RULES FOR ACCESS AND VISIT TO THE MUSEUM

Entry rules

Entrance with a RESERVATION is optional, but prior to your visit, particularly during extremely busy times, we suggest booking your ticket HERE.
The ticket must be kept for the entire duration of the visit.
For security reasons, access to the Gallery requires going through a METAL DETECTOR.
No ANIMALS of any kind are allowed, with the exception of guide dogs for the blind, service dogs assisting the disabled and pets for medical/therapeutic reasons (pet therapy) with a certificate issued by physicians belonging to public health services.
Visitors under the age of 12 must be accompanied by an adult.
The Gallery DOES NOT PROVIDE a CLOAK ROOM service, therefore, luggage, large backpacks, helmets and/or any other bulky object that measures more than 40x30x18 cm is not allowed.
Mobile phones must be turned off or put on silent mode.

Inside the Gallery it is FORBIDDEN to:

- smoke (including electronic cigarettes/e-smoking);
- be in a state of intoxication or under the influence of drugs;
- engage in aggressive acts against the crowd-control staff;
- introduce knives and/or any object deemed dangerous for safety;
- take flash pictures, use selfie sticks and bulky support tripods/ equipment;
- introduce drinks of any kind (including cans and/or glass bottles), access is allowed only for bottles of water not exceeding 0.5 liters;
- introduce food and drinks throughout the museum;
- sit on the floors and/or stairs;
- introduce umbrellas that do not close up, and all umbrellas must be deposited in the appropriate umbrella stands at the entrance;
- introduce drones and similar devices;
- engage in behavior that is not in keeping with decorum and/or become involved in behaviors that jeopardize the safety of artworks and people;
- stop and sit on the access and escape routes and on any other passage intended for an emergency exit;
- go beyond or ignore the spacer barriers in the dividers for the public;
- damage or tamper with structures, infrastructures and services in any way;
- display material that obstructs the visibility of other spectators or that interferes with emergency signs or that in any way is an obstacle to the escape routes towards the exits;
- touch the artworks or use objects near them that could cause damage;
- write or smear on the walls;
- draw/sketch using watercolors, markers, chalks or other materials other than pencils or digital media;
- leave refuse and waste outside the special containers located in the bookshop and at the exit;

• lean on the bases of the sculptures and/or against the walls, stand up on benches and chairs;
• run in the Gallery and adjacent areas;
• use trekking poles; • introduce knives and/or metal tools of any kind into the museum; introduce any type of firearm and/or dangerous material; armed visitors (including those with a regular licence/carry permit) may not access the museum;
• yell or keep a loud tone of voice;
• not respect the signs and the instructions of the custodial staff;
• wear clothes inappropriate to the decorum of the place (such as swimsuits, skimpy clothes, etc.), walk barefoot and shirtless in museum areas;
• behave inappropriately for the place (such as combing your hair, putting on make-up, changing shoes, changing the baby's diaper outside the appropriate spaces, etc.).

In each room there is a museum assistant, identifiable with a badge and uniform, who is responsible for enforcing these regulations and for the safety of the artworks on display and for the visitors and staff. If necessary, this surveillance staff is authorized to intervene and remove those who, with their behavior, endanger the safety of the works or disturb other visitors.

Behavior for tour guides and accompanied groups.

Inside the Gallery, the profession of tourist guide is allowed only to authorized guides in accordance with current Italian legislation, who must not forget they are guests and therefore behave in accordance with this condition.
Groups of up to 20 people including the guide are allowed.
The use of headphones (closed-circuit speaking system) is mandatory for groups of 8 people and over. It is possible to rent the headphones and system inside the museum.
It is forbidden to use laser pointers to show the works.

Behavior for school groups

School groups can be composed of a maximum of 20 people including accompanying persons.
Teachers are responsible for their classes; they must keep them united and disciplined and ensure that the behavior of the pupils is respectful of the place, of the other visitors and in general conforms to the rules set out above. Please note that the Law provides for penalties in case of damage to works of art.
The use of headphones is also mandatory for school groups. In this case, the accompanying teachers are equated with tour guides. If the teachers are not interested in making explanations and wish to be exempted from the obligation to use them, they can fill out a specific declaration at the museum ticket office.

Behavior in an emergency

In the event of an alarm and / or emergency, visitors must follow the appropriate signs and directions from the museum room staff. In the event of an evacuation, all visitors must proceed cautiously, following the directives of the personnel in charge