

RULES FOR VISITING

Preamble

During your visit to the Museu Nacional d'Art de Catalunya (from hereon MNAC) the rules stipulated in this document, approved on May 13th 2010 by the Museum's Delegate Committee, must be observed.

Access to the MNAC's premises implies acceptance of these rules.

- Visitors must remain orderly and at all times refrain from producing danger or disturbance, hindering the normal carrying out of activities or causing damage to the facilities in the MNAC's public areas, and it is their duty to treat the works of art and the Museum with care, as it is the patrimony of everyone.
- The MNAC may exercise the right to refuse admission if visitors do not comply with the rules in force when entering the premises or when they are already visiting.
- Access is prohibited to zones, areas or offices of the Museum reserved and duly marked with signs and/or cordoned off.
- Visitors will be subjected to the checking of bags, packages, items of luggage, personal effects and to video surveillance. If a prohibited object is detected, access may be denied.
- Admission to the exhibition rooms is not free and an entrance ticket must be purchased, according to the charges in effect as approved by the Museum Trustees.

The Museum reserves the right to change these conditions of access.

Scope of the application of these rules

Persons

- 1 - Visitors to the MNAC.
- 2 - Any person or group authorized to use certain areas of the Museum for meetings, receptions, lectures, concerts, shows or miscellaneous ceremonies.
- 3 - Any person unconnected with the Museum, present in the establishment, even if for professional reasons.

Visitors are at all times obliged to follow the instructions of the customer service staff, security personnel, and duly accredited Museum staff. Any exception to this rule must be authorized by the Museum through the appropriate channels in each case.

The areas

- 1 - Areas of access: the outside ramps, the podium and the adjacent landscaped areas.
- 2 - Reception areas, comprising all the areas open to the public inside the building, located before the entrance controls to the exhibition rooms.
- 3 - The rooms where the collections are, comprising the areas open to the public located after the entrance controls to the exhibition rooms, where the works of art are, and to the library.
- 4 - The areas of the Museum that are out of bounds: offices, reserves, store rooms, etc.

Conditions of access to the public areas

Opening times

The external areas of access to the Museum may be closed to the public on the orders of the Museum management.

The reception areas and the exhibition rooms are open at the times determined by the management of the MNAC. The Library organizes its opening times according to the time of year.

The sale of tickets ends 30 minutes before the Museum closes.

The public will begin leaving the exhibition areas 15 minutes before the Museum closes, and, from that moment on, entry to the rooms is forbidden. Exceptionally, access to a room may be allowed in the case of visitors finalizing their visit.

All visitors to the MNAC must be out of the building by closing time.

Visitors may be asked to leave the rooms before the official closing time, if the conditions so require it.

Exceptionally, the Museum management may make changes to these times for special events.

Charges

Admission charges for the collections, the activities and room hire (plus generic discounts) are set by the MNAC Board of Trustees.

Outside the periods of free admission (open days, the first Sunday in the month, etc.), entry and circulation around the areas where the Museum's collections are exhibited, during the hours it is open to the public, are subject to the possession of a ticket issued by the MNAC. The general entrance ticket is valid for two days in the period of one month from the date of purchase.

Free tickets, invitations, group tickets and tickets to the temporary exhibitions are valid for one day only.

Entrance tickets for the second day, passes of all kinds valid for visiting the Museum, invitations of all kinds valid for visiting the Museum, annual season tickets and other membership cards that, in general, allow access to the collections, must be accompanied by an entrance ticket with the date and day of the visit, provided at the information counter.

The price of the entrance ticket shall be refunded in the following cases only:

- 1 - In the event of the Museum refusing access, through exercising the right of admission, to any person who has already paid for the ticket.
- 2 - In the event of any prepaid activity or exhibition having been cancelled, and this cancellation has not been duly announced.

Entrance tickets must be shown:

- 1 - To enter all areas where the collections are exhibited.
- 2 - To the customer service and/or security staff that so request it.
- 3 - To any duly accredited member of the Museum staff who may ask to see it.

The occasional closure of a room in the Museum does not entitle visitors to any discount or the reimbursement of the ticket price.

Cloakroom

The Museum has a cloakroom service for depositing coats and objects not permitted in the exhibition rooms (umbrellas, large bags, backpacks and all items measuring over 35 x 35 x 25 cm) as a general rule, given that the people responsible for customer management or the security staff may make exceptions.

The cloakroom and the lockers are for the exclusive use of the visitors to the Museum.

The cloakroom and the lockers are free during Museum opening hours.

The Museum shall not be held responsible for any article left in the cloakroom.

A number on a cloakroom token is given out, to be exchanged for the belongings once it is returned, irrespective of who is in possession of the token. The Museum is not obliged to recognise the owners of the articles deposited. The only valid document for recovering the objects deposited is the number on the token. In the event of the token being lost, you must identify yourself to the cloakroom and provide proof that you are the owner of the items deposited. If a person is unable to identify him or herself, Security will proceed to verify the ownership of the articles.

Valuables like money, cheques, traveller's cheques, jewellery and documents may not be deposited in the cloakroom. Failure to observe this rule frees the Museum of any responsibility for safekeeping.

For reasons of hygiene and/or security, the cloakroom staff may refuse to accept an item, especially animals, food, drink and plants.

In order to avoid having to wait to use the cloakroom service, the Museum recommends you, as far as is possible, not to carry any of these articles on your visit to the MNAC.

The Museum will not be held responsible for any deterioration or damage that may occur to fragile items inside bags and luggage stored.

All deposits in the cloakroom and lockers must be retrieved on the same day, before the Museum closes. If this is not the case, these objects will be removed by the security service and kept for fifteen days as lost property. After this time, the general protocol established for lost property will be applied.

In special cases, the Museum may decide to allow certain items to be taken into the rooms, placed as instructed by the customer service or security staff (for example, backpacks carried in front).

Wheelchairs and small children's pushchairs are available, free of charge, in the Museum cloakroom. The correct use of wheelchairs and pushchairs is the responsibility of the visitor, as is the transport and safety of the user. The Museum does not have escort staff available.

Shop/bookshop

The shop/bookshop is open at the times established by the MNAC management.

Children under 18 not accompanied by adults are not allowed into the shop/bookshop.

Cafeteria and restaurant

The Museum has restaurant and cafeteria services.

Protection of people, property, artworks and the building

In order to facilitate the protection of people, property, works of art and the building and not disrupt the smooth running of the Museum visit, it is obligatory to observe the following rules of behaviour.

Everyone's collaboration is most valuable for helping to protect the works of art for future generations.

It is forbidden:

Before entering

To enter barefoot, completely or partially naked (except for the specific activities organized by the MNAC).

To enter under the effects of alcohol or any kind of drug.

To bring in bicycles, skateboards or roller skates.

To enter with animals (except for guide dogs).

To carry weapons of any kind or objects that may be used as such (except in the established cases).

Inside the building

To eat and/or drink in areas not set aside for this purpose.

To smoke. The Museum is a smoke-free zone.

To run.

To make unnecessary noise (using radios and other electrical devices) or behave in a way that might disturb other visitors.

To climb up or lean against the walls, lie on the floor, or sit on the stairs, thus blocking the way.

To take photographs using a flash (or lens) and/or tripod in the public areas of the Museum, including the exhibition rooms.

To take photographs where there is a specific prohibition, for example, in the Picasso Room.

To touch the works of art, their supports, the glass cases and the information signs.

To bring in bags measuring over 35 x 35 x 25 cm. If you are allowed to enter with a backpack, you must carry it in front of you.

To carry overcoats, gabardines or large-size clothes in general.

To bring in umbrellas, pointed or dangerous objects that may damage the works of art.

To draw using any technique except with a pencil, but always remaining two metres away from the works. In order to use other drawing or painting techniques, express authorization must be requested.

In order to enter the rooms as a copyist, express authorization must be requested from the corresponding department.

To climb on objects, supports and display cases.

To point with objects (leaflets, pencils, etc.) or with your finger close to the works of art.

To come within 60 cm of the works of art.

To allow children to roam uncontrolled. Children must be kept under control at all times, by holding their hand. Please do not carry children on your shoulders, to avoid possible accidents to people or the works of art. The Museum has children's pushchairs available.

Rules relating to groups with a Museum educator, groups with an external guide (official guides or teachers) and groups without a guide

Decree 5/1998, January 7th, which regulates the activity of tourist guides, defines those entitled to work as guides on Museum premises as: people accredited as tourist guides in Catalonia; people working as teachers, accompanied by their pupils; staff working for the Administration with institutional visits, and staff employed in the Museums' pedagogical services.

School groups will be a maximum of 25 pupils for Infant and Primary School groups and up to 30 pupils for Secondary School Groups and training courses, without counting the escorts. The Museum, after informing the school in advance and taking into account the characteristics of some of the activities in the schools programme, may reduce the number of pupils per group. Non-school groups may be a maximum of 30 people, not counting guides.

All the groups with an internal educator, groups with an external guide (official guides or teachers) and groups without a guide must make a reservation for the visit, by calling the Museum's reservations number.

The reservation entitles you to make a visit in the hours set aside for this purpose.

The group making the reservation will receive a letter of confirmation that it will have to carry during the visit.

The visit will be formalized at the group reception and information counter. While the formalities are being dealt with, the group must remain together in the area indicated by customer service staff.

The Museum reserves the right to momentarily prevent the access of groups to rooms according to the number of people in them at the time.

At the most, one group of visitors every 15 minutes will be allowed to enter the rooms, keeping always to the rules of no more than one group per section.

The MNAC's educators wear a badge in a visible place that identifies them as a guide authorized to conduct the visit. Likewise, external guides must be identified as such, by having their corresponding credentials in a clearly visible place.

At times when the rooms are full of people, the security guards must make groups and individual visitors wait in strict order of arrival.

If a group with a reservation does not arrive punctually to make the visit, it will be treated the same way as a group without a prior reservation.

Groups that arrive without a prior reservation will have to wait until it is possible to make the visit.

The guide and/or educator of the group will be responsible at all times for the group they are leading and will be in charge of enforcing the rules. The group is obliged to stay together throughout the visit.

There can only be one group at a time in a room. Guides must make the group wait for the necessary time or change their route until the room empties, and thus avoid blocking the doorway.

The number of people per group is a maximum of 30. If other visitors join the group they will be kindly asked to leave it.

Groups of children under the age of 16 are only admitted to the public areas of the Museum if they are accompanied by an adult (18+) controlling and supervising the children's behaviour during the visit.

Groups must always be informed of the rules in writing before the visit begins. If this is not done, they will be told at the beginning of the visit for legal and security reasons. If necessary, they will be reminded of the rules during the visit.

Staff working as guides must be inflexible with these rules, as they are the people responsible for the group of visitors. If any of the group members break them, the educator will first talk to the person in charge of or accompanying the group and if the attitude persists, they will tell the controller, and s/he will tell the team chief who, together with the head of customer management, will go to the place of the incident and take any necessary action.

General guidelines for the visit

Entrance tickets must be retained during the whole visit; you will be asked to show them at the entrances to all the exhibition rooms.

For your information, please note that the time of maximum influx of visitors is between 11.30 a.m. and 2 p.m.

In summer, it is advisable to carry or wear an item of warm clothing due to the temperature in the exhibition rooms.

For the benefit of the other visitors to the Museum, it is important to keep the volume of your voice down.

Set your mobile telephone to mute and, if you have to use it in the exhibition rooms, please speak in a very low voice.

Photographs and video recordings may not be reproduced, distributed or sold without the Museum's permission. In case of infringement, the Museum reserves the right to take any legal action it considers appropriate.

Running is not allowed in the rooms, to avoid accidents and possible damage to the works of art.

Young people over 14 may enter the Museum without the need to be accompanied by an adult or be part of a school or club group.

Teachers, educators, guides or group escorts are responsible for all the members they accompany.

In the case of evacuation, the Museum staff's instructions must be obeyed.

Room capacity: the Museum, in compliance with the legal regulations, adapts the capacity to the criteria of safety and preventive conservation.

All persons that do not comply with these rules may be invited to leave the premises by Museum or security staff. This is without prejudice to any legal action that may be taken against these persons or their actions.

Only authorized Museum staff can sell, or offer for sale, articles to visitors within the public areas of the Museum.

Customer service staff have information about the services and parts of the Museum, and so you are recommended to approach these members of staff to make any enquiries, as well as any suggestions you think appropriate.

You are recommended to consult the MNAC website (www.mnac.cat) before making your visit to confirm opening times, exhibitions, holiday opening times, special programming, etc.

The Delegate Committee