

Privately-guided tours.

Terms and conditions

REQUIREMENTS

Can be requested by

- **Educational establishments:** for school and university students accompanied by their teacher / professor (a maximum of two teachers / professors are allowed).
- **Cultural associations / organisations** regardless of the nature of the group.
- **Tourism professionals.**
- **Friends of the Museum.**

Reservation

- The guide may only book a single time slot (either for the Permanent Collection or a temporary exhibition) during which the guided tour will take place. If another space is required on the same day, availability must be confirmed at the Museum's Information Desk on the day of the tour.

Maximum number of people per group

- **Maximum number of people allowed per visit: 20 participants** and 2 guides/teachers/companions in all the exhibitions of the Museum (Permanent Collection and temporary exhibitions).
- **The maximum number of people per visit may be exceeded exceptionally up to 30 for educational establishments and up to 25 for Tourism professionals visiting the Permanent Collection (remember not for the visit to the temporary exhibition).** This exception shall be communicated to cav@museothyssen.org indicating the confirmed locator number. Additional tickets to the tour must be purchased at the Museum Ticket Office.

Maximum guides per group

- A guide (maximum of 2 per tour).
- A teacher / professor (maximum of 2 per tour) accompanied by the students of his/her educational establishment. Status proof must be accredited with valid documentation at the Information Desk before the visit begins.

Group tour guide system

- From 18th February 2017 onwards, **the use of a group tour guide system (a microphone and receiver)** is required both during tours of the Permanent Collections and of our temporary exhibitions except for Primary and Secondary schools group visits. The Museum provides a micro-receiver rental service (€1 per receiver) for groups that do not have such a system. 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.
- Backpacks, bags, umbrellas, suitcases, toys, balloons, must all be left in the cloakroom before the tour begins. Food, beverages, animals or plants may not be left in the cloakroom.

Starting times of the tours

- Thyssen-Bornemisza Collections: Tuesday - Sunday, from 10.00 to 18.00, every 15 minutes.
- Temporary exhibition: Tuesday - Friday, from 10.00 to 18.00, every 30 minutes. Sunday, from 15.00 to 18.00, every 30 minutes. Please keep strictly to the time slot you have reserved.

Times for guided tours

- Thyssen-Bornemisza Collections: Tuesday - Sunday, from 10.00 to 18.55. Guided tours are not allowed on Mondays. The rooms will be emptied 5 minutes before the museum closes.
- Temporary exhibitions: Tuesday - Friday, from 10.00 to 18.55. Sunday, from 15.00 to 18.55. Guided tours are not allowed on Saturdays nor Sundays from 10.00 to 15.00. The rooms will be emptied 5 minutes before the museum closes.
- Due to the small size of the First Floor Balcony Gallery, no explanations may be given to groups in this area.
- These times are subject to change depending on specific exhibitions and the estimated duration of the tours.
- 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.
- 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 with tablets or mobile phones.
- This free service also provides cane-seats (only available during visit to the Permanent Collection), baby pushchairs and wheelchairs available for visitor use.
- Those visitors, who alter the normal development of the visits and do not meet the established norms, may be invited to leave the Museum.

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RESERVATIONS AND TICKET PURCHASE

Full-access ticket

A full-access ticket grants access to the Permanent Collection and all temporary exhibitions for one day. The guide/teacher leading the guided tour is granted 2 free tickets maximum per group to visit the Museum beforehand and prepare the visit, upon written request to mtb@museothyssen.org

Free admission

- Teachers (maximum of 2 per group). Remember status proof must be accredited with valid documentation at the Information Desk before the visit begins.
- The guides that lead the group (maximum of 2 per visit).
- Friends of the Thyssen-Bornemisza Museum.
- Groups made up entirely of Friends of the Museum must provide proof of status at the Friends Programme desk before the visit.

No individual concessions nor free admission are granted to

- ICOM Memberships.
- Citizens officially unemployed.
- Media professionals.
- Children under twelve years of age.

Booking terms and conditions of your visit

- To have made the booking for your visit via the museum's website (<https://entradas.museothyssen.org/storefront/hotdeals?lang=en>)
- To have purchased the tickets at least 72 hours in advance

Privately-guided tours without a reservation

- Temporary exhibitions: At least 24 hours before the visit online and at the Ticket Desk on the same day but subject to availability.
- Permanent Collection: at the Ticket Desk on the same day subject to availability.

GENERAL ENQUIRES

Thyssen-Bornemisza Museum Visitor Information Centre,
cavthyssen@museothyssen.org and +34 91 791 13 70