

Visitor Regulations of Vereniging De Zaansche Molen Version 2026/4

1. Definitions

The following terms are used in these Visitor Regulations:

1. **Vereniging De Zaansche Molen (DZM):** The collective locations and management structures (buildings, windmills, grounds, and legal entities) under the management of Vereniging De Zaansche Molen, consisting of the 13 windmills (*) in the Zaan region and the Windmill Museum, located at Kalverringdijk 30, as well as office space in Warehouse *De Vrede* in Zaandam. Vereniging De Zaansche Molen is hereinafter referred to as **DZM**.
(*See the end of these Visitor Regulations for an overview of all DZM locations.)
2. **Exhibition:** The areas within the locations where artworks, heritage objects, and presentations are displayed; the paid-access area beyond the entrance control. This also includes the accessible spaces and semi-permanent exhibitions within our 13 windmills.
3. **Visitors:** Persons present at a DZM location holding a valid admission ticket during exhibition opening hours or during receptions/events held outside exhibition hours. Visitors must be able to identify themselves upon request by DZM. If they refuse, DZM is entitled to deny them access.
4. **Guests:** Persons without a valid admission ticket who, by appointment, visit a DZM employee in the exhibition spaces, offices, and/or meeting rooms. These Visitor Regulations also apply to them. Guests must be able to identify themselves upon request by DZM. If they refuse, DZM is entitled to deny them access.
5. **Staff:** Employees and personnel of DZM. These persons are registered in DZM's registration system.
6. **Admission Ticket:** A ticket granting access to a DZM exhibition, purchased or obtained at the ticket desk (or other sales outlets recognized by DZM). The validity of an admission ticket is by definition limited in time and may be assessed by staff if necessary.
7. **Shop:** The area inside and outside the exhibition where DZM offers merchandise for sale.

2. Applicability of the Regulations

Anyone present at a DZM location or exhibition accepts the applicability of these Visitor Regulations. The regulations must be observed in both paid-access and free-access areas within DZM. The regulations also automatically apply to the shops, courtyard, rear garden, gallery walkways, meeting rooms, service facilities such as restrooms, the Windmill Museum educational grounds, and the offices.

3. De Zaansche Molen and Supervision

In the event of a violation, or a well-founded fear of a violation, of these regulations by a visitor or guest, DZM is entitled to remove the person concerned from the premises and/or deny them access. DZM may take any action it deems necessary and/or desirable, including reporting the matter to the police.

Security personnel authorized by DZM are empowered to act in accordance with these regulations. DZM uses video surveillance and stores all footage for a certain period. The footage may be used as evidence of violations of these regulations and in legal proceedings. DZM uses both visible and concealed cameras.

4. Prohibitions

Without the express permission of DZM, visitors and guests are prohibited from:

1. Being present at DZM without a valid admission ticket and/or identification document, or without prior permission from DZM.
2. Remaining outside the designated exhibition areas without prior authorization.
3. Hiding or otherwise being present in cupboards, void spaces between exhibition panels, storage areas, offices, or other areas that can reasonably be considered inaccessible to the public.
4. Appropriating, damaging, destroying, or removing items belonging to, loaned to, or otherwise present within DZM.
5. Touching artworks, loan items, or exhibited objects.
6. Approaching artworks, loan items, or exhibited objects too closely or carelessly.
7. Pointing at artworks, loan items, or exhibited objects with pens or other objects, including when used as a pointer.
8. Bringing animals into DZM, except guide dogs and recognized assistance animals.
9. Behaving or dressing offensively, causing noise, creating a nuisance, or otherwise disturbing order within DZM, at the discretion of staff.
10. Hindering staff, volunteers, or guides in the performance of their duties, verbally or physically, at the discretion of staff.
11. Creating litter or depositing waste anywhere other than designated bins.
12. Offering goods for sale.
13. Bringing balls, balloons, narcotics, alcoholic beverages, food, hazardous or nuisance-causing substances, objects, products, or weapons into DZM.
14. Using photographic, video, film, audio, or other recording equipment for commercial or promotional purposes without DZM's explicit written permission.
15. Lighting fires, smoking, or vaping.
16. Bringing bags larger than A4 size, backpacks, umbrellas, Nordic walking poles, or selfie sticks into exhibition areas where cloakroom facilities are available. Use of the cloakroom for mandatory storage items is free of charge.

17. Endangering the safety of visitors or staff, directly or indirectly, verbally or through gestures, at the discretion of staff.
18. Committing, intending to commit, or facilitating criminal acts, or otherwise displaying socially unacceptable behaviour, at the discretion of staff.
19. Leaving goods and/or materials behind.
20. Placing anything against furniture and/or walls.
21. Writing, drilling, stapling, sticking, screwing, or nailing into furniture or walls.
22. Covering, moving, touching, or damaging alarm detectors or cameras.
23. Taking shop items without paying for them first.
24. Consuming food or beverages brought from outside.
25. Eating or drinking outside designated areas.
26. Bringing sharp objects into DZM.
27. Making marks within DZM using pens, markers, pencils, or similar materials. Repair costs will be fully recovered from the responsible party or parties.

5. Obligations

1. Every visitor must present a valid admission ticket upon first request by staff.
2. Every visitor or guest must present valid identification upon first request by staff.
3. For general or specific security reasons, visitors or guests may be requested by staff to cooperate with an inspection of their bags or belongings.
4. All mandatory and prohibition signs within DZM must be observed immediately and strictly.
5. Groups of schoolchildren and young people must at all times be accompanied by adult supervisors from their group or by DZM staff. The required number of supervisors depends on the group size (maximum 10 visitors per supervisor).
6. Within DZM, visitors may only speak in a calm and quiet manner and must walk calmly (no running).
7. Instructions from staff must be followed immediately.
8. Bicycles, mopeds, scooters, and similar vehicles must be parked in the designated racks. Vehicles parked near emergency exits, attached to DZM fences, or in other unauthorized locations may be removed at the owner's expense. Locks will not be reimbursed. Cars must be parked in designated parking areas.

9. Motorized vehicles may only travel at walking speed on DZM grounds.
10. Every visitor and guest must familiarize themselves with the applicable emergency procedures. During an emergency, visitors and guests must leave DZM immediately upon instructions from staff (including announcements made through the automatic evacuation system). If circumstances require, they must do so without collecting clothing or other items left in the cloakroom.

6. Liability

1. Every visitor's or guest's stay at DZM, as well as the use of DZM facilities (such as wheelchairs, strollers, changing tables, etc.), is entirely at their own risk.
2. DZM is not liable for damage and/or personal injury unless it can be demonstrated that such damage or injury resulted from intentional misconduct or gross negligence by staff in the performance of their duties.
3. DZM is not responsible for theft, loss, or damage to visitors' or guests' belongings left in the cloakroom.
4. Liability for damages other than damage to visitors' or guests' tangible property and personal injury is excluded, including all forms of consequential loss.
5. Any liability of DZM arising from a particular incident is limited to the amount of the admission fee applicable to the visitor at that time. If DZM is insured for the relevant claim, liability remains limited to the amount paid out under the liability insurance policy, subject to the terms and conditions of that policy.

7. Final Provision

These regulations and any disputes arising from them are governed exclusively by Dutch law. All disputes shall be submitted exclusively to the competent Dutch court.

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Locations to Which These Regulations Apply

- Office *Warehouse De Vrede*, Schansend 1, Zaandam
- Windmill Museum, Kalverringdijk 30, Zaandam
- Windmill *De Schoolmeester*, Guispad 3, Westzaan
- Windmill *Het Prinsenhof*, Relkepad, Westzaan
- Windmill *De Jonge Dirk*, Weelsloot, Westzaan

- Windmill *Het Pink*, Pinkstraat 12, Koog aan de Zaan
- Windmill *De Koker*, Oosteinde 14, Wormer
- Windmill *De Ooievaar*, Diederik Sonoyweg 19, Zaandam
- Windmill *De Huisman*, Kalverringdijk 23, Zaandam
- Windmill *De Kat*, Kalverringdijk 29, Zaandam
- Windmill *De Zoeker*, Kalverringdijk 31, Zaandam
- Windmill *Het Jonge Schaap*, Kalverringdijk 31a, Zaandam
- Windmill *De Bonte Hen*, Kalverringdijk 39, Zaandam