

## **RULES AND CONDITIONS FOR THE VISIT**

### **ACCESS CONDITIONS**

- .- It is necessary to have a valid ticket, reservation form or pass to enter the museum. This must be shown to the access control personnel.
- .- The current rates, gratuities and reductions and the museum hours are those exposed on the web: <https://potries.org/>
- .- The occasional closure of any of the museum rooms for maintenance reasons or service needs will be communicated to the visitor as well as whether this situation implies a discount or refund in the price of the ticket.
- .- The visitor may not leave the premises and re-enter with the same ticket on the same day or another.
- .- Minors under 16 must enter the museum accompanied by an adult.
- .- The maximum capacity is 120 people in normal conditions. Due to COVID-19 it has been reduced to 30 people.

### **RULES FOR THE VISIT**

The museum establishes the following published norms for the visit:

- .-All visitors must behave correctly during the visit, avoiding disturbing the rest of the public.
- .- In case of evacuation, visitors will leave the museum in order, following the instructions of the museum staff and emergency signage.
- .- During the visit it is not allowed
  - Touch the works and showcases.
  - Run and shout through the museum facilities.
  - Eat or drink.
  - To walk without shoes.
  - Leave children without adult control.
  - umar in any of the interior and exterior spaces of the museum.
  - Access the museum with pets, except guide dog.
- .- It is recommended to visitors:
  - Respect the safety distance of the works.
  - Speak in a low tone.
  - Mute the mobile.

## **RULES FOR GROUP VISITS**

- .- The group visits will be carried out under the supervision of a guide, professor or interlocutor representing the institution who will be responsible for all the members of the group and undertakes to comply with the rules set out below.
- .- It is necessary to make a day and time reservation for the group visit through one of the museum's ticket sales and reservation channels (website, telephone, email). The reservation must be formalized 24 hours before the visit.
- .- The group must respect the fixed hours, the delay could affect the start and development of the visit. The number of members will be from 10 to 30 people (including the guide and teacher).
- .- The groups must arrive at the museum in sufficient time (at least 15 minutes before the time assigned for the start of the visit) in order to carry out the first procedures of the visit as soon as possible.
- .- To speed up access, it is recommended that groups leave their bags and backpacks on the bus. If not, they will have to drop it off at the Museum office.
- .- Educational groups made up of children under 14 years of age must be accompanied throughout the visit by a teacher or adult companion.

## **SECURITY MEASURES**

- .- The visitor must attend at all times to the instructions of the museum staff. In case of evacuation, the instructions given by the museum staff must be followed at all times.
- .- It is strictly forbidden to access the building with objects or substances that pose a risk to the integrity of people or works of art:
  - Weapons, ammunition and dangerous substances or materials.
  - Objects or packages that are too large that cannot pass the security control.
  - All kinds of animals, except guide dogs or therapeutic helpers.
- .- Access to the museum is not allowed to people in an evident state of intoxication or with symptoms of being under the influence of narcotics.
- .- They cannot be entered in the rooms, and therefore, they will have to be deposited at the reception:
  - Backpacks, suitcases, bags and packages with dimensions greater than 40x40 cm
  - Umbrella and canes with metal tips.
  - Sharp and sharp objects.
  - Baby carriers.
  - Folding chairs and chair-type canes or similar (except exceptional prior authorization).
  - Any object that museum staff consider to be a risk to works of art or people.
- .- Objects forgotten in any of the museum spaces during the visit will be collected by the staff and will be considered lost objects.