

## Recommendations for the visit

### BEFORE THE VISIT

To skip the line and ensure the desired visiting time, it is recommended to purchase tickets in advance.  
<https://entradas.museothyssen.org/>

Ticket office closes 30 minutes before closing times

Last admission is one hour before closing.

Please note that the galleries will be emptied 5 minutes before closing time.

You must present yourself at the access control to the rooms at the time indicated on your ticket. Punctuality is requested

The Museum is closed on 1 January, 1 May and 25 December.

From the end of June to the beginning of September extended opening hours. Check special opening hours [www.museothyssen.org](http://www.museothyssen.org)

You must show your valid entry ticket to use the museum cloakroom.

All objects such as umbrellas, rucksacks, suitcases, large bags, toys, balloons and balls must be left in the cloakrooms. For security reasons, items too large to pass through the scanner are not allowed and for hygiene reasons, nor animals nor plants.

This free service also provides cane-seats (only available during visit to the Permanent Collection), baby pushchairs and wheelchairs available for visitor use.

### DURING THE VISIT

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.

In the rooms of the Thyssen-Bornemisza collections educational activities and guided visits are developed, please keep this in mind when taking photographs (only allowed without flash in permanent collections) when there is a group in front of a work.

Re-entry to temporary exhibition is not allowed

Those visitors who alter the normal development of the visits and do not meet the established norms, may be invited to leave the Museum.