At Canberra Museum and Gallery, we constantly strive to improve our services and work towards our mission. This charter outlines the services and standards you can expect to receive from us, and how you can assist us to improve our customer service.

OUR VISION
To engage our community by presenting Canberra’s stories, diverse visual culture and heritage.

OUR MISSION
We will enrich the cultural life of people in the ACT and region, by managing our facility and collections, and delivering services and programs in a creative, professional and business-like manner.

OUR SERVICES TO YOU
- A diverse exhibition program, including permanent, temporary and travelling exhibitions.
- Community engagement through education and community programs, membership benefits and venue hire facilities.
- Exhibitions, maintenance, development and community and education programs based around our collections.
- Professional, friendly and respectful staff who are committed to improving our standards of service and act in accordance with the ACT Public Service Code of Conduct.
- A safe, comfortable and stimulating environment where all visitors have a positive experience.
- Information that is accurate and as up to date as practicable.

YOUR RIGHTS & RESPONSIBILITIES AS A VISITOR
- Visitors have the right to be treated with respect by all CMAG staff.
- Visitors have the right to visit CMAG during opening hours and to private events where invited.
- Visitors are encouraged to suggest improvements to our services. Visitors have a responsibility to respect other users of our facilities and CMAG staff. This includes complying with all reasonable requests from staff.
- Visitors have a responsibility to be reasonable in their expectations of CMAG staff and the services they are authorised to provide.
- Visitors have a responsibility to monitor the behaviour of children in their care especially to ensure they respect other visitors and objects on display.
Venues

Outreach programs
Queensland Museum Loans offers specimens, artefacts and learning resource kits for loan. The Museum Development Officer program assists small museums and other collecting organisations across Queensland.

Images and Publications
The Queensland Museum publishes best-selling wildlife and historical publications. The Museum also holds an outstanding collection of more than 250,000 photographs that document the natural and cultural heritage of Queensland. Photographs are available in digital or print format for reproduction by community groups, educational and research institutions and commercial organisations. www.qm.qld.gov.au/publications

Inquiry Centre
Queensland Museum experts based at the Inquiry Centre can respond to museum-related questions including fossil and animal identification and information about cultural artefacts. The Inquiry Centre has a library of specialist books and access to the Queensland Museum’s collection and curators. www.qm.qld.gov.au/inquiry

Mission
To enrich and enliven Queensland communities.
Queensland Museum is committed to providing our clients with excellent service and high quality information, learning experiences and products. This Service Charter outlines our service commitment and how you can assist us to meet our service standards.

Our commitment
• We aim to provide accessible and accurate information, programs and services that satisfy our clients’ needs
• We are committed to developing positive relationships with our clients
• We aim to continually evaluate and improve our service standards
• We are committed to access and equity.

Our service standards
We will:
• Be friendly, helpful, respectful and professional at all times
• Answer your inquiries promptly and courteously
• Provide accurate information
• Provide accessible and stimulating spaces, resources and experiences that are culturally appropriate
• Offer a safe and comfortable environment
• Respect confidentiality and privacy of information.
How you can help

We ask you to:

- Interact with staff and other clients with care and respect
- Comply with our regulations and procedures when using Museum resources, collections and facilities to ensure the safety of staff, visitors and the collections
- Supervise children in your care while respecting other visitors
- Respond to requests for information in an accurate and timely manner
- Tell us if our products or services are not meeting your expectations.

Providing feedback

We encourage you to provide feedback as this allows us to continually review our products and services.

How to contact us

At our venues:

Speak to visitor services staff or fill in the feedback form at the back of this document.

Post:

To the Visitor Services Manager at Queensland Museum South Bank,
The Workshops Rail Museum, Cobb+Co Museum or the Museum of Tropical Queensland at:
Reply Paid 3300
South Brisbane QLD 4101

Telephone:

Queensland Museum 07 3840 7555
Queensland Museum South Bank 07 3840 7555
The Workshops Rail Museum 07 3432 5100
Cobb+Co Museum 07 4639 1971
Museum of Tropical Queensland 07 4726 0600

Online:

Queensland Museum www.qm.qld.gov.au
Queensland Museum South Bank www.southbank.qm.qld.gov.au
The Workshops Rail Museum www.theworkshops.qm.qld.gov.au
Cobb+Co Museum www.cobbandco.qm.qld.gov.au
Museum of Tropical Queensland www.mtq.qm.qld.gov.au

Our response

If you write, fax or email us, we will:

- respond within 10 working days. Where this is not possible, we will inform you of the time needed to provide a response.

If you telephone us, we will:

- be available between 9am and 5pm each working day
- aim to resolve your query by the end of the call. If the nature of the call is more complex we will respond to you within 10 working days and inform you of the time needed to provide a response.

Website:

- We will ensure it is available 95 percent of the time
- Ensure that corporate publications, policies and information are available from our website.

Privacy

In accordance with the Queensland Government’s Privacy Standard, your personal details will only be used to reply to your feedback and comments. They will not be passed on to any other third party without your consent (unless required by law). Please contact the Museum’s Privacy Officer should you require further information (07 3842 9123).

Our services

Research and collections

Queensland Museum is custodian of the State’s natural and cultural heritage, housing thousands of unique collection items and a vibrant hub of scientific researchers and historians.

Expertise includes authoritative species and object identifications, database and technical reporting on collections and advisory services. Online access to research is also available to the public via the Queensland Museum website.

The Queensland Museum provides access to Aboriginal and Torres Strait Islander artefacts, information and photographs where culturally appropriate and has a dedicated repatriation program.

The Queensland Museum is committed to making the State Collection accessible to all Queenslanders and does so through public venues throughout the State and the official loan of objects for display in other venues. www.qm.qld.gov.au/research
Customer Service Charter
PREAMBLE

This Service Charter puts in place service standards that will guide the National Museums of Kenya (NMK) management and staff, in the provision of high quality services to its clients. This is keeping in line with existing laws, rules, regulations, norms, professional ethics and most importantly - customer expectations.

This service charter thus identifies areas in which the NMK operates, defines the responsibilities of the management and staff, describes the rights of clients and identifies key quality control indicators that will enable the delivery of high quality services by the NMK to all stakeholders/clients and the general public at large.

WHO WE ARE

The National Museums of Kenya (NMK) is a State Corporation established under the Museums and Heritage Act of 2006. Our mission is to collect, preserve, study, document and present Kenya’s past and present cultural and national heritage. This is for the purposes of enhancing knowledge, appreciation, respect and sustainable utilization of these resources for the benefit of Kenya and the world. NMK falls under the Ministry of State for National Heritage and Culture.

NMK is charged with the responsibility of managing the country’s diverse and rich national heritage. This entails (but is not limited to) administering the country’s national and regional museums, sites, antiquities and monuments. NMK is further continuously involved in identifying and gathering information on all locations, buildings and other structures which may prove to be, or are, of historical, archaeological, palaeontological, geological, religious and/or cultural significance to the Republic of Kenya.
VISION
To be a global leader in heritage research and management.

MISSION
To promote conservation and sustainable utilization of national heritage through generation, documentation and dissemination of research and collection management knowledge, information and innovations.

OUR CORE FUNCTIONS
The core functions of the National Museums of Kenya include the following:

(i)  Heritage Promotion, Collection and Documentation: NMK houses one of the most unique and diverse collections in the world. The collections are categorized into two major areas that include Natural history and Cultural/History/Musicological.

(ii)  Research: The NMK undertakes research based on cultural and natural history in various fields and in collaboration with other research institutions.

(iii)  Preservation and Conservation: NMK has the mandate to preserve/conserve all its collections which range from tangible to intangible, movable and immovable, in-situ and ex-situ.

(iv)  Information Dissemination: NMK synthesizes the information generated from research and collections and presents the same to the public for the purpose of raising awareness and learning amongst the general population through exhibitions, education programmes and other multimedia channels.
OUR CORE VALUES

The NMK shall endeavour to uphold the following key values in the delivery of services to all our clients/stakeholders:

Professionalism
We shall demonstrate expertise, efficiency and competence in the dispensation of our duties.

Teamwork
We shall provide quality services to all our stakeholders with the utmost solidarity and mutual cooperation for the greater benefit of our society.

Integrity
We shall ensure openness in all our dealings and operations

Leadership
We shall set the pace in shaping the national agenda with respect to the promotion, conservation and management of our cultural and natural diversity.

Adaptability
We shall be creative, innovative and adaptable to the ever emerging trends in heritage management.

Environment protection
We shall at all times work to protect and conserve the environment in line with national and international obligations.
OUR CLIENTS

Our clientele include:

- Researchers
- Students
- Foreign and domestic tourists
- Cultural Consultants
- Foreign missions
- Donor agencies and International organizations
- Research educational and training Institutions
- Cultural trusts and artistes
- Local communities and Local authorities
- International museums and related cultural institutions
- Internal Customers (Employees)
- General Public

COMMITMENT TO OUR CLIENTS

This charter is a commitment by the NMK to provide high quality services to all our stakeholders/clientele. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.
OUR SERVICE DELIVERY OBLIGATIONS

We are committed to providing our clients with enjoyable, memorable and exciting experiences at each point of service delivery. We therefore in this respect, commit ourselves to:

- Provide innovative, memorable and inspiring experiences to our clientele in the delivery of our services.
- Demonstrate superior customer service at all times; we shall be polite, helpful and professional in all our dealings with our clients.
- Take all opportunities available to inform you about all current and upcoming museum products, services and facilities
- Anticipate customer demands and create new and exciting opportunities for the delivery of our services
- Demonstrate technical/professional competence by all staff serving in the NMK
- Advocate and practice a culture of continuous improvement of systems and processes
- Ensure all clients are treated fairly and with the utmost respect. We shall at all times, wherever possible, try to provide different ways to deliver our services to meet the needs of individual clients
- Showcase thorough knowledge and expertise of all our collections and research
- Answer your calls within 3 rings
- Acknowledge and respond to your correspondence within 7 working days via mail and email
EXCEPTIONS FROM CUSTOMERS

In order to serve you better, you can help us improve performance by:

- Treating NMK staff with courtesy and respect
- Abiding by the regulations governing the operations at the museums
- Provide accurate information and complete documentation where applicable to ensure efficient and faster service
- Suggest ways of improving our services at the NMK
- Provide the NMK with adequate feedback on service delivery through various channels e.g. our website, suggestion boxes
- Promote the role of cultural and heritage management as undertaken by the NMK
HANDLING OF COMPLAINTS

We encourage all our customers to forward complaints, suggestions or compliments to the address given below. We guarantee confidentiality and privacy in respect to all complaints made.

- We shall acknowledge receipt and respond to all complaints made within 10 working days.
- If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

Please address all complaints/compliments/suggestions to:

The Director General,
National Museums of Kenya,
P.O B.O.X 40658-00100, NAIROBI,
Tel: (020) 3742131-4, 3742161-4,
Mobile: 0721-308425 / 0734-142296,
Fax: +254 020 3741424,
Email: nmk@museums.or.ke or publicrelations@museums.or.ke
MONITORING AND REVIEWING OF THE CHARTER

In light of the ever changing consumer environment and emerging market trends, we shall in consultation with all our stakeholders, subject this charter to constant review annually with a view of improving our services. We in addition, welcome your comments and suggestions in helping us improve our services. We endeavor to monitor the adherence to the commitments made in this charter.
FOR MORE INFORMATION PLEASE CONTACT:

The Director General,
National Museums of Kenya,
P.O B.O.X 40658-00100, NAIROBI,
Tel: (020) 3742131-4, 3742161-4,
Mobile: 0721-308425 / 0734-142296,
Fax: +254 020 3741424,
Email: nmk@museums.or.ke or publicrelations@museums.or.ke
Website: http://www.museums.or.ke
<table>
<thead>
<tr>
<th>Page</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Takwa ruins historical site</td>
</tr>
<tr>
<td>4-5</td>
<td>Nairobi National Museum</td>
</tr>
<tr>
<td>6-7</td>
<td>Thimlich Ohinga historical site</td>
</tr>
<tr>
<td>8-9</td>
<td>Lamu World Heritage site</td>
</tr>
<tr>
<td>10-11</td>
<td>Loiyangalani Desert Museum</td>
</tr>
<tr>
<td>12</td>
<td>Olorgesailie pre-historic site</td>
</tr>
</tbody>
</table>
Quality Service Charter

2016
Summary

PRINCIPLES OF THE QUALITY SERVICE CHARTER  ............... 3
  Presentation ................................................................. 3
  What is the Quality Service Charter .................................. 4
  Legal references .............................................................. 4
  General principles .......................................................... 5
  Validity & update ............................................................ 5
  Users safeguards ............................................................. 6
  Suggestions and complaints ............................................... 6
  Compensation ................................................................. 6
  Quality standards .......................................................... 6

QUALITY STANDARDS - ESSENTIAL SERVICES .................. 7
  Welcome and Ticket Services .......................................... 7
  Card Roma Pass 72 hours & Roma Pass 48 hours ................. 8
  Cloakroom .................................................................. 8
  Attendant service ........................................................... 8
  Sign system .................................................................. 8
  Web portal .................................................................... 9
  Didactic ...................................................................... 10
  Bookshop, reproductions of art, gifts and fancy goods, publishing .... 11
  Café & catering ............................................................... 11
  Temporary exhibitions ...................................................... 11
  060608 Contact Center ................................................... 12
  Extraordinary opening for special events ............................ 13
  Cleaning and maintenance ............................................... 13
Principles of the Quality Service Charter

Presentation

The Rome Civic Museum Network is composed by several sites (Annex 1: list and description of services in each museum) and art collections of great historical and artistic significance. They are subject to several institutional activities of study, conservation and research, and also have, a common project of elaboration, production and cultural valorisation.

The Network coordinates human, technological and financial resources in order to offer to customers the following services: cultural activities and exhibitions of great significance, welcome, ticket and attendant services, educational and didactical activities, publishing and merchandising.

The Managing Company is in charge of managing and enhancing the museums of the Network by organizing events, exhibitions, meetings, concerts and didactic tours and workshops (Annex 2: the Managing Company).
What is the Quality Service Charter

The Quality Service Charter of the Rome Civic Museum Network follows the ICOM definition of the museum as "a non-profit making, permanent institution in the service of community and of its development, and open to the public, which acquires, conserves, researches, communicates, and exhibits, for purposes of study, education and enjoyment, material evidence of humans and their environment". The focus of its interests are society and customers. The Charter lists the general principles, visiting information for each museum (address and web site, telephone numbers, opening hours, admission fees, available services, accessibility to disabled people), the Managing Company commitment to respecting the quality standards stated in the Quality Service Charter. The aim of the document is the promotion of the available services, the transparency in the relations between the Civic Museum Network and customers, the qualification of the services offered. The Network aims at satisfying the needs of customers by identifying the most appropriate actions that allows it to always understand new and different needs. The Civic Museum Network will be equipped with new venues. The implementation of services in compliance with the Quality Service Charter standards will be achieved within six months from the date of appointment of the Managing Company.

General principles

The Quality Service Charter is based on the following principles:

Equality and impartiality
All customers shall have access to the services offered by the Network at the same conditions. Equality means the ban of any unjustified discrimination. Therefore, anything shall be done in order to conform the performance of the service to the needs of customers with special needs. Wheelchairs are available in the main museums for visitors who have difficulty in walking.

Continuity
The services shall be continuous and be provided on a regular basis. In case of obstacles the Civic Museum Network will inform customers beforehand and will adopt the necessary measures to reduce possible inconveniences.

Participation
Customers can make remarks, have demands or suggest proposals to improve the service. The Civic Museum Network gives a feedback to customers about their suggestions and proposals within one month.

Courteous
Customers shall be treated with courtesy and respect. The staff shall be recognizable, helpful and ready to answer promptly and correctly to any information and inquiry.

Effectiveness and efficiency
The Civic Museum Network aims to improve the effectiveness and efficiency of its service by adopting the best technological, organizational and procedural solutions to reach its goal.

Clearness and intelligibility of the messages
The Civic Museum Network is committed to do its best for the clearness and effectiveness of the language used with customers.

Validity & update

The Charter is valid since its publication and represents a contractual commitment by rights on behalf of the Civic Museum Network. This version might be updated every two years.

Legal references

This Charter follows the principles contained in the following documents:
- Prime Minister’s Directive issued on January 27th, 1994: “Principles on the supply of public services”.
- Prime Minister’s Directive issued on October 11th, 1994: “Principles for the setting up and operation of Public Relations Offices”.
- Lazio Regional Law no. 42 November 24th, 1997: Rules regarding cultural services and heritage.
- Guideline on technical-scientific criteria and standards of functioning and development of museums (art. 150, paragraph 6, Decree no. 112/1998).
- Article 11 of Legislative Decree No. 286 of 1999.
- Decree of the Ministry of the Cultural Heritage and Environmental Conservation issued on 10 May 2001 – Guideline on technical-scientific criteria and standards of functioning and development of museums.
- Code of Cultural Heritage and Landscape, approved with Legislative decree January 22nd, 2004, no. 42.
- Article 2, paragraph 461, 2008 Finance Law.
It is understood that any amendments, supplements or re-enactments to the above that may take place from time to time.
User safeguards

In order to protect customers in the respect of this document, there is an office of the Quality Service Charter by the Managing Company. In charge of evaluating the quality of the given service, this office verifies systematically and continually, also with the participation of customers, the conformity to standards, the degree of satisfaction of customers and the possibility to improve the service. Quantity methods are used to survey the satisfaction of customers, through instruments apt to know the opinion of as many customers as possible: questionnaires of customer satisfaction and collection of suggestions and complaints forms.

Suggestions and complaints

Customers’ suggestions and complaints concerning the services described in this Charter are welcome and they can be addressed to:
Ufficio Carta dei Servizi di Zètema Progetto Cultura srl, Via Attilio Benigni 59 - 00156 Roma
tel. 06 820771; ufficiocartadeservizi@zetema.it
or they can be lodged in the suggestion box in each museum. In line with Municipal Resolution no. 136 of June 16th, 2005, all suggestions and complaints (letters, email, etc.) will be replied to within 30 days of receipt.

Compensation

If one of the services listed in this Charter is not provided, or if there is any unexpected delay in dealing with your complaint, the Managing Company compensates, upon request, for all or part of the costs incurred (or free/reduced entrance in the Civic Museum Network, depending on the damage).
In order to allow workers the free exercise of their union rights, the Museums could be closed for trade union assembly or strike (such information will be available at the museum’s ticket office or on the museums’ official web site): in case of events beyond the control of the Managing Company or for security reasons, total or partial closing will be noticed and tickets will not be refunded. The Managing Company undertakes to reduce the period of disruption.

Quality standards

Some quantitative and temporary indicators are fixed in order to allow customers to verify the factors on which depend the quality of the services pursued by this Charter (Annex 3: Validation matrix of standards). The collected data are published every year on the official website: www.museiincomuneroma.it

Quality standards - Essential services

Welcome and Ticket Service

Information in Italian and in English are displayed in the ticket office, about:
- price of tickets (full-price, Concessions-rate, and combined tickets; during cultural events and exhibitions, the price of tickets may vary)
- price of videoguides and audioguides
- who has the right to free entrance and Concessions tickets
- visitor admission regulations
- notice of possible disruptions
The same information can be found in French and Spanish on the website: www.museiincomuneroma.it
The Council resolution (n° 67 - July 28, 2010) states that all the tourists visiting Rome will have to pay a small tourism tax for the services provided by the City.

It is possible to have information about the museum, its events and the Civic Museum Network from the staff, also in English.
In the welcome area information leaflets are available in Italian and in English (for Musei Capitolini also in French, Spanish and German) with:
- some historical and artistic information
- timetable
- prices of tickets, videoguide, audioguide
- map of the museum (Musei Capitolini, Mercati di Traiano – Museo dei Fori Imperiali and Villa Torlonia)
- services available
- events and temporary exhibitions
Information on opening hours and events held in the Civic Museum Network are provided by: brochures, 060608 Contact Centre, the web portal, ticket offices, Tourist Information Points (PIT).
Card Roma Pass 72 hours

The Card is the first sightseeing package that offers discounts and services to encourage visitors to enjoy the outstanding cultural attractions and museums of the City. The pass entitles holders to free admission to the first two museums and/or archaeological sites visited, full access to the public transport system, discounted tickets from the third entrance and also to exhibitions and events, during the 72 hours of validity. At the Coliseum, Castel Sant’Angelo and Musei Capitolini, there is a special access that allows holders of the Card to enter without waiting on line. No reservation is required, except for the Borghese Gallery and Palazzo Valentini.
The card is valid for 72 hours from the activation.

Card Roma Pass 48 hours

The Card is the first sightseeing package that offers discounts and services to encourage visitors to enjoy the outstanding cultural attractions and museums of the City. The pass entitles holders to free admission to the first museum and/or archaeological site visited, full access to the public transport system, discounted tickets from the second entrance, and also to exhibitions and events, during the 48 hours of validity.

At the Coliseum, Castel Sant’Angelo and Musei Capitolini, there is a special access that allows holders of the Card to enter without waiting on line.

No reservation is required, except for the Borghese Gallery and Palazzo Valentini.
The card is valid for 48 hours from the activation.

Cloakroom

- The cloakroom service is included in the price of the ticket and can be found in the following museums: Musei Capitolini, Centrale Montemartini, Mercati di Traiano, Museo dei Fori Imperiali, Museo dell’Ara Pacis, Museo di Scultura Antica Giovanni Barracco, Museo di Roma, Museo Napoleónico, Galleria d’Arte Moderna, MACRO, Museo Carlo Bilotti, Museo di Roma in Trastevere, Musei di Villa Torlonia.
- In order to protect the works, the staff may ask visitors to leave bulky bags, rucksacks, umbrellas, and any other potentially dangerous items in the cloakroom facilities.
- Any complaint should be made as soon as items are collected by filling a form countersigned by the area manager or by the coordinator of the attendant service.
- Items deposited in the self-service cloakroom should be collected before the museum closing time.

Attendant service

- Attendant service will provide visitors with information - including in English - on museum sections, services and events, and will require compliance with the Museums regulations.
- In the museums a vigilance service, a constant and direct control of the collections, during exhibitions, congresses and similar activities is guaranteed.

Sign System

- The immediate identification of Civic Museum Network is facilitated by the use of a logo and a unified image.
- All the museums can be recognized from outside for the banners and/or plates/totem indicating the entrance and the timetables.
- In all the museums of the Network there are panels in Italian and in English indicating essential services, such as toilets and - where existing - lifts, cafes and bookshops.

Web Portal

The Civic Museum Network has the portal www.museincomuneroma.it, and each museum has its own site and email address.
The following museums have their own internet site:
- Musei Capitolini www.museicapitolini.org
- Centrale Montemartini www.centralemontemartini.org
- Mercati di Traiano www.mercatiditraiano.it
- Museo dell’Ara Pacis www.arapacis.it
- Museo di Scultura Antica Giovanni Barracco www.museobarracco.it
- Museo della Civiltà Romana www.museociviltaromana.it
- Museo delle Mura www.museodellemuraroma.it
- Villa di Massenzio www.villadimassenzio.it
- Museo della Repubblica Romana e della memoria garibaldina www.museodellarepubblicaromana.it
- Museo di Roma www.museodiroma.it
- Museo Napoleónico www.museonapoleonomic.it
- Casa Museo Casa Moravia www.casaalbertomoravia.it
- Galleria d’Arte Moderna www.galleriaartemodernaroma.it
- MACRO e MACRO Testaccio www.museomacro.org
- Museo Carlo Bilotti www.museocarlobilotti.it
- Museo Pietro Canonica www.museocanonica.it
- Museo di Roma in Trastevere www.museodiromaotrastevere.it
- Musei di Villa Torlonia www.museivillatorlonia.it
- Planetario e Museo Astronomico www.planetarioroma.it
- Museo Civico di Zoologia www.museodizooologia.it
- Museo di Casal de’ Pazzi www.museocasaldepazzi.it
For each museum there are information in English, French and Spanish about:
- Historical and artistic background, projects and restoration works;
- Museum staff with email addresses
- Location;
- Theme and Hall based routes and the chance to create your own route;
- Present, past or future exhibitions and events;
- Educational activities for schools and for all;
- Address and timetable
- Tickets and booking
- visitors admission regulations
- Access for disabled people
- How to reach the site
- Available services
- Possible extraordinary openings
- Quality Service Charter
- Libraries, archives, documentation centers, requests of photo reproductions,
  loan services
- E-mail for each museum in the portal.
- Subscription to the museum monthly newsletter of the Network, to have discounts.
- Card Roma Pass 72 hours and Card Roma Pass 48 hours, tickets, guides, exhibition
catalogues for every museum in the network can be purchased online.
- Museum images in high resolution can be purchased online.
- Virtual tours are available for Musei Capitolini, Mercati di Traiano, Museo dell’Ara
Pacis, Museo Napoleonicco, Musei di Villa Torlonia – Casino Nobile.
- For Museo di Roma, Museo Napoleonicco and Galleria d’Arte Moderna there are
specific sections for tactile itineraries.
- Moreover it is possible to download the free app MiC Roma for iPhone and Android.
The app provides Civic Museum Network official information, updated in real-time,
about activities, exhibitions and didactic (current and in program), both in Italian and
English.
Civic Museum Network is also on Facebook, Twitter, Instagram, Youtube and Flickr.
The official accounts promote the museums activities and advertising campaigns,
publish special contents and follow social media trends.
In particular, on the YouTube channel are loaded videos about all the museums, some
exhibitions and events. Moreover a LIS (Italian Sign Language) videoguide is available
for Musei Capitolini, Mercati di Traiano - Museo dei Fori Imperiali and Museo della
Civiltà Romana.

Bookshop, reproductions of art, gifts
and fancy goods, publishing
- All guides of the museum can be purchased at the museum bookshop often
coinciding with the ticket office.
The major bookshops of the City Museum Network (Musei Capitolini, Mercati di
Traiano - Museo dei Fori Imperiali, Museo dell’Ara Pacis, Casino Nobile di Villa
Torlonia, Museo di Roma, Museo di Roma in Trastevere, MACRO) offer a special
set of volumes dealing with archaeology, ancient art, modern art, history of art in
general, as well as contemporary art, architecture, children’s books in both Italian
and English.
In particular, a specific series of publications has been produced, which comprises
official guides, scientific catalogues, and thematic books, with texts edited by the
Capitoline Superintendence. In the main museums, you can find official postcards
and stationery.
- The bookshop is open with the same opening hours of the museum.
- The bookshop staff speak Italian and at least another language.
- Bookshops also supply a selection of items inspired by museum collections.
- The museums guides and the exhibitions catalogues on sale at the museum can
be purchased also online at www.museiincomuneroma.it

Cafè & catering
A cafè service is available at Musei Capitolini (Palazzo Caffarelli), at Museo Carlo
Bilotti (Casina del Lago near the museum), at MACRO (Cafè 1st floor, Restaurant 2nd
floor) at Museo di Roma (entrance from Piazza Navona) and Musei di Villa Torlonia
(Limonaia, entrance at Via Spallanzani 1A). For timetables please visit the section

Didactic
The Civic Museum System offers, upon reservation, educational visits to schools of
every grade, to groups, and workshops dedicated to children or adults.
- The guided tours are in Italian, English, French, German and Spanish.
The educational services are free for schools from the City and the Province of Rome,
while offers last. The guided tours are available in ordinary or/and extraordinary
openings.
- Educational information tools(panels and captions) on permanent exhibition are
in Italian and English.
- The videoguide service is available at Musei Capitolini, Mercati di Traiano - Museo
dei Fori Imperiali and Museo dell’Ara Pacis and the audio guide service is available
at Museo di Scultura Antica Giovanni Barracco, Museo di Roma, Museo
Napoleonicco and Musei di Villa Torlonia.
- For the major museums, it is suggested to book the whispers service for the full
enjoyment of the educational activities.
- For further information on educational activities, please visit www.museiincomuneroma.it.

Phone booking required: educational activities for schools and groups info and
booking at tel. +39 060608 (Mon-Sun: from 9.00 am to 9.00 pm) at cost of a local
call to Rome, long distance call for non-residents (see 060608 Contact Center).
“Beyond the museum” on the museums’ websites. The staff of the café has a basic knowledge of English and of the procedure and HACCP qualifications.

Temporary exhibitions

- Every year the museums of the Network organize and host exhibitions with the help of experts of every field and in collaboration with public and/or private institutions.
- During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions held in places of culture, may have an added cost to the ticket, even for visitors entitled to gratuity. Before the visit, please visit the museums’ websites or call the 060608 Contact Center.
- For exhibitions hosted in the Palazzo Caffarelli at Musei Capitolini and in the Temporary Exhibition Space of Ara Pacis visitors may buy tickets for the exhibition only.
- Some rooms can be particularly dark and dimly lit, this is due to climate issues for a better conservation of the works of art.

060608 Contact Center

- The 060608 Contact Center is the information service of the City of Rome specifically designed for tourism and culture in the city of Rome. It is open every day of the year, from Monday to Sunday, from 9.00 am to 9.00 pm, at the cost of a local call from Rome or a long-distance call for non-residents.
- The qualified staff provide in six different languages (Italian, English, French, German, Spanish and Japanese) the following services:
  - Tourist and cultural information on events and shows
  - Booking of cultural events and educational tours.
  - Online selling of the Roma Pass 72 hours and Roma Pass 48 hours, tickets for museums, exhibitions, theatres, cultural events and shows (for which online tickets are available), with credit card.
  - The tourist information service is also available online at www.060608.it where you can find all the information you need to visit the city.
  - The tourist information service is also provided by the Tourist Information Points, located in the center, at Termini Station and at Fiumicino and Ciampino Airports.
  - The staff offers assistance with any queries regarding tourism, culture and hospitality of the city of Rome, a wide range of promotional material, including maps of the city center (Attachment 4 Map of Rome with the addresses of the Tourist Information Points).

Extraordinary opening for special events

The Event Service provides for the extraordinary opening of museums in the Civic Museum Network to host cultural events, guided tours, lecture series, and other cultural initiatives. For information, please visit www.museiincomuneroma.it and call 060608 Contact Center.

Cleaning and maintenance

The Managing Company is directly responsible for the cleaning service at the Civic Museum Network. Maintenance operations will be carried out within 24 hours of a fault report from the 060608 Contact Center and electronic ticket offices. For any other failures, maintenance will be performed at the request of museum managers.
Annex 1:
List of the Museums Network

The Civic Museum Network includes the sites listed below, to which the Service Charter applies. The Civic Museum Network could be equipped with new venues and the implementation of services in compliance with the Service Charter standards will be achieved within six months of the date of appointment of the Managing Company.

- Musei Capitolini
- Musei Capitolini - Centrale Montemartini
- Mercati di Traiano - Museo dei Fori Imperiali
- Museo dell’Ara Pacis
- Museo di Scultura Antica Giovanni Barracco
- Museo della Civiltà Romana (Temporarily closed due to restoration works)
- Museo delle Mura
- Villa di Massenzio
- Museo di Roma
- Museo Napoleonomic
- Galleria d’Arte Moderna
- Museo della Repubblica Romana e della memoria garibaldina
- Casa Museo Alberto Moravia
- MACRO
- MACRO Testaccio
- Museo Carlo Bilotti Aranciera di Villa Borghese
- Museo Pietro Canonica a Villa Borghese
- Museo di Roma in Trastevere
- Musei di Villa Torlonia Casina delle Civette
- Musei di Villa Torlonia Casino Nobile
- Planetario e Museo Astronomico (Temporarily closed due to restoration works)
- Museo Civico di Zoologia
- Museo di Casal de’ Pazzi

Musei Capitolini

Piazza del Campidoglio, ROME
www.museicapitolini.org - www.060608.it

Monday-Sunday 9.30 am-7.30 pm. Admission is allowed until 6.30 pm. 24 and 31 December 9.30 am-2 pm. Admission until 1 pm. Closed 1 January, 1 May, 25 December.

Full price euros 11,50, Concessions euros 9,50 (Tourism tax included; see Welcome and Ticket Services). Integrated Musei Capitolini + Centrale Montemartini (valid foro one week): full price euros 12,50, Concessions euros 10,50.

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- cafeteria, refreshment & catering
- didactic
- LIS (Italian Sign Language) video available from the website in the multimedia section
- videoguides in 5 languages
- audioguide for kids in Italian and English
- whispers audio systems available by reservation
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Yes, from Via delle Tre Pile no.1(Call +39 06.67102071).
Two wheelchairs are available in the museum for visitors who have difficulty in walking.
### Musei Capitolini
**Centrale Montemartini**

**Address**
Via Ostiense, 106 ROME
www.centralemontemartini.org - www.060608.it

**Opening time**
Tuesday-Sunday 9 am-7 pm.
Admission is allowed until 6.30 pm.
24 and 31 December 9 am-2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**
Full price euros 7,50, Concessions euros 6,50.
Integrated Musei Capitolini + Centrale Montemartini (valid for one week): full price euros 12,50, Concessions euros 10,50.
(Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

**Services**
- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum in the ticket office
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

**Access for disabled people**
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

### Mercati di Traiano
**Museo dei Fori Imperiali**

**Address**
Via IV Novembre, 94 ROME
www.mercatiditraiano.it - www.060608.it

**Opening time**
Monday-Sunday 9.30 am-7.30 pm. Admission is allowed until 6.30 pm. 24 and 31 December 9.30 am-2 pm. Admission until 1 pm. Closed 1 January, 1 May, 25 December.

**Ticket**
Full price euros 11,50, Concessions euros 9,50. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

**Services**
- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- videoguides in 5 languages
- LIS (Italian Sign Language) video available from the website in the multimedia section
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

**Access for disabled people**
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.
**Museo dell'Ara Pacis**

**Address**  
Lungotevere in Augusta (corner via Tomacelli) ROME  
www.arapacis.it - www.060608.it

**Opening time**  
Monday-Sunday 9.30 am-7.30 pm. Admission is allowed until 6.30 pm. 24 and 31 December 9.30 am-2 pm. Admission until 1 pm. Closed 1 January, 1 May, 25 December.

**Ticket**  
Full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Welcome and Ticket Services). During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center. The Temporary Exhibition Space of the Ara Pacis is the space that hosts the museum exhibitions.

**Services**  
- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- videoguides in 5 languages
- whispers audio systems available by reservation
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

**Access for disabled people**  
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

---

**Museo di Scultura Antica Giovanni Barracco**

**Address**  
Corso Vittorio Emanuele, 166/a ROME  
www.museobarracco.it - www.060608.it

**Opening time**  
Tuesday-Sunday  
October - May 10 am - 4 pm. Admission is allowed until 3.30 pm.  
June - September 1 pm - 7 pm. Admission is allowed until 6.30 pm.  
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.  
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**  
Free entrance.

**Services**  
- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- audioguide in 5 languages
- promotion and information
- organization of events
- captions and a catalogue are available for the visually impaired
- guided tours can be booked and purchased through the 060608 Contact Center
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

**Access for disabled people**  
No.
### Museo della Civiltà Romana

<table>
<thead>
<tr>
<th>Address</th>
<th>Piazza Giovanni Agnelli, 10 ROME</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.museociviltaromana.it">www.museociviltaromana.it</a></td>
<td><a href="http://www.060608.it">www.060608.it</a></td>
</tr>
</tbody>
</table>

#### Opening time
(Temporarily closed due to restoration works)
Tuesday-Sunday 9 am-2 pm. Admission is allowed until 1 pm. Closed on Monday, 1 January, 1 May, 25 December.

#### Ticket
Full price euros 8,50, Concessions euros 6,50.
Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Welcome and Ticket Services). Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

#### Services
- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

#### Access for disabled people
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

### Museo delle Mura

<table>
<thead>
<tr>
<th>Address</th>
<th>Via di Porta San Sebastiano, 18 ROME</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.museodellemuraroma.it">www.museodellemuraroma.it</a></td>
<td><a href="http://www.060608.it">www.060608.it</a></td>
</tr>
</tbody>
</table>

#### Opening time
Tuesday-Sunday 9 am-2 pm. Admission is allowed until 1.30 pm. Closed on Monday, 1 January, 1 May, 25 December.

#### Ticket
Free entrance.

#### Services
- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- cleaning and maintenance

#### Access for disabled people
No.
Villa di Massenzio

Address: via Appia Antica, 153 ROME
www.villadimassenzio.it - www.060608.it

Opening time: Tuesday-Sunday 10 am-4 pm.
Admission is allowed until 3.30 pm.
24 and 31 December 10 am-2 pm.
Admission is allowed until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket: Free entrance.

Services:
- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- maintenance

Access for disabled people: No.

Museo della Repubblica Romana e della memoria garibaldina

Address: Largo di Porta San Pancrazio, ROME
www.museodellarepubblicaromana.it - www.060608.it

Opening time: Tuesday-Friday 10 am-2 pm.
Admission is allowed until 1 pm.
Saturday-Sunday and Holidays (included 25th April) 10 am-6 pm.
Admission is allowed until 5 pm.
24 and 31 December 10 am-2 pm.
Admission is allowed until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket: Free entrance.

Services:
- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- guided tours can be booked and purchased through the 060608 Contact Center
- maintenance

Access for disabled people: Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.
### Museo di Roma

**Address**  
Piazza Navona, 2 ROME  
www.museodiroma.it - www.060608.it

**Opening time**  
Tuesday-Sunday 10 am-7 pm. Admission is allowed until 6 pm.  
24 and 31 December 10 am-2 pm. Admission until 1 pm.  
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**  
Full price euros 9,50, Concessions euros 7,50. (Tourism tax included; see Welcome and Ticket Services).  
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.  
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

**Services**  
- reception and ticketing  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- cloakroom  
- bookshop, reproductions of art, gifts and fancy goods, publishing  
- Café  
- museum attendance  
- didactic  
- audioguide in languages  
- promotion and information  
- organization of events  
- multimedia room  
- tickets can be purchased online or through the 060608 Contact Center  
- cleaning and maintenance

**Access for disabled people**  
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

### Museo Napoleonicò

**Address**  
Piazza di Ponte Umberto I, 1 ROME  
www.museonapoleonico.it - www.060608.it

**Opening time**  
Tuesday-Sunday 10 am - 6 pm.  
Admission is allowed until 5.30 pm.  
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.  
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**  
Free entrance.

**Services**  
- welcome area  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- cloakroom  
- museum attendance  
- corner shop of editorial products concerning the museum  
- didactic  
- audioguide in 3 languages  
- promotion and information  
- organization of events  
- guided tours can be booked and purchased through the 060608 Contact Center  
- cleaning and maintenance

**Access for disabled people**  
Yes. From Via Giuseppe Zanardelli,1 (Call +39 066874240).
### Casa Museo Alberto Moravia

**Address**  
Lungotevere della Vittoria, 1 ROME  
www.casaalbertomoravia.it - www.060608.it

**Opening time**  
Guided tours: every first Saturday of the month at 10 am and 11 am for tour group of maximum 15 people. The tour lasts 30 minutes. Booking required at tel. +39 060608 (daily from 9 am to 9 pm): Guided tours for school groups: Wednesday and Friday: 10 am and 11 am for tour group of maximum 15 people. The tour lasts 30 minutes. Booking required at tel. +39 060608 (Monday-Sunday 9 am - 9 pm): Closed on Monday.

**Ticket**  
Free admission but euros 5.00 guided tour is required.

**Services**  
- guided tours
- promotion and information
- booking required
- clearing and maintenance.

**Access for disabled people**  
No.

### Galleria d’Arte Moderna

**Address**  
Via Francesco Crispi, 24 ROMA  
www.galleriaartemodernaroma.it - www.060608.it

**Opening time**  
Tuesday-sunday 10 am - 6.30 pm  
Admission is allowed until 6 pm  
24 and 31 December 10 am - 2 pm (Admission is allowed until 1.30 pm). Closed on Monday, 1 January, 1 May and 25 December.

**Ticket**  
Full price euros 7.50, Concessions euros 6.50. (Tourism tax included; see Welcome and Ticket Services). During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the free of museum you wish to visit on the official website or through 060608 Contact Center.

**Services**  
- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- consultation room
- tickets can be purchased online or through the contact center
- cleaning and maintenance

**Access for disabled people**  
Yes, from via Zucchelli, 7 (Call +39 06.4742848 or +39 06.4742909). A wheelchair is available in the museum for visitors who have difficulty in walking.
**MACRO**

**Address**
Via Nizza 138, corner Via Cagliari ROME  
[www.museomacro.org](http://www.museomacro.org) - [www.060608.it](http://www.060608.it)

**Opening time**
Tuesday-Sunday 10.30 am-7.30 pm  
Admission is allowed until 6.30 pm  
24 and 31 December 10.30 am-2 pm  
Admission is allowed until 1 pm  
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**
Full price euros 7,50, Concessions euros 5,50.  
Integrated MACRO+MACRO Testaccio (valid for one week): full price euros 10,00, Concessions euros 9,00. (Tourism tax included; see Welcome and Ticket Services).  
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.  
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

**Services**
- reception and ticketing  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- cloakroom  
- museum attendance  
- bookshop, reproductions of art, gifts and fancy goods, publishing  
- restaurant and Café  
- didactic  
- promotion and information  
- organization of events  
- tickets can be purchased online or through the 060608 Contact Center  
- cleaning and maintenance

**Access for disabled people**
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

**MACRO Testaccio**

**Address**
Piazza Orazio Giustiniani, 4 ROME  
[www.museomacro.org](http://www.museomacro.org) - [www.060608.it](http://www.060608.it)

**Opening time**
Open only for exhibitions  
Tuesday-Sunday  2 pm - 8 pm  
Admission is allowed until 7.30 pm  
Closed on Monday, 1 January, 1 May, 24, 25 and 31 December.

**Ticket**
Only MACRO Testaccio: Full price euros 6,00, Concessions euros 5,00. Integrated MACRO Testaccio+MACRO (valid for one week): full price euros 10,00, Concessions euros 9,00. (Tourism tax included; see Welcome and Ticket Services).  
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.  
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.  
La Pelanda is the space for events of Macro Testaccio and open for events only.

**Services**
- reception and ticketing  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- museum attendance  
- didactic  
- promotion and information  
- organization of events  
- tickets can be purchased online or through the 060608 Contact Center  
- cleaning and maintenance

**Access for disabled people**
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.
Museo Carlo Bilotti
Aranciera di Villa Borghese

Address
Viale Fiorello La Guardia, ROME - Viale dell’Aranciera, ROME
www.museocarlobilotti.it - www.060608.it

Opening time
Tuesday - Friday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
Saturday - Sunday (year-round) 10 pm - 7 pm
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket
Free entrance.

Services
- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- bookshop, reproductions of art, gifts and fancy goods, publishing
- cafeteria at the Casina del Lago
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

Museo Pietro Canonica a Villa Borghese

Address
Viale Pietro Canonica (Piazza di Siena), 2 ROME
www.museocanonica.it - www.060608.it

Opening time
Tuesday-Sunday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket
Free entrance.

Services
- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people
Yes. Only on the ground floor.
**Museo di Roma in Trastevere**

**Address**
Piazza Sant’Egidio, 1/b ROME  
www.museodiromaintrastevere.it - www.060608.it

**Opening time**
Tuesday-Sunday 10 am-8 pm. Admission is allowed until 7 pm.  
24 and 31 December 10 am-2 pm. Admission until 1 pm.  
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**
Full price euros 6,00, Concessions euros 5,00. (Tourism tax included; see Welcome and Ticket Services).  
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.  
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

**Services**
- reception and ticketing  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- cloakroom  
- museum attendance  
- bookshop, reproductions of art, gifts and fancy goods, publishing  
- didactic  
- promotion and information  
- organization of events  
- tickets can be purchased online or through the 060608 Contact Center  
- cleaning and maintenance

**Access for disabled people**
Yes, from Piazza S. Egidio, 1. Call +39 06.5897123.  
A wheelchair is available in the museum for visitors who have difficulty in walking.

---

**Musei di Villa Torlonia**

**Address**
Villa Torlonia, ticket office in via Nomentana, 70 ROME  
www.museivillatorlonia.it - www.060608.it

**Opening time**
Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6.15 pm  
24 and 31 December 9 am-2 pm. Admission until 1.15 pm  
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**
Casino Nobile  
Full price euros 7,50, Concessions euros 6,50.  
(Tourism tax included; see Welcome and Ticket Services).  
The exhibition room of the Casino Nobile is in the Casino dei Principi, open only for exhibitions.

Casina delle Civette  
Full price euros 6,00, Concessions euros 5,00.  
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Cumulative ticket Musei di Villa Torlonia  
Full price euros 9,50, Concessions euros 7,50.

**Services**
- reception and ticketing (the ticket office is at the entrance of the Villa, in via Nomentana 70)  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- cloakroom  
- museum attendance  
- bookshop, reproductions of art, gifts and fancy goods, publishing (at the Casino Nobile)  
- didactic  
- audioguides in Italian and English  
- promotion and information  
- organization of events  
- tickets can be purchased online or through the 060608 Contact Center  
- cleaning and maintenance

**Access for disabled people**
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.
**Planetario e Museo Astronomico**

**Address**
Piazza Giovanni Agnelli, 10 ROME  
[www.planetarioroma.it](http://www.planetarioroma.it) - [www.060608.it](http://www.060608.it)

**Opening time**
(Temporarily closed due to restoration works)
Tuesday-Fridays 10 am-2 pm  Saturday - Sunday 10 am - 7 pm
Admission is allowed until the beginning of the last show (Tue-Fri: 12.30 pm; Saturdays and Sundays: 5.30 pm).

Timetable of the shows: In Italian: Tuesday - Friday: 10 am, 11 am, 12.30 pm. Saturday - Sunday: 10 am, 11 am, 12.30 pm, 3 pm, 4 pm, 5.30 pm (this timetable may vary).

In English: every first Saturday of the month at 12.30 pm.

Shows for school: (October - June) Thursday - Friday 10 am, 11.00 am, 12.30 pm, 2.30 pm.

During summertime the timetable of the museum and the shows may vary, please visit the website or call 060608 Contact Center before visiting.

24 and 31 December 10 am-2 pm. Admission is allowed until the beginning of the last show (12.30 pm). Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**
Ticket Planetario + Museo Astronomico: full price euros 8,50, Concessions euros 6,50. Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Welcome and Ticket Services). 4 Stars Season ticket: With your subscription you can see 4 different astronomical shows at the price of 3. Free entrance for children under 6.

**Services**
- reception and ticketing  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- 4 stars Season Ticket  
- cloakroom  
- museum attendance  
- bookshop, reproductions of art, gifts and fancy goods, publishing  
- didactic  
- promotion and information  
- organization of events  
- tickets can be purchased online or through the 060608 Contact Center  
- cleaning and maintenance

**Access for disabled people**
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

---

**Museo Civico di Zoologia**

**Address**
via Ulisse Aldrovandi, 18 ROME  
[www.museodizoologia.it](http://www.museodizoologia.it) - [www.060608.it](http://www.060608.it)

**Opening time**
Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6 pm.  
24 and 31 December 9 am -2 pm. Admission until 1 pm.  
Closed on Monday, 1 January, 1 May, 25 December.

**Ticket**
Full price euros 7.00, Concessions euros 5.50. (Tourism tax included; see Welcome and Ticket Service).

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

**Services**
- reception and ticketing  
- card Roma Pass 72 hours and Roma Pass 48 hours  
- bookshop  
- promotion and information

**Access for disabled people**
Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.
Annex 2: Role, functions and duties of the Managing Company

The Managing Company is Zètema Progetto Cultura S.r.l., was founded in 1998. Today the society is owned by the Municipality of Rome. Its mission is to integrate the cultural and tourist services of the City of Rome to encourage an optimal use of the historic and artistic heritage and of the cultural events of the Capital city. Zètema Progetto Cultura S.r.l. is in charge of design, maintenance and preservation services, cataloguing on behalf of the Capitoline Superintendence, of the management of the Civic Museums Network, and public spaces dedicated to events, culture and tourist reception.

Zètema provides in the Museums Network, of the following services:
- Reception, welcome area and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- Museum Attendance
- Bookshop, reproductions of art, gifts and fancy goods, publishing
- Cafeteria, refreshment and catering
- didactic
- Promotion and information
- Organization of events
- 060608 Contact Center information and booking service
- Cleaning and maintenance
- Projecting and managing of the web site www.museiincomuneroma.it

The Managing Company, i.e. Zètema Progetto Cultura S.r.l., is in charge of all the services that might be given in concession, as well.

The Managing Company undertakes to complete the adjustment of new activities to the standards of the Service Quality Charter within six months of the date of assignment.

Some exhibitions host in the Civic Museums Network are not organized by the Managing Company.
**Annex 3: Validation matrix of standards**

<table>
<thead>
<tr>
<th>DIMENSION</th>
<th>INDICATOR</th>
<th>STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Museums and events</td>
<td>Users</td>
<td>≥ 1% users per space/ same period in the previous year</td>
</tr>
<tr>
<td>Civic Museums Network websites</td>
<td>Web/social media users</td>
<td>≥ 1% web users/ same period in the previous year</td>
</tr>
<tr>
<td>Quality</td>
<td>Complaints</td>
<td>≤ 0,1% n. complaints per users/same period in the previous year</td>
</tr>
<tr>
<td></td>
<td>Response time</td>
<td>≥ 99% replies to complaints within 30 days from receipt date</td>
</tr>
<tr>
<td>Civic Museums Network</td>
<td>Customer satisfaction*</td>
<td>≥ 2,20 general average</td>
</tr>
<tr>
<td>n. 2 periodic events</td>
<td>Customer satisfaction*</td>
<td>≥ 2,20 general average</td>
</tr>
<tr>
<td>Corporate events</td>
<td>Customer satisfaction*</td>
<td>≥ 2,20 general average</td>
</tr>
<tr>
<td>Audioguides</td>
<td>Rental</td>
<td>≥ 1% n. rented audioguides in the Civic Network Museums per visitors/same period in the previous year</td>
</tr>
<tr>
<td>Bookshops</td>
<td>Sale</td>
<td>≥ 1% receipts per visitors/ same period in the previous year</td>
</tr>
<tr>
<td>Cafés</td>
<td>Production</td>
<td>≥ 1% receipts per visitors/ same period in the previous year</td>
</tr>
<tr>
<td>Cleaning</td>
<td>Complaints</td>
<td>≤ 0,1% n. complaints about the cleaning museum and toilets per users/same period in the previous year</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Production</td>
<td>≥ 100% observance of the planned program (indicate the number of interventions)</td>
</tr>
<tr>
<td>Didactic</td>
<td>Production</td>
<td>≥ 100% n. guided tours programmed by the Superintendence</td>
</tr>
<tr>
<td></td>
<td>Customer satisfaction*</td>
<td>≥ 2,20 general average</td>
</tr>
<tr>
<td>Exhibitions</td>
<td>Production</td>
<td>≥ 99% observance of the planned program</td>
</tr>
<tr>
<td></td>
<td>Customer satisfaction*</td>
<td>≥ 2,20 general average</td>
</tr>
</tbody>
</table>

*To each service taken into consideration is given a numeric value between 0 and 3. In this scale of value the minimal requisite to evaluate the service as sufficient is 2,20.

---

**CIVIC MUSEUMS NETWORK**

1. Musei Capitolini  
   piazza del Campidoglio  
2. Musei Capitolini  
   Centrale Montemartini  
   via Ostiense, 106  
3. Mercati di Traiano  
   Museo dei Fori Imperiali  
   via IV Novembre, 94  
4. Museo dell’Ara Pacis  
   Lungotevere in Augusta (corner Via Tomacelli)  
5. Museo di Scultura Antica Giovanni Barracco  
   corso Vittorio Emanuele, 166/a  
6. Museo della Civiltà Romana (closed)  
   piazza Giovanni Agnelli, 10  
7. Museo delle Mura  
   via di Porta San Sebastiano, 18  
8. Villa di Massenzio  
   via Appia Antica, 153  
9. Museo della Repubblica Romana e della memoria garibaldina  
   Largo di Porta San Pancrazio  
10. Museo di Roma  
    piazza Navona, 2  
11. Museo Napoleonomico  
    piazza di Ponte Umberto I, 1  
12. Casa Museo Alberto Moravia  
    Lungotevere della Vittoria, 1  
13. Galleria d’Arte Moderna  
    via Francesco Crispi, 24  
14. MACRO  
    via Nizza 138, corner via Cagliari  
15. MACRO Testaccio  
    piazza Orazio Giustini, 4  
16. Museo Carlo Bilotti Aranciera di Villa Borghese  
    viale Fiorello La Guardia  
17. Museo Pietro Canonica a Villa Borghese  
    viale Pietro Canonica, 2  
18. Museo di Roma in Trastevere  
    piazza Sant’Egidio, 1/b  
19. Musei di Villa Torlonia  
    via Nomentana, 70  
20. Planetario e Museo Astronomico (closed)  
    piazza Giovanni Agnelli, 10  
21. Museo Civico di Zoologia  
    via Ulisse Aldrovandi, 18  
21. Museo di Casal de’ Pazzi  
    via Cicaliano (corner via Egidio Galbani)

---

**PIT**

1. Stazione Termini  
   Via Giolitti, 34 (Building F – Platform 24)  
2. Aeroporto Leonardo Da Vinci  
   International Arrivals, Terminal 3  
3. Aeroporto “G.B. Pastine” di Roma  
   Ciampino Arrivals  
4. Fori Imperiali  
   Via dei Fori Imperiali (corner via Arco della Pace)  
5. Auditorium Conciliazione  
   Via della Conciliazione, 4  
6. Via Minghetti  
   Via Minghetti (corner Via del Corso)  
7. Sonnino  
   Via Piazza Sonnino (Trastevere)  
8. Nazionale  
   Via Nazionale (side Palazzo delle Esposizioni)  
9. Navona  
   Piazza Cinque Lune  
10. Barberini  
    Via San Basilio, 51 (in Dept. of Cultural Activities and Tourism)  
11. Ostia Lido  
    Lungomare Paolo Toscaneli (corner Piazza Anco Marzio)  
12. Touring Club  
    Piazza SS. Apostoli, 62/65  
13. San Pietro - Info Point ORP  
    Largo del Colonnato, 1
La Carta della qualità dei servizi risponde all'esigenza di fissare principi e regole nel rapporto tra le amministrazioni che erogano servizi e i cittadini che ne usufruiscono. Essa costituisce un vero e proprio “patto” con gli utenti, uno strumento di comunicazione e di informazione che permette loro di conoscere i servizi offerti, le modalità e gli standard promessi, di verificare che gli impegni assunti siano rispettati, di esprimere le proprie valutazioni anche attraverso forme di reclamo.

L’adozione della Carta dei servizi negli istituti del Ministero per i beni e le attività culturali si inserisce in una serie di iniziative volte a promuovere una più ampia valorizzazione del patrimonio culturale in essi conservato e ad adeguare per quanto possibile, in armonia con le esigenze della tutela e della ricerca, l’organizzazione delle attività alle aspettative degli utenti.

La Carta sarà aggiornata periodicamente per consolidare i livelli di qualità raggiunti e registrare i cambiamenti positivi intervenuti attraverso la realizzazione di progetti di miglioramento, che possono scaturire anche dal monitoraggio periodico dell’opinione degli utenti.

**I PRINCIPI**

Ministero per i Beni e le Attività Culturali

**Quality Service Charter**

**Historical Museum of Miramare Castle**

viale Miramare, 34151 Trieste   tel. 040.224143 fax 040.224220
e-mail: info@castello-miramare.it
website: www.castello-miramare.it
WHAT IS THE QUALITY SERVICE CHARTER

The Quality Service Charter aims to fix the principles and rules governing the relationship between service-providers and service-users.

It establishes a proper “agreement” with users and is a way of communicating information to enable them to know what the offered services are, together with the conditions and standards promised. Users are, therefore, in a position to check that the services have been properly carried out, and can offer their own opinions and, if need be, complaints.

The adoption of the Quality Service Charter by the institutions belonging to the Ministry of Cultural Heritage and Activities is one of a number of initiatives designed to promote a wider appreciation of the cultural inheritance they are responsible for, and to accommodate as far as possible – subject to the requirements of protection and research – the organization of their activities to the expectations of the public.

The Quality Service Charter will be regularly updated to consolidate the standard achieved and to record the positive changes brought about by projects of improvement, including a periodical monitoring of users’ opinions.

PRINCIPLES

The Historical Museums of Miramare Castle refers to the “Basic Principles” included in the Directive of the President of the Council of Ministers of January 27<sup>th</sup>, 1994:

The Historical Museum of Miramare Castle subscribes to the “Basic Principles” set forth in the January 27<sup>th</sup>, 1994 directive of the President of the Council of Ministers:

- **Equality and Impartiality**
  Access to the services is guaranteed in conformity with the principles of equality, ensuring the same treatment to all citizens regardless of sex, race, language, religion or political opinion. The Museum endeavours to make its services accessible to foreigners, to the variously handicapped, and to the culturally and socially disadvantaged.
  The instruments and the activities of information, communication, documentation, scientific aids to research and education are in any case based on the principles of impartiality, justice and objectivity.

- **Continuity**
  The continuity and regularity of the services are guaranteed within the established opening hours. In case of difficulties and drawbacks the Museum will inform users in advance and adopt all the measures necessary to minimise inconvenience.

- **Participation**
  The Museum promotes information concerning its activities, and in making its choices takes into account the declared needs and suggestions of the users, whether as individuals or groups.

- **Efficiency and Efficacy**
  The director and the staff of the Museum strive continuously to improve the efficiency and efficacy of the service, adopting all the technological, organizational and procedural solutions that best serve their aims.
THE HISTORY

The Historical Museum of Miramare Castle, which is state property and comes under the “Soprintendenza BSAE FVG”, was opened to the public on June 2nd, 1955. The building, surrounded by a park of 22 hectares, stands on the rocky promontory of Grignano in the Gulf of Trieste, and is about 10 km from the city itself. The eclectic-style exterior was carried out between 1856 and 1860 to a plan by Carl Junker commissioned by the Archduke Ferdinand Maximilian of Hapsburg, who lived in the castle with his wife, Charlotte Coburgo-Gotha, Princess of Belgium, from December 1860 to April 1864. On April 14th, 1864 Maximilian, followed by his wife, left for Mexico after consenting to be its Emperor. He never returned: on June 19th, 1867 he was shot by revolutionary republicans in Queretaro. Charlotte, after a brief stay at the castle between 1866 and 1867, faced with the onset of the events that had her husband as protagonist, fell into a state of madness from which she never recovered. She died in 1927 in Belgium. The Castle remained Hapsburg property until Trieste came under Italian sovereignty in 1918; after becoming state-owned it was home to the Duke of Aosta and his family. Used as a training school for Nazi officers during the Second World War, it became the headquarters of the Allied Military Government between 1945 and 1954. Miramare Castle offers today's visitors an example of an aristocratic nineteenth-century residence, where the sumptuous interior furnishings, consisting of articles of furniture, paintings and sculptures belonging to Maximilian's collection, retain unaltered the charm of an already bygone age, in which the "revival" of different historical styles produces a powerfully evocative impression.

THE MISSION

The main tasks of the Museum are to preserve, safeguard and improve the heritage of Miramare – art, architecture, books and botany – and render it better known. The Museum performs these tasks chiefly by:

- exhibiting the collections and increasing their usefulness through captions and other educational means;
- scientifically researching possessions so as to contribute to an in-depth study of the character of Maximilian in the context of C19th European culture;
- a periodical mounting of temporary exhibitions on specific topics so as to allow objects otherwise in storage to be seen;
- promoting cultural events, conferences, guided tours and apprenticeships for undergraduates.

FUNCTIONS AND FACILITIES

The services offered by the Historical Museum of Miramare include: guided, thematic and didactic tours available through booking or on request; information points; an entrance-free bookshop on the ground floor, stocked with publications relating to the Museum; free wardrobe service in the ticket office, looked after by the office staff; a Coffee Shop* in the park; a pay car park at the park’s entrance with about 60 parking spaces. Within the Park, the Castelletto houses the Administrative Office of the Natural Marine Reserve of Miramare, which is responsible for both controlling and providing information on the flora and the fauna of the protected marine area in front of the Park ( tel. 040.224247, website www.riservamarinamiramare.it). Near the Castelletto are the historical greenhouses, now home to the exotic animals of the Tropical Park. This opens at 10.00 am and closes one hour before the Park itself closes ( tel. 040.2247091 website www.parcotropicale.it). In the Park there are also the Stables, a nineteenth-century building, formerly used for temporary exhibitions.

* regulated by the law 4/93
COMMITMENTS AND QUALITY STANDARDS

ACCESSIBILITY

The Castle and the Park of Miramare are open every day throughout the year. Entrance tickets to the Castle cost:

- 4 Euro for EU citizens from 25 to 65 years and non-EU citizens;
- 2 Euro for EU citizens from 18 to 25 years;
- Entrance-free for EU citizens under 18’s and over 65’s.

Entrance to the Park is free.

Castle opening hours: from 9 am to 7 pm (ticket office closes 6.30 pm)

Park opening hours: November – February…………… 8 am – 5 pm;
    March and October……………………8am – 6pm
    April – September…………………..8 am – 7 pm

Tickets may be purchased on the spot or by phone on the 041.2770470 (fax 041.5200410). Monday to Friday from 9 am to 6 pm, and Saturday from 9 am to 2 pm.

Delay in purchasing tickets: a maximum of 30 minutes. In case of overcrowding, visitors would be informed as to a longer waiting time by the service staff on duty in the museum.

RECEPTION

- **On-line information**: on-line information concerning the Museum, the collections and facilities is available on the website www.castellomiramare.it; requests can be made via info@castello-miramare.it.

- **Information points**: at the entrance to the Museum there is an information counter run by qualified, bi-lingual staff (Italian and English), open at the same hours as the museum and contactable by telephone at 040.224143 (fax 040.224220, Monday to Friday, 9 am to 3 pm).
  At the beginning of the avenue leading to the castle (Viale del Lecci) there is the “Turismo FVG” information point,( tel. 040.224193; website www.infopointmiramare.it; e-mail infopointmiramare@gmail.it) where you can book hotels or buy the “Friuli Venezia Giulia card”, which allows discounts or gratuitousness for many museums, cultural and touristic places.

  Opening hours: March – May………………….. 9 am – 5 pm;
  June – September………………..10 am – 6 pm;
  October – February ……………9 am – 5 pm.

- **Free informative material**: brochures about the castle in both Italian and English, and leaflets about Museum events – exhibitions, conferences, displays – are available on request at the information counter in the Castle; other brochures about provincial and regional sites of tourist-cultural importance are to be found at the “Turismo FVG” information point.
• **Sign System:** at the entrance and in each room of the Museum there is a plan of the Castle, so that visitors will know where they are, and can see how the itinerary develops and where the emergency exits are located. These signs also remind tourists that they are not allowed to take photos, film, record, or use mobile phones inside the castle. Each room of the residence of Maximilian is marked with Roman numerals followed by the name of the room e.g. Room III – The Cabin.

Panels showing the plan of the garden are placed in the Park, highlighting the point where the visitor is and how the itinerary develops, indicating the notable spots as well as the location of the Coffee Shop and the toilets. Every panel reminds tourists that in the Park it is forbidden to light fires, walk on the grass, be clad only swimsuits, dive or swim, picnic, play football, cycle, skate or scooter. Dogs are to be kept on the lead.

Specific signs show the whereabouts of the three toilets of the Park: one at the entrance to the Park near the car park, one near the castle, and one behind the Coffee Shop.

• **Access for disabled visitors:** The ground floor of the Castle is handicapped-accessible, thanks to the absence of any architectural obstacles; the first floor can be visited by using a lift which, however, does not admit all types of wheelchair. Ramps are available, upon request, to overcome the difficulties caused by the steps to the entrance to the castle.

Two parking places are reserved for the disabled at the beginning of the avenue leading to the Castle, near the parking area: the 300m-long avenue can be negotiated by wheelchairs, or vehicles carrying disabled visitors (the latter upon prior application to the castle). An enlargement of the present lift is being planned, so as to permit all types of wheelchair to reach the first floor of the Museum.

**OPEN TO THE PUBLIC**

In the Museum there are 28 rooms that can be visited and all are open to the public: the itinerary on the ground floor winds through 13 rooms ( Entrance Hall, Main Atrium, Rooms III – X, the Designs Room, Rooms XI – XII ), and on the first floor through 15 rooms ( the 5 unnumbered rooms of “the Duke of Aosta's Apartments”, the Upper Floor Gallery, and Rooms XIII – XXI).

In the Museum there are 2 rooms for public use: the Designs Room and the Multimedia Computer Room, both on the ground floor.

The maximum waiting time for groups, schools or other categories to enter the castle is 20 minutes.

The better to know and enjoy the Castle, the Museum puts at tourists' disposal the following:

- educational panels placed at the entrance and in each room of the Museum, supplied with a brief explanation in four languages (Italian, English, German, French) of what can be seen;
- panels for exhibitions and displays;
- panels in three languages (Italian, English, German) placed in the Park, showing where the visitor is and describing the main features of the particular location;
- publications available in the Museum Book Shop about the Castle and the Park; in particular: *Miramare Castle The Historic Museum*, by Rossella Fabiani, Milano, Electa, 2001 (brief guide book available in Italian, German, English, French); *The Historical Museum of Miramare Castle*, ed. Rossella Fabiani, Vicenza, Terraferma, 2005 (general catalogue, available only in Italian);
- audio-guides to be rented from the ticket office, available in six languages (Italian, German, English, French, Spanish, Slovenian);
- guided and didactic tours, for a fee, for groups or school-children, bookable by calling 041.2770470 (fax 041.5200410) Monday to Friday 9 am to 8 pm, Saturday 9 am to 2 pm;
- consultation of the multimedia teaching facilities in the Computer Room on the ground floor, with a section about “Maximilian's Life”, “The Hapsburgs”, “The Park”, “Artists in Miramare”;
- on-line consultation: on the website www.castello-miramare.it; www.sirpac-fvg.org;
• professional assistance for disadvantaged categories available on request, by calling 040.224143 ( fax 040.224220 ), or by sending an email to info@castello-miramare.it. At the moment there is a project underway concerning the use of a tactile map.

EDUCATION AND DIDACTICS

Information and assistance from a qualified staff about the educational activities carried out by the Museum are available every day during the Castle opening hours.

Free thematic tours of the Castle and the Park conducted by the museum assistants are available on Sunday at 11.30 am and 3.30 pm. They are advertised inside the Museum, on the website www.castello-miramare.it and in the local newspaper, with optional booking at the information point at the entrance to the Museum.

Other free guided tours held by the museum assistants will be communicated at the information point and on the website.

Conferences aiming at making the history and the heritage of the Museum better known, are periodically organized in the Museum or in cultural centres.

Information concerning activities currently underway is provided not only through the local press and TV, but also by distribution of publications in the appropriate places.

DOCUMENTATION OF THE PRESERVED HERITAGE

The documentation concerning the Museum’ contents (catalogue files, restoration files, photographic files, publications ) is available Monday to Saturday from 8 am to 2 pm, bank holidays excluded, on request to the Management ( tel. 040.224143, fax: 040.224220 , Monday to Friday from 9 am to 15 pm, email info@castello-miramare.it). The documentation is reproducible, upon payment, under licence of the Soprintendenza BSAE FVG.

SAFEGUARDS AND PARTICIPATION

COMPLAINTS, PROPOSALS, SUGGESTIONS

If the Quality Service Charter fails in what it undertakes to do, users can make a complaint in the following way:

• using the complaint forms available at the entrance to the Museum and handing them to the member of staff on duty;
• sending an email to info@castello-miramare.it or a fax to 040.224220.

The Historical Museum of Miramare Castle monitors the complaints on a regular basis and undertakes to reply within 30 days and to start up forms of compensation consisting in distribution of information and brochures.

Users can make proposals or suggestions in order to improve the organization and the services.

COMMUNICATION

The Quality Service Charter will be available at the entrance to the Castle and on the website.

REVISION AND UPDATING

The Quality Service Charter is annually revised and up-dated.