



PRACTICAL INFORMATION FOR GROUPS



ADDRESS

House of European History
Rue Belliard / Belliardstraat 135
1000 Brussels, Belgium

Brussels-Luxembourg train station serves the HEH. Bus lines 22, 27, 34, 38, 64, 80 and 95 all stop at the European Parliament. Lines 12 and 21 also connect to Brussels Airport. The nearest metro stops are Maelbeek and Schuman on lines 1 and 5, and Trone on lines 2 and 6.

OPENING HOURS

Monday	13:00 - 18:00
Tuesday – Friday	09:00 - 18:00
Saturday – Sunday	10:00 - 18:00

Museum is closed on:

1 January / 1 May / 1 November / 24, 25, 31 December



BOOKING

Reservation is necessary for both self-guided and guided visits via our online booking system, for groups over 10 persons.

Bear in mind when booking:

- Be accurate about the number of people in your group.
- Print out your booking confirmation and bring it with you on the day of your visit

ACCESS FOR COACHES

The European Parliament has a welcome point for groups arriving by bus on Rue D'Ardenne, B-1047 Brussels, Belgium. The Atrium is the ideal place to freshen up and take a moment to relax before visiting the House of European History. The museum is a 3-minute walk from the Atrium.

There is no long-term parking available, the buses can only stop to drop off and pick up their groups at the indicated area.

VISIT

Please make sure that you arrive 30 minutes before your visit to allow enough time for security and other procedures. In the case of guided visits, this will allow you to experience the full tour, as guides must keep within the timeslot planned for the visit.

Entrance

- Arrival

You will be asked to show your booking confirmation with group details and time of visit. Be aware that due to very restricted access to the museum you may have to queue, even though you have arrived on time for your visit.

- Security

Although identity documents are not compulsory to access the building, we advise you to bring them with you. All visitors and bags are subject to airport-style security checks before entry. Firearms, explosive or inflammable substances, pepper sprays, sharp items and other objects that could be considered weapons are prohibited. In accordance with Belgian national legislation, certain prohibited items may be handed over to the police.

Photography and filming are prohibited in the exhibitions.

The cloakroom staff may refuse objects that appear to present a risk to the security and good order of the museum. Suitcases will only be accepted in the cloakrooms if they are smaller than 55x50x35 cm. Baby strollers may be accepted as long as they can be folded appropriately.



- Welcome

Make sure that your group leader is the one who enters the building and security check first in order to meet the floor staff member who will help the group get started in the exhibitions. For a guided visit, the guide will also come to the entrance area to welcome you.

Facilities

- Toilets
- Baby changing area
- Lockers & cloakroom
- Cafeteria
- Shop
- Lifts
- Wheelchair access
- WiFi

Picnic

There is no space reserved for consuming your own food or drink inside the museum. You may eat in the grounds of Parc Leopold outside the museum, weather permitting. Please bring plastic bags to remove any of your litter.

Behaviour

To help circulation in the galleries, please do not stand as a big group in areas where other people need to pass. Please respect other visitors and staff members. Do not run or shout in the museum, keep your mobile phones on silent mode, do not lean on the showcases and pay attention to the floor staff's instructions.

Cancellation or change

If you need to cancel your visit or change something in your booking (number of people, etc.), you can do it through the login on the reservation page.

Please inform us as early as possible about your cancellation, in order to give another group the possibility to visit in the same timeslot.

Specific information for schools

- ***Planning a visit of the HEH: Prepare your group***

We strongly advise you to check the About and Discover sections of the HEH website before making your booking or bringing your group to the museum. This will allow you to know which type of visit to choose and see which learning resources we offer for the visit. You do not need to print these resources, they will be provided at the museum.

We recommend you to break your class into groups of roughly equal sizes, led by one teacher (15 students max. per group) already before arriving at the museum, to save time for the visit itself.



- **Get started at the museum**

- *Self-guided visits with learning resources*

A member of the floor staff will welcome you in the entrance area and give you the activity pack corresponding to the visit you booked.

- *Using a multimedia tablet*

If you visit the permanent exhibition, you will need to pick-up the multimedia tablets providing all the contents in 24 languages at Level 1. You will then need to take the lifts to either Level 2 or Level 3 according to the group you are in (a sticker on each group's activity pack indicates where the group starts).

On the tablets, there are guidance notes for teachers and students on each floor, represented by

this symbol: 

- *Guided visits*

The guide will welcome you in the entrance area. He or she has been chosen according to the language requirements and age range of your group.

- **Explore the exhibitions**

- *In small groups*

Groups of roughly equal size led by one teacher (15 students max. per group) will work independently of each other in the museum. On each floor, these groups will even separate into smaller sub-groups that will have to go to different showcases to answer different questions.

- *With a chaperone*

Each teacher or accompanying person is responsible for his or her group of around 15 students. We ask this person to make sure every student respects the behaviour rules and shows up on time and in the right place for the briefings and debriefings.