

JOHAN TAHON - UNIVERSUS

EXHIBITION SCULPTURES 1999 - 2021

24 April until 30 September 2021



FAQ'S

- **What does an entrance ticket cost?**

A standard entrance ticket costs € 10,00 during the exhibition of Johan Tahon.

You may be eligible for one of the discounted rates.

Click [here](#) for a complete overview.

- **Where can I buy an entrance ticket?**

Tickets can be purchased at the desk of Visit Oudenaarde, which is also the entrance to the museum MOU (town hall).

You can also buy your tickets online in advance: click [here](#). This way you are sure to be able to visit the exhibition at the desired time. An overview of the tickets already sold per time slot can be found on the website.

- **Is it necessary to print the tickets?**

At the entrance the barcode of the ticket will be scanned.

So bring a printed version (open pdf !) or show the ticket (barcode) on your smartphone.

Attention: the confirmation mail alone is not sufficient. The ticket itself is sent as a PDF file in an attachment (see also below).

- **If I reserve a ticket for a specific time slot and I arrive earlier, can I already visit the exhibition?**

Unfortunately, this is not possible. You book a ticket for a certain time slot, and from then on you have a leeway of half an hour. You can arrive up to half an hour later than the booked time. After that your ticket is no longer valid. It is not possible to visit the exhibition before the chosen time slot.

- **I have ordered my tickets online, do I have to print the confirmation e-mail?**

No, you must print the attachment (in pdf format) from the e-mail and bring it with you on the day of your visit. This document contains a barcode that is scanned at the ticket counter. The e-mail itself is not sufficient to gain access to the exhibition.

- **When is the MOU open?**

You can find an overview of the opening hours [here](#).

- **Until when do I get access to the museum?**

Ticket sales at the desk will close 45 minutes before the museum closes. (16u45)

- **How do I book a guided group visit? (Depending on the conditions regarding the Corona pandemic)**

There are several ways of doing this;

- Tel: +32 (0)55/ 31 72 51

- <mailto:visituniversus@oudenaarde.be>: you can send an e-mail with the following data: name of the group, person in charge, street + house number, municipality/city, date and time of the visit, number of persons, desired program)

- At the reception of Visit Oudenaarde (town hall)

- **Is the museum accessible for people with limited mobility?**

Yes, there is an elevator in the museum which allows you to reach all floors.

Except for the Cloth Hall with our tapestry collection, all halls are accessible.

- **What can children do in the museum?**

Children can receive a free activity booklet (Johan Tahon exhibition) at the desk.

Children are often intrigued by Johan's mysterious creatures and have a very personal view of art, they let their imagination run wild and these strange creatures make them dream of distant worlds where these creations come to life.

With the activity booklet they walk through the exhibition. To finish off, the children can draw or do crafts in the city hall.

- **I ordered my ticket, but I did not receive a confirmation e-mail.**

Be sure to check your spam mailbox. If you did not find your ticket there, please send an e-mail to visituniversus@oudenaarde.be

During the weekend, please call 055 31 72 51.

- **I have ordered tickets for a wrong date. Can I still exchange my tickets or get a refund?**

Unfortunately this is not possible due to administrative reasons.

- **Is an audio guide available?**

Yes, this is offered free of charge with a museum visit. The audio guides only provide information about the permanent collections. The audio guide is available in three languages: English, French and Dutch. Those who prefer not to use an audio guide can download the tour using a [QR code](#).

Audio guides are only available at the ticket counter on the day of your visit.

- **Is the Museum Pass valid for a visit to the MOU Museum?**

Yes. Showing the Museum Pass will get you free admission to the museum.

- **Can I purchase a Museum Pass at the museum?**

Yes, Museum Passes can be purchased at the counter of Visit Oudenaarde - MOU entrance. It is also possible to renew a Museum Pass.

- **Am I allowed to take pictures in the museum?**

Photography and filming for private use is only permitted without flash or other light source. Permission is required for commercial purposes.

- **Are animals allowed in the museum?**

No animals are allowed, with the exception of guide dogs.

- **Where can I store my luggage during my museum visit?**

Wet coats, backpacks, bags larger than A4 size and umbrellas are not allowed into the museum rooms; they can be left in the lockers or in the checkroom (-1).

- **Can I eat and/or drink in the museum?**

Food and drink is not allowed in the museum rooms.

- **Can I come to Oudenaarde by train?**

You can! The museum is a 10-minute walk from the train station.