

FAQ FOMU WEBSHOP

GENERAL QUESTIONS

I have forgotten my username / password. How can I request this?

Click on "Forgot your password?" Then enter your e-mail address and you will receive an e-mail with information to regain access to your account.

How can I change my password?

Select "my profile" in the top right and then "my data". On this page you can enter your old password and choose a new password.

Can I purchase a ticket for someone else / several people?

Yes, when you have created an account, go to "my profile" at the top and then to "extra persons". Here you enter the details of the person you want to register.

I have not received my ticket.

Be sure to view your unwanted e-mail / spam mailbox. If you cannot find your ticket there, please contact reservatie@fomu.be.

Is my ticket valid on a specific date?

Your ticket for the exhibition is valid for the entire exhibition period. So you can choose when you want to visit the exhibition with your ticket. You can find the start and end date of the exhibition period on the FOMU website. Your ticket for an activity is for a specific date, you can find this date on your ticket

Can I pass my ticket on to someone else?

If, due to circumstances, you cannot attend an exhibition or activity yourself, you can pass on your ticket to someone else. Please note: if you bought a ticket with a discount (-18 years, FOMU Friend), you can only pass this ticket on to someone who is also entitled to this discount.

I can't come to the activity for which I bought a ticket. Can I get my ticket refunded?

Unfortunately we cannot refund your ticket. You can pass on your ticket to someone else.

Do I have to print my ticket and bring it with me?

You are not obligated to print your ticket. You can also show it on your mobile phone or tablet

QUESTIONS CONCERNING ACTIVITIES

How do I know if I am successfully registered for an activity?

You will receive a confirmation e-mail to the e-mail address you entered. If you have registered several people, all tickets will arrive at this address. Be sure to check your "junk email"

Why do I have to enter an age for "extra people (-18 years)"?

Some workshops are for a specific age category.

I get the following message: "An error has occurred: this person has already been registered for this event. You cannot save this registration." What should I do?

Contact the FOMU via reservatie@fomu.be or 03 242 93 56. Your registration has been interrupted upon payment. A FOMU employee can adjust this for you in the back office and arrange your registration.

I am on the waiting list for an activity. How do I know when a place becomes available?

If someone cancels, we will notify you by telephone and/or mail. We go through the registrations chronologically, we will first call whoever was on the waiting list first.