

# CORONA MEASURES

# ROTTERDAM PHOTO 2021

Starting June 30, Rotterdam Photo 2021 will open with more than 100 international photographers! We are excited to open these exhibitions to the public.

We have taken all possible measures to ensure you a safe and enjoyable visit to Rotterdam Photo. As of June 30, the festival is only accessible with a ticket for a specific date and time period. Tickets for the exhibition can be ordered online here. At the box office, remaining tickets will be sold by time slot. Avoid a queue and order your tickets in advance. At the entrance area, measures have been taken by 1.5 markings that we put on the ground.

Questions about your e-ticket or timeslot? Check here the frequently asked questions.

## **BRING A SAFE VISIT TO ROTTERDAM PHOTO WITH AND FOR EACH OTHER**

Under the current circumstances, we all have to comply with new rules. We are also counting on your cooperation. Do you have a cold or fever? Or does one of your housemates have a cold? Then unfortunately we cannot grant you access. We hope to see you back later in good health.

### **The corona measures of Rotterdam Photo:**

Caught a cold or fever? We'd like to see you later in good health

The entrance area is marked with 1,5 mtr markings

Access with time slot ticket(s) only

Access for groups: only households 2-5 persons

Cough screens and disinfectants have been placed at the cash registers

Observation boxes and 'passer-by' to keep a safe distance of 1,5 meter

Per container, a maximum of 3 people can enter at the same time, this is also indicated by stickers

One-way traffic, follow the indicated walking route

Take care of each other!

## **ENTRANCE AND FLOOR PLAN**

For your own safety and the safety of others Rotterdam Photo has created a special walking route, so visitors can pass each other at 1.5 meters distance. Per container, a maximum of 3 people are allowed inside at the same time. The photo panels are marked with a 1.5 meter marker, so you can look at the photos in peace and quiet. View and download the floor plan in preparation for your visit here.

## **FREQUENTLY ASKED QUESTIONS**

Do you have questions about your visit or the measures we are taking? Check here the frequently asked questions. Is

your question not here? Then please contact us at [info.rotterdamphoto@gmail.com](mailto:info.rotterdamphoto@gmail.com)

On behalf of the whole Rotterdam Photo team, we hope to see you soon!

## FREQUENTLY ASKED QUESTIONS E-TICKETS

### **Do I need to buy tickets online before visiting?**

The festival site is only accessible with an e-ticket for a specific date and time period. This is due to the national measures against the coronavirus. By working with timeslots we can ensure that everyone can have a safe, quiet and pleasant visit to the exhibition. Such a visit lasts approximately one hour.

### **Can I still buy tickets at the box office?**

Yes, the festival is only accessible with an e-ticket. At the box office, only tickets from the remaining/unsold timeslots will be sold.

### **Is it possible to reschedule my e-ticket(s) to another date/time?**

No, this is unfortunately not possible at this time. This is due to the limited capacity of the timeslots.

### **A time slot is mentioned on my e-ticket. What does 'entry between' mean?**

This means that you can enter between the two times mentioned. If you arrive later or earlier than the selected timeslot, we regret to say that we cannot guarantee access.

### **Did you order an e-ticket and not receive an e-mail?**

Check your spam box or junk mail. If you can't find the e-mail here either, please contact us at [info.rotterdamphoto@gmail.com](mailto:info.rotterdamphoto@gmail.com). We will be happy to help you.

### **Did you order a ticket and did you receive an e-mail, but without an attachment?**

Please contact us at [info.rotterdamphoto@gmail.com](mailto:info.rotterdamphoto@gmail.com). Are you coming to visit the exhibition on the same day you ordered your ticket? Then you can come to our box office. The counter staff will be happy to help you. Please make sure that you can show them your e-mail message.

### **Is it necessary to print the e-ticket(s)?**

No, this is not necessary. E-tickets can also be scanned from your smartphone.

### **Can ordered e-tickets be returned?**

No, unfortunately we cannot take back tickets ordered online.

### **Other questions about your e-ticket?**

Is your question not among the frequently asked questions? Then please contact the reception desk at [info.rotterdamphoto@gmail.com](mailto:info.rotterdamphoto@gmail.com)