

Fondazione  
Musei  
Civici  
di Venezia

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Musei  
Civici  
Venezia**

## — MUSEUM REGULATIONS





# MUSEUM REGULATIONS

<b>Palazzo Ducale</b>
<b>Museo Correr</b>
<b>Torre dell'Orologio</b>
<b>Ca' Rezzonico</b> <b>Museo del Settecento Veneziano</b>
<b>Museo di Palazzo Mocenigo</b>
<b>Casa di Carlo Goldoni</b>
<b>Ca' Pesaro</b> <b>Galleria Internazionale d'Arte Moderna</b>
<b>Palazzo Fortuny</b>
<b>Museo di Storia Naturale</b>
<b>Museo del Vetro</b>
<b>Museo del Merletto</b>

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# Museum Regulations



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## Museum opening hours

The museums of the Fondazione Musei Civici di Venezia are open all year round, with longer opening hours from April to October, and shorter hours from November to March. Details are given in the reception area and on dedicated web page of each museum.



## Tickets

Access to the museums is by valid entrance ticket only. Each ticket allows only one access and is not reusable, once you leave the museum it is not possible to re-enter. Throughout the museum tour, staff are authorized to ask you to show your entrance ticket, so please keep it carefully until the end of your visit. Museum ticket offices cease selling tickets half an hour to one hour before closing time. For information about the kinds of tickets available and opening hours, see details in the reception area or on the dedicated web page of each museum.

## Visits

For logistic and organizational reasons, admittance to some museums is not possible after the ticket office closes. Visit the web page of each museum for more information. Visitors with valid tickets arriving at those museums where admittance is permitted after the ticket office closes will be admitted. However, whatever time they enter, they must leave the museum by closing time and the ticket cannot be re-used at that venue. Children under the age of 12 unaccompanied by their parents or other responsible adults will not be admitted.

## Cloakroom and luggage

Bulky bags, rucksacks, umbrellas or any other objects that the staff deem unsuitable cannot be taken into the exhibition areas and must be left at the cloakrooms designated for this purpose. This service is free.

## Clothing

Out of respect for the venues and others, visitors will not be permitted to enter the museums in beachwear or skimpy clothing. Admission will also be denied to those with a covered face (except where personal protective equipment is used for the purpose of prevention and protection of one's own health and that of others) or in bulky clothing.



## Smoking

Smoking or using e-cigarettes is forbidden in the museums.



## Litter

Paper, tins, bottles or other litter must not be discarded but disposed of in the bins provided outside the exhibition areas.

## Animals

Animals are not admitted, with the exception of guide dogs for the blind, and service dogs for the disabled.

## Food and Drink

For hygiene reasons and to protect the works on display, food and drinks may not be consumed in the exhibition areas or in any other area of the museum not set aside for this purpose. It is strictly forbidden to bring alcoholic beverages or spirits into the museums.

## Photography

Filming and photography with flash and the use of tripods or selfie-stick are prohibited. Photographs in low resolution and for non-profit use which do not involve any physical contact with the artworks are permitted. It is possible to obtain digital images or carry out photographic services, film and television videos by submitting a specific request for authorization, subject to payment of reproduction rights. For more information visit Foundation website.

## Mobile phones and other mobile devices

Please silence your mobile phone and other mobile devices. Use of mobile devices should be discreet to avoid disturbing other visitors.

## Routes

Routes have been established to indicate itineraries, protect the works on display and facilitate the flow of visitors through the museums. Visitors should follow these directions and not move beyond any barriers.

## Museum staff

The museums' custodians are available to provide visitors with general information regarding the routes through the museum, the collections,

or the various museum tickets available. They are also responsible for the security of the works and the flow of visitors through the museum. Any instructions from the staff must therefore be carefully followed.



### Viewing the works

Visitors must view the exhibits from a safe distance and not approach with objects that could damage them. The works of art, furniture and tapestries on display may be looked at but not touched, and visitors are forbidden from sitting on chairs and sofas that are part of the displays.

### Tour Guides

Only tour guides authorized in terms of current regulations are permitted to conduct tours in the Foundation's museums. Security personnel have the right to ask unauthorized guides to cease their explanations, also requesting the assistance of the competent authority if necessary. For information about reduced-price admissions for tour guides see the web page of the museum concerned.

### Guided tours

Guided tours can only be carried out by authorized persons, with one of the following accreditation qualifications: tour guide, teacher acting as guide of the class they are accompanying, museum service educational tour leaders, museum staff or other person authorized by the museum management. Explanations must be given in a tone of voice that does not disturb or distract other visitors; the use of any type of amplification is not allowed. At Palazzo Ducale, groups of over 10 people must use Whisper devices. This also applies to school groups accompanied by teachers, if the teachers provide explanations on the exhibition route, and may be extended to other venues or temporary exhibition routes, at the sole discretion of the Foundation.

Distribution and collection of Whisper devices provided by authorized guides, educational tour leaders or other persons must take place outside the perimeter of the exhibition venue, so as not to hinder the flow in and out. The use of laser pointers to indicate the works or details of the same during explanations is prohibited.

Groups of over 10 people not accompanied by authorized guides can rent Whisperers at the dedicated desk inside the Museum

## Groups

Tour groups must follow the guide without shouting or talking in a loud voice; children must not be allowed to run around and play. Behaviour should be considerate and appropriate to the surroundings in order to avoid damage to the works on display and annoyance to other visitors.

## School Groups

Teachers can make use of the information and presentations available on the Civic Museums Educational Activities webpages in order to organize group visits in the most effective way, having regard to the school curricula and the level of education of the children.

Teachers are fully responsible for the behaviour of the children in their care. It is their duty to make sure that the children's behaviour meets the requirements laid down in these regulations.

## Protection of order and safety of the premises and works

In the event of inappropriate behaviour, security staff have the right to ask visitors, whether individuals or groups, to desist, in order to protect the safety of the works and the tranquillity of other visitors. Where any visitor persists with behaviour that puts exhibits or persons at risk, museum staff have the right to remove them from the museum., while the management reserves the right to take appropriate action and measures in all locations. In the event of an alarm, visitors are required to strictly follow the instructions given by museum personnel. If evacuation of the building is ordered, visitors must proceed in a disciplined and orderly manner, complying with directions given by the staff. In the event of a large influx and in any situation that could compromise the safety of people or property, access may be temporarily prohibited and any necessary measures imposed by circumstances can be taken to guarantee the safety of people or things.

## Refunds

Tickets purchased are not refundable. Refunds are admitted at the Foundation's sole discretion only in the case the event is cancelled by the organizer or due to force majeure In this event, requests for ticket refunds may be made on the request for information, suggestions, comments, proposals or complaints form available on the Fondazione Musei Civici di Venezia at link: <https://www.visitmuve.it/en/contattaci>. Assessment and verification procedures will be activated within 30 days.

### Feedback and complaints

Visitors may forward information, suggestions, comments, proposals and complaints using the form available at link: <https://www.visitmuve.it/en/contattaci>.



### Liability

The Foundation is relieved of any liability relating to damage to persons or property caused by non-compliance with these regulations.



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