ART MUSEUM OF ESTONIA

ONLINE BOOKING PLATFORM
https://pood.ekm.ee/en/piletid/broneerimine

MANUAL

Entering new orders

To submit an order in the online booking platform, click "New order" and enter the information on the order form: the museum branch, group information, date, ticket information, group leader, guided tour request and comments. Click "Send" to submit the order.

Enter the number of group leaders in the "Group leader" field (one or two people, depending on the group size). A group consists of a minimum of 10 people. The group leader will receive free admission if the group has up to 25 people. If the group is larger, free admission will be provided to two people (including the group leader).

The tour guide ordered from the museum will receive free admission.

Viewing your corporate orders

Orders submitted are archived under "Orders" and can be categorised by order number, status (active, pending or cancelled), date of submission, visiting date, contact person, group information or museum branch. In addition, the order and visiting date ("Visit") can be categorised by date.

The system provides an overview of all orders submitted by the tour operator's travel consultants. You can categorise orders by contact person.

Order status

The status of the order is defined by its colour.

Yellow: pending
All orders submitted are marked yellow, indicating that the order is being processed. The branch assistant confirms all pending orders within one working day. When a guided tour has been ordered with the visit, the details of the guided tour will be specified under "Additional notes" on the "Orders" page of the online booking platform within two or three working days after submission of the order. Should you have any questions, please do not hesitate to contact the museum assistant (see contact information below).

Green: active
Orders confirmed by the assistant are active, and marked green. This signifies that the assistant has processed the order and registered your visit. The online booking platform sends an e-mail confirmation of all confirmed orders (the system does not send a notification letter prior to confirmation).

Grey: cancelled
Cancelled orders are marked grey.

White: completed
Orders are marked white when the due date has expired (completed orders).

Updating and cancelling orders

You can view and update your orders on the "Orders" page. Click on the icon to open the order. You can change the order date, ticket number or time, or opt for a guided tour (at least five working days before the visit). Click "Send" to update the order. The assistant must confirm the update. The online booking platform sends an e-mail confirmation to the person who placed the order.

To change the museum branch and group information, the previous order must be cancelled and a new order placed. The ticket number can be changed on the visiting date at the museum office.

The order can be changed up to three days before the visit. Order updates are confirmed within three hours of their submission.

If you wish to change your order less than three days before the visit, please contact the museum assistant (see contact information below). All updates are confirmed by the museum assistant.

You can cancel the order on the "Orders" page. Click on the red-cross icon to open the page that will allow you to cancel the order or suspend the cancellation. Cancelled orders are marked grey.

Orders are preserved in the online booking platform for a period of 12 months and are subsequently deleted from the system.

Admission with guided tour

When ordering museum tickets, you can also opt for a guided tour, but not later than five working days before the visiting date. Guided tours are held in Estonian, Russian and English. Tours in other languages can be arranged upon request.

Where a guided tour is ordered, the details will be specified under “Additional notes” on the “Orders” page of the online booking platform two or three working days after submission of the order. Should you have any questions, please do not hesitate to contact the museum assistant (see contact information below).

Due to vacancy restrictions in the exhibition halls, we cannot guarantee availability of a tour guide at any time requested**.** The tour guide service may prove unavailable during the summer season, from May to September. The tour can be changed or cancelled at least one working day before the visit by contacting the museum assistant. Otherwise, the museum will present an invoice for the tour in accordance with the price list.

E-ticket download

For all active (confirmed) orders, the online booking platform sends an automatic e-mail regarding the option of downloading the ticket in PDF format. The ticket can be downloaded on the “Orders” page by selecting the order and clicking on the icon with the down-pointing arrow.

The e-ticket can be downloaded within two weeks of the visit.

Museum office on the visiting day

On the day of the visit, the group leader must visit the museum office and present a hard or digital copy of the e-ticket. The cashier scans the barcode to open the e-order, updates the order where necessary, confirms the number of visitors with full tickets and discount tickets, and closes the order. Discounts for contractual partners are applied upon final completion of the order. The invoice is sent in PDF format to the e-mail address used for placing the order.

Whom to contact for questions regarding tours or museum visits?

Should you have any questions, please contact the museum assistant:

Kumu Art Museum: kumu@ekm.ee; telephone: +372 5343 9230 (Mon–Fri 9–17)

Kadriorg Museum and Mikkel Museum: kadriorg@ekm.ee; telephone: +372 5780 7260 (Mon–Fri 9–17)

Niguliste Museum: niguliste@ekm.ee; telephone: + 372 5343 1052 (Mon–Fri 9–17)

Adamson-Eric Museum: adamson-eric@ekm.ee; telephone: +372 644 5838 (Mon–Fri 9–17)

Whom to contact concerning technical issues?

Regarding technical issues, please contact pood@ekm.ee or +372 5199 3569 (Mon–Fri 10–17)

First order confirmation e-mail

Orders can be placed from one year to two weeks before the scheduled museum visit. An order submitted via the online booking platform must be confirmed by the museum assistant (the system does not send a notification letter prior to confirmation). The museum assistant

confirms orders within one working day. The system sends an automatic e-mail notification of the confirmed order.

Second order confirmation e-mail

Two weeks before the scheduled visit, the online booking platform sends an e-mail notification of the e-ticket downloading option. When the order is placed less than two weeks before the scheduled visit, the e-mail confirmation (only confirmed orders) will include a notification that the PDF ticket is ready for downloading in the online booking platform.