



MUNTPUNT

MUNTPUNT HOUSE RULES

Muntpunt is an open house: everyone is welcome. We consider mutual respect as a core value. That is why we do everything we can to create a pleasant environment, where everyone can make use of our services. To safeguard this atmosphere, certain rules apply.

OPENING HOURS

You can find the opening hours of Muntpunt on our website www.muntpunt.be.

Please note:

- no new visitors will be allowed inside from 10 minutes before closing time
- books, CDs, DVDs can still be returned at the yellow desk (or at the return station outside)
- 30 minutes before closing time, no more items will be taken from the depot

REDUCED FEE

Persons who can present one of the following documents will pay € 2 per year for their Muntpunt membership:

- Paspartoe benefit rate
- a health insurance fund certificate or sticker stating that the holder is in receipt of benefit (dated within 1 year of issue)
- a reference letter from a crisis centre or from an organisation recognised by the FCC (dated within 1 year of issue)
- a certificate from a budget management organisation, collective debt broker or the OCMW or verdict (dated within 5 years of issue)

FOOD AND DRINKS

You are free to drink in the building, except near the computers. Food and alcoholic beverages are not permitted, unless it concerns an in-house occasion or an event held in a rented space.

ANIMALS

With the exception of assistance dogs, no animals are allowed inside the building.

USE OF FURNITURE AND INFRASTRUCTURE

You are free to make use of our infrastructure and furniture. Please leave all material behind in a neat and undamaged state.

- do not move tables, chairs and sofas
- only one person is allowed per individual spot (seat, sofa, study place, etc.)
- do not sit or lie on the floor

Reading and work spaces and quiet areas

Muntpunt offers a range of areas to sit. Some areas are designated for

- reading: you can go here if you want a place to sit specifically reserved for you, such as the salons on the different floors and the reading table in the Newspaper Corner.

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- group assignments: those wanting to work or study in groups can go to the booths on levels +3, +4 and +5. Each booth accommodates up to 4 people.
- work and study: you can work and study at the individual seats throughout the building, except in the reserved reading areas
- quiet areas: the Multatuli study hall on level +3 is a quiet area. In other areas you are free to speak discreetly, while also considering the other visitors.

COMPUTER USE

There are several computers available in the building.

- tablets and newspaper computers (Agora 0)
- catalogue computers (all floors)
- public computers (Multatuli study hall +3)

The tablets, newspaper and catalogue computers are available for library applications only. The computers in the study hall can be used for private purposes (with a valid library card for the network of Brussels libraries, or a day ticket).

Network security

Muntpunt keeps its network as secure as possible. We do this by:

- identifying everyone who makes use of the network
- registering the network traffic
- blocking specific websites through 'white & black lists'. This enables us to approve or exclude certain sites (racism, porn, illegal downloads, torrents, etc.).

It is prohibited to use the PCs for illegal purposes. Persons who consult, spread or publish pornographic, racist or threatening images and/or texts will be prosecuted.

TOILETS

You can make use of the toilets on level -1.

To ensure everyone has access to clean sanitary facilities, we ask everyone to pay € 0.50. Children under 1.30 metres are free of charge.

LOCKERS

Muntpunt has lockers available for visitors during opening hours on level -1.

Note: make sure to empty your locker at least 10 minutes before closing time. All lockers are automatically opened after the library closes. Muntpunt cannot be held liable for any lost or damaged items.

The lockers are available for everyone and can be used to store personal belongings. Especially if you have large bags, suitcases, trolley bags, etc. with you, you are required to use the locker facility.

SCOOTERS, FOLDING BIKES, SKATEBOARDS, ETC.

A skateboard, folding bike, scooter ... basically everything that rolls, is not allowed inside the building. You can also store these items in the available lockers at Muntpunt.

LOST & FOUND

Did you leave something behind? We keep all lost & found items that do not have a use-by date for a maximum period of one month. You can collect your found item from the yellow desk (Agora 0).

Please note: Muntpunt is not responsible for theft by third parties or loss inside the building.

PROMOTIONAL MATERIAL

Would you like to display or hand out promotional material, conduct surveys, make recordings, etc.?

Contact us and we will look at the possibilities. You are not permitted to do any of this without prior consent.

Please note: Muntpunt does not hang up paper posters.

HEALTH AND SAFETY

Muntpunt is a public building where no smoking is allowed.

The emergency stairs should only be used to leave the building safely and quickly, and only in the event of an emergency.

In case of evacuation drills, fire or emergency, strictly follow the instructions of the employees.

PRIVACY

Personal information

When you register, we record certain necessary personal information in our user database. This information is used exclusively by Muntpunt. We collect the information in compliance with the privacy legislation. You can find more information regarding privacy at www.muntpunt.be/privacy.

Security cameras

The building is equipped with security cameras that are registered with the privacy commission and have been installed in accordance with the provisions of the law. The recorded images are kept for a number of weeks and are then automatically erased. Images may be handed over to police services or legal authorities if asked to do so. Only specifically authorised employees have access to this material. These people are bound by a duty of confidentiality.

NUISANCE

Talking discreetly is allowed. Consider your fellow visitors. If you don't, we will ask you to finish your conversation.

If you bother others through a lack of hygiene, we will ask you to leave the premises.

Unwanted behaviour can result in expulsion from the building and possible further sanctions.

In the event of vandalism, theft of Muntpunt property or aggressive and unacceptable behaviour towards Muntpunt staff members, we will notify the police. We encourage visitors who are the victim of such criminal acts to do the same.

ACCEPTANCE

By entering the building, you accept these house rules as user of the building.

Please note: In all cases not covered by these rules, the director or the director's alternate on duty decides.

Consequences of not abiding by the house rules

If you do not observe the house rules, it will have consequences. This may include

- compensation for damage
- (temporary) revocation of the membership
- denial of entry to the building
- a combination of the above measures

FEEDBACK

Do you have any suggestions, comments or complaints? Please let us know

- at the desks
- via info@muntpunt.be
- on 02 278 11 11

We always treat your feedback with due neutrality and discretion.

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