

# FAQ Van Gogh Museum time slot tickets

The Van Gogh Museum can be visited with a (free) time slot ticket in 2018, which can be booked online. This ensures your entrance during peak times. Read frequently asked questions below:

- How do I book a time slot ticket with the City Card number?**
  - Go to [tickets.vangoghmuseum.com](http://tickets.vangoghmuseum.com), select a date and time and choose the button 'Tickets' at the bottom.
  - Select 'City Card' and the number of tickets and enter your card number (the number under the barcode consisting of numbers 0-9 & letters A-F), see image 1.
  - Fill in your contact details and you can purchase/order the (free) time slot tickets. You will receive a confirmation per e-mail.
  - Please note: The City Card has to be valid at the time of entering the Van Gogh Museum (starting time of the time slot ticket).
- How do I book a time slot ticket with the City Card order number?**
  - Go to [tickets.vangoghmuseum.com](http://tickets.vangoghmuseum.com), select a date and time and choose the button 'Tickets' at the bottom.
  - Select 'City Card' and the number of tickets and enter your order number (the number on the voucher consisting of the letters & numbers): cc-....., see image 2.
  - Fill in your contact details and you can purchase/order the (free) time slot tickets. You will receive a confirmation per e-mail.
  - Please note: The City Card has to be valid at the time of entering the Van Gogh Museum (starting time of the time slot ticket).
- I don't have my I amsterdam City Card in my possession, can I book a time slot ticket for the Van Gogh Museum?**

No, you need the City Card number to book a time slot ticket. At the Van Gogh Museum you will have to show the time slot ticket together with your City Card.
- My I amsterdam City Card is expired, but I am in the possession of a time slot ticket.**

Unfortunately, to visit the Van Gogh Museum a valid City Card is compulsory.
- How long prior to my visit can I book a time slot ticket?**

You can book a time slot ticket on the day itself up until 4 months prior to your visit. You need to be in possession of the actual City Cards prior to book the time slot ticket, because you need the City Card numbers to complete the booking. If you have chosen to collect your City Card(s) in Amsterdam, you can only book the time slot ticket after picking up the City Card(s).  
**Please note!** It is possible that the time slot tickets will be sold out quickly. The City Card has to be valid during the use of the time slot ticket.
- Can I also visit the Van Gogh Museum without a time slot ticket?**

Unfortunately, this is not possible.
- How many time slot tickets can be booked?**

You can book time slot tickets for several persons (maximum 6 persons). Everybody needs to be in the possession of a valid City Card.
- Can I book time slot tickets for other City Card holders?**

That is possible, a time slot ticket is not personal. It is important that everybody in your booking is in the possession of a valid City Card.
- I didn't book a time slot ticket and I wasn't able to visit the Van Gogh Museum, can I receive a refund for this missed visit?**

Unfortunately, this is not possible. We don't provide refunds for this situation. It is possible for the museum to reach its maximum visitor capacity and that it will not be possible to enter the museum.
- We had booked a time slot ticket, but we have missed the time/day, can we still visit the museum?**

No, the time slot ticket is only valid on the booked time and day. Please try to book a new time slot ticket.
- I have booked a time slot ticket, but I have forgotten to take my City Card with me, will I be able to enter Van Gogh Museum?**

No, it is necessary to show a valid City Card in combination with the free time slot ticket.
- I accidentally booked a time slot ticket and paid for it, can I receive a refund?**

Unfortunately, this is not possible. With the City Card you have the option to book a free time slot ticket.



Image 1: City Card number

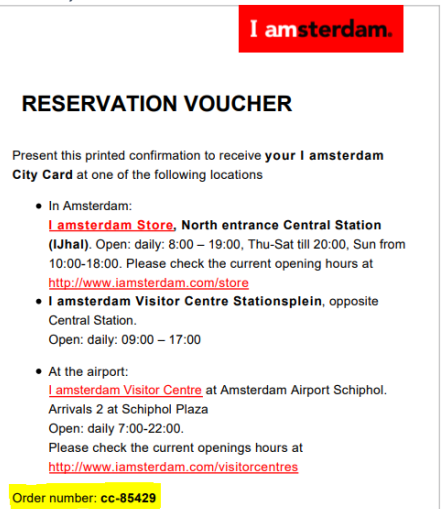


Image 2: order number (cc-....)

14. **Do you have any other questions about the time slot tickets of the Van Gogh Museum?**

You can visit the I amsterdam Visitor Centre Stationsplein 10 (opposite the Central Museum) for assistance. For urgent questions which weren't answered in the above FAQ, you can contact us via the [contactform](#).