

### Visit with your guide.

#### Terms and conditions and recommendations

#### Reservation

- The guide may only book a single space (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: 15 participants** in Permanent Collection and **10 participants** in temporary exhibitions (guides included).

#### Guided tours

- A guide (maximum of 2 per tour).
- **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. For tourist groups that have booked the reservation on the online sales channel for tourism professionals, micro-receivers will be provided free of charge. The devices will be delivered clean and disinfected. 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.

#### Opening hours

- Please refer to the [museum's website](#) for further information on our updated opening hours for the different exhibiting rooms.

#### Times for guided tours

- Thyssen-Bornemisza permanent collection: Tuesday - Sunday, from 10:00 to 18:55. Guided tours are not allowed on Mondays.
- Temporary exhibition level 0: Tuesday - Friday, from 10:00 to 18:55. Sunday, from 15:00 to 18:55. Guided tours are not allowed on
- From 1st June to 8th August:
  - Temporary exhibition level 0: Tuesday - Friday, from 10:30 to 20:55. Sunday, from 15:00 to 18:55.
  - Temporary exhibition level -1: Tuesday - Friday, from 10:00 to 20:55. Sunday, from 15:00 to 18:55.
- Due to the small size of the Balcony Gallery (first floor), no explanations may be given to groups in this area.
- All the rooms will be emptied 5 minutes before the museum closes.
- These times are subject to change depending on specific exhibitions and the estimated duration of the tours.

#### Maximum duration of visit

- **60 minutes for the temporary exhibition.**
- **75 minutes for the permanent collection.**
- The guide is responsible for keeping the group in silence and together, keeping a safe distance from others, 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

- The access of the group should be, at least, 15 minutes before their entrance time in order to access at the time of the reservation. It is imperative to respect the time slots so as not to disturb other people. Otherwise, we can not guarantee the access. In this case, no refunds will be allowed.
- The guide should show their identification at the Information Desk to register. Our staff will give them both stickers and micro-receivers for each member of the group. The stickers should be in a visible place during the entire visit. If someone arrives late, the group leader could leave the sticker with the person's name at the Information Desk.
- People who wish to draw or write in the exhibition rooms may only do so on A4 sized paper and using a graphite pencil. Painting materials or other items that may cause damage to the works of art (including tripods, monopods, selfie sticks, etc.) are not allowed in the rooms.
- It is not permitted to use supporting material or take part in any other activity in the exhibition rooms. The guide 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.
- Backpacks, bags, umbrellas, suitcases, toys, balloons, must all be left in the cloakroom before the tour begins. For security and hygiene reasons during health alert the following items are not allowed: food, beverages, animals or plants.
- This free service also provides cane-seats (only available during visit to the permanent collection), baby pushchairs and wheelchairs available for visitor use.

### Visit with your guide.

#### *Terms and conditions and recommendations*

- **Collection's Galleries:** Two guided tours may not be at the same time in one room. 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.

#### **Full-access ticket**

A full-access ticket grants access to the permanent collection and all temporary exhibitions for one day. The guide or interpreter 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 [turismo@museothyssen.org](mailto:turismo@museothyssen.org). Likewise, the day of the visit, the guide/interpreter will have a maximum of 2 free tickets per group.

#### **Booking terms and conditions of your visit**

- To have made the booking for your visit via the museum's online sales channel for tourism professionals.
- To have purchased the tickets at least 24 hours in advance.

#### **Privately-guided tours without a reservation**

Temporary exhibition and permanent collection:

- Direct purchase via online sales channel at least 24 hours before the visit. Subject to availability.
- Check availability on the same day of the visit and select the time slot at the Information Desk.

As the Museo Nacional Thyssen-Bornemisza makes constant contributions to temporary exhibitions, works from the collection are often out on loan. The absence of such works may lead to temporary replacements, changes in installations and the placing of notices with information regarding the loan. We apologise for any inconvenience this may cause.

#### **FOR MORE INFORMATION**

[turismo@museothyssen.org](mailto:turismo@museothyssen.org) and +34 91 791 13 70.

