

ON ARRIVAL

- To be able to enter the exhibition rooms at the exact time of their booking, groups should arrive at the museum **at least 15 minutes beforehand**. It is essential to keep to your allocated time so as not to disrupt other visitors.
- The guide/teacher must identify him/herself at the Information Desk and present the documentation corresponding to the booking. **Identification stickers** will be provided for all the members of the group. These stickers should be kept visible at all times during the tour.
- If a member of the group arrives late, the guide / teacher may leave that person's name and identification sticker at the information desk.
- **You are required to use a group tour guide system (a microphone and receiver)** to help reduce the noise level in our exhibition rooms and to offer the best possible visitor experience. Guided tours for students up to Bachelor degree level are exempt from this requirement. The Museum provides a micro-receiver rental service (€1 per receiver) for groups that do not have such a system. **For tour groups that have booked through the channel for tourism professionals, there will be no charge for micro-receivers.** At the start of the tour the person in charge of the group will be responsible for explaining how to use the micro-receivers and at the end of the tour he/she must collect and return them all to the Audio Guide Desk from which they were collected at the start of the tour.
- All group members should go to the exhibition room admission point with their guide/teacher at the time indicated on their ticket. Otherwise, they may not be allowed to enter. No refunds will be accepted.

DURING THE TOUR

Time allowed in each gallery

- The explanations given in each room **may not exceed 15 minutes**.

Maximum duration of visit

- **75 minutes for the temporary exhibitions.**
- **90 minutes for the Permanent Collections.**
- The guide/teacher is responsible for keeping the group together and in silence, making sure that other visitors can move freely around the exhibition rooms, and should always use an appropriate tone of voice (as low as possible) so as not to disturb other visitors.

PLEASE NOTE

COLLECTION'S GALLERIES

- Only one guide/teacher may speak in the following rooms: 1, 2, 3, 4, 5, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 32, 33, 34, 35, 36, 37, 38, 39, 40, 42, 44, A, D, E, F, G, H, J, O and P.
- Two guides/teachers may speak in the following rooms: 6, 7, 8, 9, 10, 28, 29, 30, 31, 41, 43, 45, 46, 47, 48, B, C, K, L, M and N.
- This rule may vary depending on the Gallery Attendant, the capacity of the room and the floor it is on.

TEMPORARY EXHIBITIONS

- Two guided tours may not be at the same time in one room.
- Please keep strictly to the time slot you have reserved.
- People who wish to draw or write in the exhibition rooms may only do so on A4 sized paper and using a graphite pencil. Under no circumstances may painting materials or other items that may cause damage to the works of art (including tripods, monopods, selfie sticks, etc.).
- It is not permitted to use supporting material or take part in any other activity in the exhibition rooms. The guide / teacher may use a tablet, as long as it is used in a way that does not disturb the other visitors.
- We ask visitors not to make or receive telephone calls in the gallery rooms. We also ask you to always use your headsets or earphones to listen to your mobile apps.
- Backpacks, bags, umbrellas, suitcases, toys, balloons and balls must be left in the cloakroom before the tour begins. Food, beverages, animals or plants may not be left in the cloakroom.
- This free service also provides cane-seats (only available during visit to the Permanent Collection), baby pushchairs and wheelchairs available for visitor use.
- Visitors who create disturbances during visits and do not respect the established rules may be asked to leave the museum.

GENERAL ENQUIRES

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