



Online tickets with time blocks for the Antwerp Museums

Find answers to Frequently Asked Questions about buying e-tickets in time blocks.

1. What is meant by a time block?

To delay the spread of the coronavirus, free access to the museum is not possible. For this reason, we only allow a limited number of visitors into the museum during fixed time blocks. An e-ticket entitles you to a one-time visit to the museum on the date and time stated on the ticket.

Respect the time block on your e-ticket. You must enter the museum no later than the end of the chosen time block. This way we can avoid long waiting times, and 'social distancing' in the museum can be guaranteed.

2. Can I only buy a ticket online?

Yes. It is only possible to buy a ticket online. This is another measure to avoid contact as much as possible.

Therefore, no tickets will be sold at the reception.

Keep your ticket safe and bring it with you on your visit.

Only visitors with a valid e-ticket and ID will be allowed access to the museum. Visitors who are entitled to free admission (e.g. children, card holders, etc.) must still reserve a (free) e-ticket.

There will be no ticket sales at the reception for the time being.

3. How do I reserve a ticket?

You can reserve a ticket online on the museum's website via the 'Order tickets' button.

You will be sent to the webshop automatically:

- Select a date and time block.
- Choose the number of tickets per available rate.
- Click on 'Add to cart'.
- Register and pay for your tickets.

After your payment has been successfully completed, you will automatically receive your ticket by email.

You can also download your ticket at 'history and overviews' in your profile page in [the webshop for the City of Antwerp](#).

Do you not have an account yet? First create a profile via 'Register as new user'.

4. Who needs to reserve a time block?

Anyone wishing to visit the museum must reserve a time block.

If you have a discount card (e.g. A-card, Museumpas, Antwerp City Card, teacher card or other), you must still reserve a time block on-line. These cards will be scanned at the entrance as usual. Even if you are entitled to free admission (e.g. children and cardholders), you must still reserve an e-ticket.

5. Do I also need to book a ticket for my child?

Yes. Children also need a ticket to visit the museum.

6. Is the date and time block stated on my ticket?

Yes. The date and the arrival time are stated on both the ticket and in your confirmation email. Please respect the time of arrival and arrive at the museum on time.

7. I have a ticket with a time block, but I actually want to come earlier/later, is that possible?

The museum can only allow a maximum number of visitors in at one time. You must respect your chosen time block and arrive on time. If you are late, we cannot guarantee you entrance to the museum. We must put the safety of all visitors and employees first.

Please respect the time of arrival and arrive at the museum on time.

8. Can I exchange my ticket or get a refund?

No refunds or exchanges are possible. Reselling, abusing or forging e-tickets is prohibited.

9. Do I have to print the ticket?

You can print your ticket, but you can also show it on your smartphone at the entrance. Please make sure the barcode is clearly legible and that the backlight is set to bright.

If you have a discount card (e.g. A-card, Museumpas, Antwerp City Card, teacher card or other), you must also show it. Be sure to keep your e-ticket and ID handy for easy access.

10. Can I visit the museum in a group and/or book a guided tour?

Individual visitors are welcome in the museum. You can reserve a maximum of 5 tickets per time block. For the time being, you cannot book combi-tickets, guided tours or group visits. Do not group up. 'You can only visit with max. 2 friends or your family. Follow the instructions of the Safety Council.'

Corona measures

Your well-being is paramount. We will provide a safe environment. Read the instructions on the information screens carefully and follow the advice of the museum staff.
Prepare yourself and read the measures we are implementing beforehand by visiting our website.
We wish you a pleasant visit.