

## VISUAL PREPARATION DOCUMENT

### A sensory friendly visit in the Dutch Resistance Museum

Wonderful that you are planning to visit the Dutch Resistance Museum! To make your visit as pleasant as possible, we have listed all the practical information for you. In this visual guide you will find information about the surroundings, the location, the building, the rooms and other explanations about the museum in order to guarantee a carefree visit.

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### CONTACT

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#### Email

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toegankelijkheid@verzetsmuseum.org

## HOW TO GET HERE

**To walk:** The Resistance Museum is located at Plantage Kerklaan 61, diagonally across the main entrance to Artis Zoo. It is 1.7 km from de Dam (Dam Square) ([see map](#)), 2 km from Central Station ([see map](#)) and a 32 minutes' walk from the Anne Frank House ([see map](#)).

**Tramlijn:** From Amsterdam Central Station, take tram 14 in the direction of Flevopark (turn left when leaving the station). Get off at the Artis stop and walk a few meters to the left to cross the intersection. Then cross the road (be careful: double crossing) and continue straight ahead. Halfway along the road there is another small junction. Continue straight ahead. After about 100 meters, you will see the Resistance Museum on your left. It is situated in a large, bright yellow building with a pointed roof.

**Subway:** The museum is reachable through metro lines 51, 53 and 54. Stop at "Waterlooplein", take the exit "Artis" and from there it is only a short walking distance ([see map](#)).

**Bus:** You can take the bus line 43 or 22 to stop at "Kadijksplein" and walk here ([see map](#)).

**Hop on-Hop off Amsterdam:** Stop 4 is near The Resistance Museum. You will find more information on their [website](#).

**By car:** You want to park near the museum? You can do that at the following spots.

- [Muziektheater/Stadhuis](#) (Waterlooplein 28)
- [Markenhoven](#) (Anne Frankstraat 220)
- [Waterlooplein](#) (Valkenburgerstraat 238)
- [Parking Centrum](#) (Oosterdokskade 154)
- [Parking at ARTIS](#) (Plantage Kerklaan 40)

**P+R:** The Resistance Museum is easily accessible from P+R Zeeburg 1 and P+R Zeeburg 2. From Zeeburg, take tram 26 towards Central Station or bus 37 towards Amstel Station and get off within walking distance. You want a cheap parking spot at a P+R location? Follow this [link](#) for more information on the website of Gemeente Amsterdam.

**Coach:** The Artis parking lot is accessible to coaches with a waiver. This dispensation includes primary school pupils, the elderly and people with disabilities. Groups not eligible for an exemption can stop at the Scheepvaartmuseum (Kattenburgerstraat 1) and the Portuguese Synagogue (Weesperstraat 63).

## VISIT

### Opening hours

Monday - Friday: 10 am - 5 pm

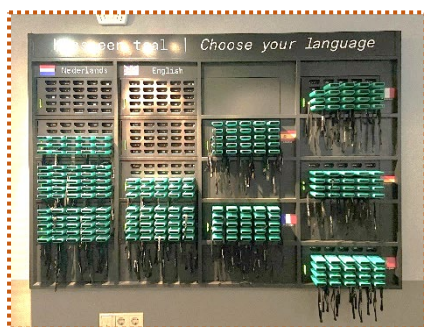
Saturday & Sunday: 11 am - 5 pm

### Tickets

You can buy tickets online or at the museum.

Klick here to buy tickets online: [Buy tickets here](#)

### Free audioguide



An audio guide is included in the entrance fee. You will receive your audio guide at our reception desk. The audio guide is available in Dutch, English, German, French, Italian, Spanish and Portuguese.



For the blind and visually impaired, we have an alternative audio tour (only available in Dutch) and all stories in written form (available in five languages). If you are deaf or hard of hearing, you can also use an alternative audio tour (only available in Dutch Sign Language) and all stories in written form (available in five languages). In addition, all videos in the permanent collection have subtitles in Dutch Sign Language.

### How to use the audioguide

#### MAIN EXHIBITION



More information about the period



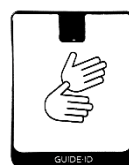
Personal stories at the display cases

First activation point at the museum

#### JUNIOR MUSEUM



Activation point for the blind and visually impaired



Activation point for the deaf and hard of hearing



Activation point for information in English

## Lockers



The lockers are located on the right-hand side next to reception desk.

Food, drinks and backpacks are not allowed in the museum. You can store these items free of charge in one of the lockers.

There are also racks to hang your coat if you do not want to put it in a locker.



If you have a suitcase or a larger piece of luggage, you can give it to our reception staff. They will keep it for you, as the lockers are too small for bigger luggage.

Our staff will make sure your luggage is safely stored and will give you a number. After your visit you can give the number back to the staff and collect your belongings.

## The Employees



Our museum staff does not wear a uniform. They wear their own clothing and have an orange or black name tag around their neck on an orange keycord, or pinned to their clothes.



Behind the reception there are always two staff members. You can approach them for questions, comments or assistance.



## TOUR THROUGH THE MUSEUM

### Entrance



The museum is located across the street from Artis Zoo. It is a yellow building with the words "Verzets Resistance Museum" written above the door. There is a bench in front of the museum and this space is often quite crowded, because when school groups arrive early, they have to wait in front of the museum. When you enter the museum, you have to walk through two doors in order to get to the reception desk. The first door is usually closed in winter and open in summer. The second door is a self-opening and self-closing glass door.

### Entrance hall



When you enter the museum, you will see the reception desk on the right-hand side. There you can buy tickets or have your pre-booked ticket or other entrance ticket scanned. Our staff are usually behind the reception desk. They are not wearing museum clothing. You can approach our staff for questions, comments or assistance. The lockers are on the right, a few meters after the reception desk. Next to the lockers are the toilets. Further information about the toilets can be found on page 7. On the opposite side of the lockers is the museum shop. If you want to buy an item, you can do that at the reception desk.

### Main exhibition



If you walk straight ahead after the reception desk, you will come to the entrance to our main exhibition. A self-opening and self-closing glass door separates the entrance hall from the main exhibition. To view this exhibition in chronological order, turn left. If you go through the whole exhibition, you will also return through this door.

Further information about the sensory unfriendly places can be found on an a map which you can view on page 8.

### Temporary exhibition

To get to the temporary exhibition, you have to take a short walk through the main exhibition. On your left you can see the doors to the temporary exhibition. Our website contains information on any temporary exhibitions and (related) activities.



## The Dutch colonies

The (permanent) exhibition on the former Dutch colonies will open on October 2nd 2024. To visit it, you first walk a part of the route through the permanent exhibition, then enter the temporary exhibition on the left and then you will find the entrance on your right.

## Junior Museum



Resistance Museum Junior is made for families with children from age 10 and above. To get to the Resistance Museum Junior, follow the first half of the route through the permanent exhibition. The wall next to the entrance door reads 'Verzetmuseum (The Dutch Resistance Museum) Junior'. You can enter the children's museum when the light above the double doors turns green. If you have to wait then the light is red. You hear a ticking and see a clock that counts down so you know when to enter the room. The door leads

to a small room with an introduction film.

## TOILETS

### Toilets on the ground floor

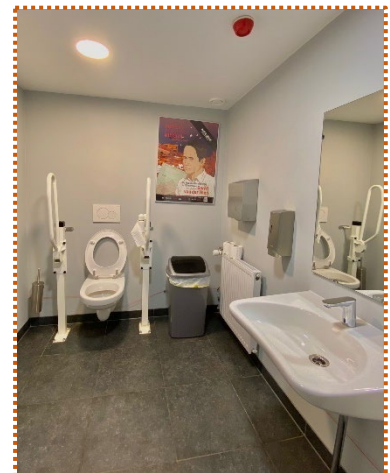


Toilets are located past the reception desk and lockers on the right. The toilets are gender-neutral. Therefore, there are no separate toilets for men and women.

They can be recognized by a door with an orange sign next to it with a picture of a toilet.



There is also an adapted, accessible toilet. In this toilet you will also find a baby changing table.



### Toilets on the first floor



There are also gender-neutral toilets on the first floor next to the Junoirzaal. During a standard visit, you will not go to the first floor. Only when you book an educational programme at the Resistance Museum Junior, you have to go upstairs to the Juniorzaal. The toilets on the first floor are not adapted or accessible. This floor cannot be reached by lift, but there is a stair lift.



## ACCESSIBILITY

The Dutch Resistance Museum offers an inclusive experience: everyone is welcome. The museum is trying to be as inclusive as possible. Information on the museum's accessibility can be found on our website ([Accessibility](#)).

## SEATING



There are a lots of seating throughout the museum. These benches usually do not have handrails. You can also bring a chair inside the museum so you can sit down wherever and whenever you want. The chairs are on a rack near to the lockers. You may take one from there.

## SENSORY FRIENDLY VISITS

The museum can be sensory unfriendly

What you can expect at the museum are:

- Different lighting colours
- Dark halls
- Tactile lines on the floor
- Sound effects of hall films (sound with or without spoken text)
- Small and crowded rooms
- Sound effects when touching or entering a room

On weekdays, school groups are often in the museum. After 3:30 p.m., these are no longer there, but there might be other groups visiting the museum. During the vacations, the museum is often crowded, especially in the spring, the period around Liberation Day.

### **Rest- or quiet-room**

Unfortunately, there is no rest- or quiet-room in the museum.

Map of the sensory unfriendly areas

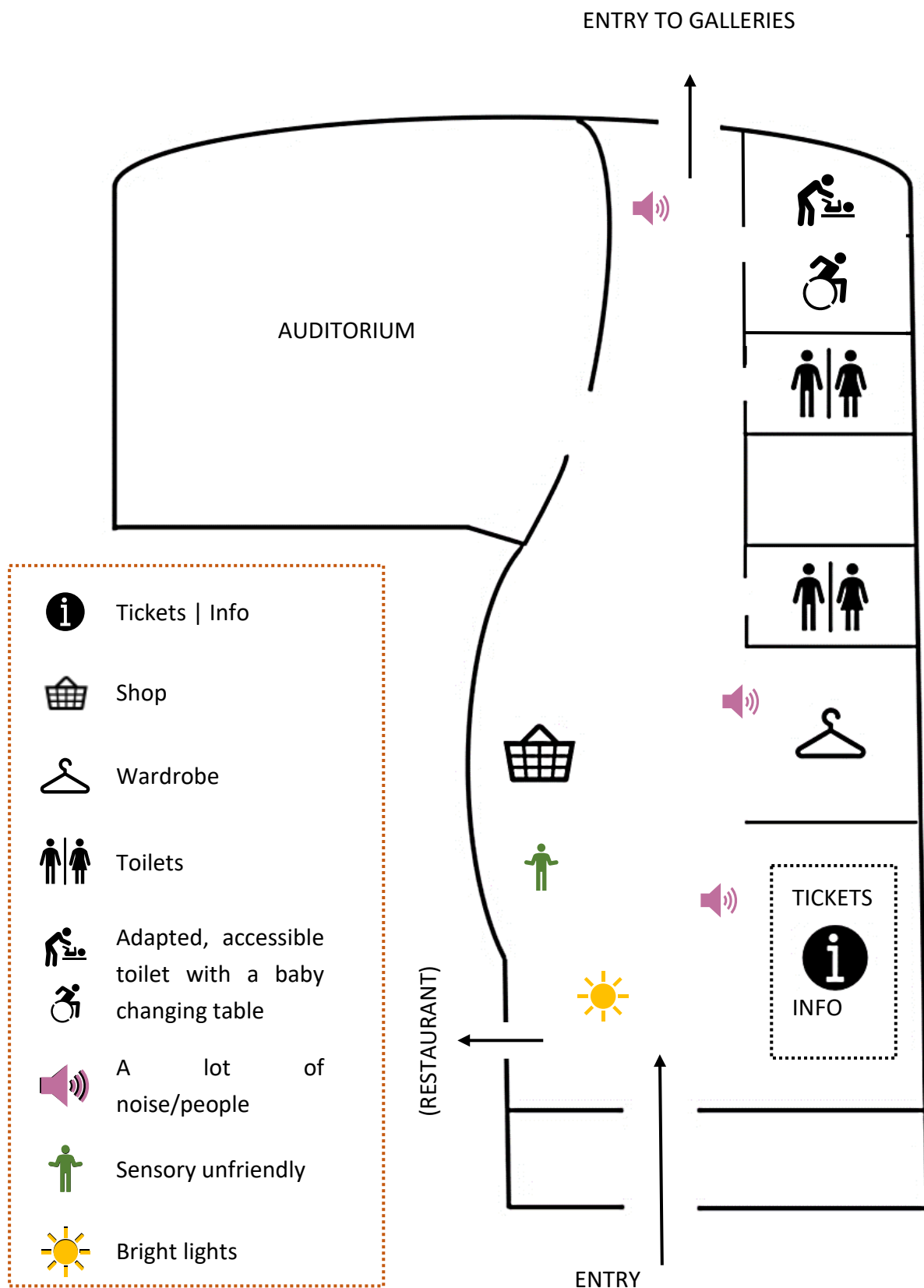
We have created a map of the museum in which the sensory unfriendly areas of the museum are listed. You can view this map on page 9.

## TIPS?

Do you have a tip on low-incentive museum visits or a question for us? Contact us ([toegankelijkheid@verzetsmuseum.org](mailto:toegankelijkheid@verzetsmuseum.org)) or speak to a museum staff member during your visit.



ENTRANCE

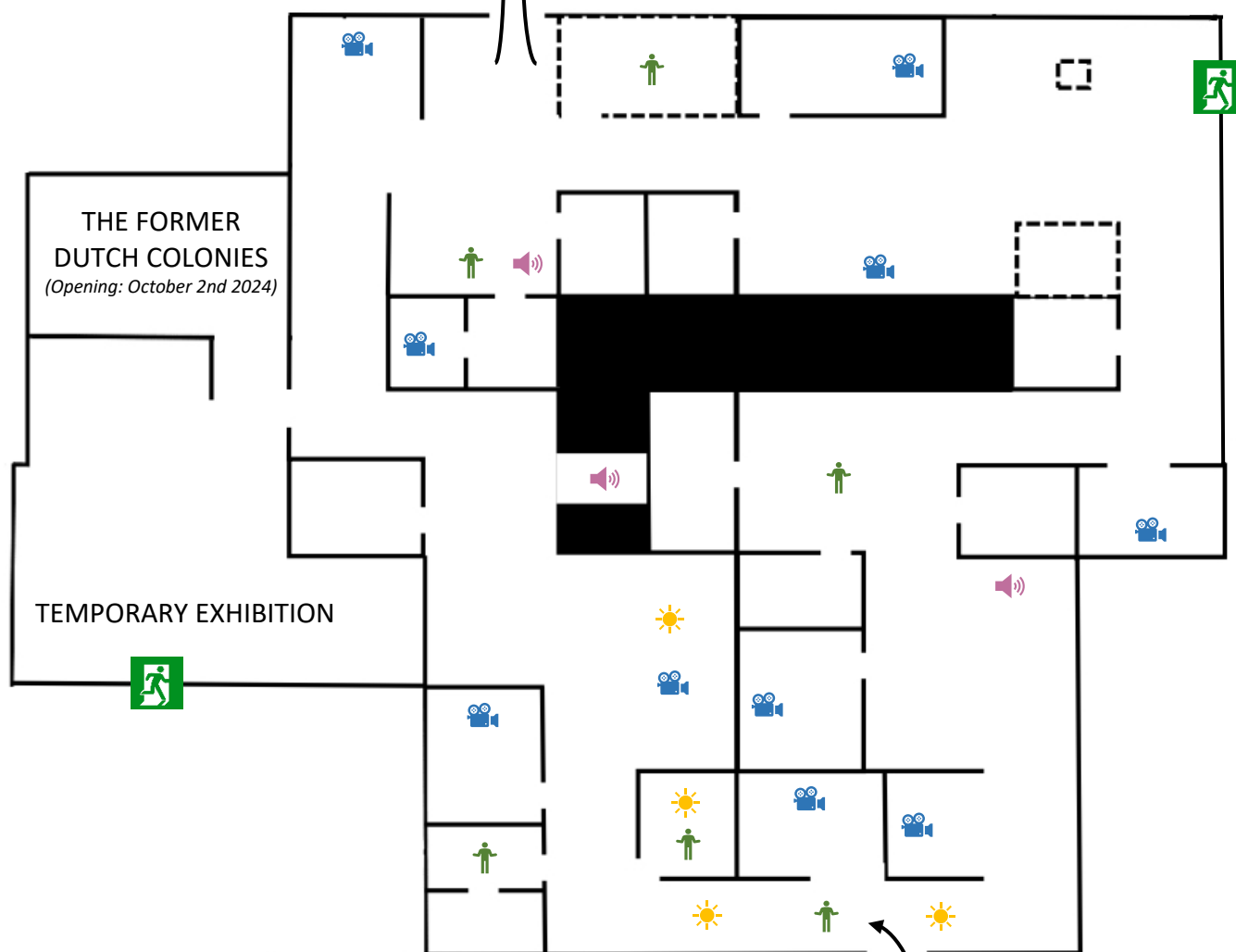






## MAIN EXHIBITION

ENTRY TO THE  
DUTCH RESISTANCE  
MUSEUM JUNIOR

STAIRS AND STAIRLIFT TO  
THE JUNIOR HALL

(only for booked school groups)



	Video's/Interactive screens		Sensory unfriendly
	A lot of noise/people		Bright lights

ENTRY TO THE  
MAIN EXHIBITION

## THE DUTCH RESISTANCE MUSEUM JUNIOR

