accept any liability for damage to or loss of items.
3. The Anne Frank House is entitled to inspect the contents of all items. The Anne Frank House reserves the right to refuse the safekeeping of valuable, excessively large or unusual items, and/or items with (possibly) prohibited, hazardous or questionable contents. The user indemnifies the Anne Frank House against liability for damage that is caused by the items given by the user for safekeeping or their contents.
4. One cloakroom ticket will be issued for each item given for safekeeping. Items will only be returned after this ticket is presented to a cloakroom employee of the Anne Frank House. This also applies to the temporary return of items.
5. In the event of the loss of the cloakroom ticket the Anne Frank House will endeavour to find the item in question. If no cloakroom ticket can be shown the Anne Frank House is in no way responsible for the consequences of this.
6. The Anne Frank House will of course endeavour to carefully safeguard and return items given to it for safekeeping. The Anne Frank House cannot however guarantee that the items will always be returned (undamaged).
7. The Anne Frank House is not liable for damage suffered by the user, except in case of willful misconduct or gross negligence on the part of the Anne Frank House or its employees. Liability for indirect or consequential damage is excluded. The liability of the Anne Frank House is always limited to €500 per item given for safekeeping (including its contents).
8. Items given for safekeeping must be collected within three hours of the issue of the cloakroom ticket. After this time the Anne Frank House will inspect the contents of the items. If the situation is not considered suspicious the items given for safekeeping will be regarded as lost property and dealt with further in accordance with the terms and conditions for visitors.

