

# Museo Nacional Thyssen-Bornemisza

## Visit with your teacher/guide.

*Terms and conditions*

### REQUIREMENTS

#### Can be requested by

- **Educational establishments:** for school and university students from formal education institution 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: 27 participants** (guides/teachers/companions included) in Permanent Collection and **22 participants** in temporary exhibitions.

#### 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

- **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. The devices will be delivered clean and disinfected.

#### Opening hours

- Thyssen-Bornemisza Collections: Tuesday - Sunday, from 10:00 to 19:00. Free entry on Mondays from 12:00 to 16:00.
  - Temporary exhibition level 0: Tuesday - Sunday, from 10:00 to 19:00. Saturday, from 10:00 to 21:00.
  - Temporary exhibition level -1: Tuesday - Sunday, from 10:00 to 19:00. Saturday, from 10:00 to 21:00.
- Please note that the galleries will be emptied 5 minutes before closing time

#### Times for guided tours

- Thyssen-Bornemisza Collections: 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 Saturdays nor Sundays from 10.00 to 15.00.
- Temporary exhibition level -1: 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. To book the visit to those rooms, contact to cavthyssen@museothyssen.org or +34 917 911 370.
- 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 exhibitions.**
- **75 minutes for the Permanent Collections.**
- The guide/teacher is responsible for keeping the group in silence and together, 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

- 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, wheelchairs and electric scooter available for visitor use. Free service but visitors must show valid entry ticket to use it.
- Backpacks, bags, umbrellas, suitcases, toys, balloons, must all be left in the cloakroom before the tour begins. For security and hygiene reasons the following are not allowed: Clothing, Food, beverages, animals or plants may not be left in the cloakroom.
- Those visitors, who alter the normal development of the visits and do not meet the established norms, may be invited to leave the Museum.

\* For the visit to the temporary exhibition, please do ask at the cloakroom.

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- **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.

## 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](mailto: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 Museo Nacional Thyssen-Bornemisza.

### No individual concessions nor free admission are granted to

- ICOM Memberships.
- Media professionals.

### Booking terms and conditions of your visit

- To have made the booking for your visit via the museum's website ([www.museothyssen.org](http://www.museothyssen.org))
- To have purchased the tickets at least 15 days in advance.

### Privately-guided tours without a reservation

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

## GENERAL ENQUIRES

Visitor Attention Center of Museo Nacional Thyssen-Bornemisza, [cavthyssen@museothyssen.org](mailto:cavthyssen@museothyssen.org) and +34 91 791 13 70

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.

**Last update May 2023.**



THYSSEN-  
BORNEMISZA  
MUSEO NACIONAL

EVERY  
ONE'S  
MUSEUM

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