

# SAFETY AND CONDUCT RULES WHILE VISITING THE DORIA PAMPHILJ GALLERY

## Art. 1

Throughout the itinerary of the Doria Pamphilj Gallery ("Gallery"), visitors are required to comply with the following safety and conduct rules as established by the Gallery Management ("Management") and visible at the ticket office and on the Gallery website. Particular provisions may apply:

- a) towards persons and groups authorized to use the premises for cultural events and initiatives;
- b) with regard to persons who are not visitors of the museum, and are present in the premises for professional reasons;
- c) in the case of special private or public events, or of temporary regulations, for example but not limited to, for reasons of public safety, public health or other situations that require a different organization.

## Title I.

### ACCESS TO THE GALLERY

## Art. 2

Gallery opening days and hours and any changes thereto are available on the website [www.doriapamphilj.it/roma](http://www.doriapamphilj.it/roma) and on the Facebook and Instagram page of the Doria Pamphilj Gallery. Entrance tickets can be purchased up to one hour before the closing time of the Gallery.

## Art. 3

Entrance fees are visible at the ticket office and on the Gallery website and can be subject to variation at any moment.

The Management can arrange visits outside the opening hours of the Gallery with entities, associations and private individuals. In these cases the organizing entity must bear the entire operating costs of the structure, according to rates requested by the Management.

## Art. 4

Entrance and circulation in the Palazzo are subject to possession of the ticket issued at the entrance ticket office or from the online ticket platform, or an entrance ticket recognized by the Doria Pamphilj Gallery. Visitors are required to keep

their tickets available and to exhibit them upon request of the staff on duty.

## Art. 5

The following items/belongings are forbidden in the Gallery:

- weapons and ammunition;
- explosive, flammable or volatile substances;
- dangerous, excessively heavy and bulky items;
- food and drink of any kind;
- works of art and antique objects;
- selfie sticks
- animals of any species and size. Guide dogs for blind people are allowed as long as they are on a leash and pets whose support for therapeutic treatments is certified (pet therapy).

## Art. 6

Access is subject to the prior and mandatory deposit of:

- a) umbrellas and pointed, sharp or blunt objects. Canes are only allowed for the elderly or infirm;
- b) suitcases, bags, large backpacks and anything that could jeopardize the safety of the exhibited works or the structure;
- c) moulds and reproductions of works of art.

## Art. 7

The Management declines any responsibility for the objects referred to in Art. 6 deposited at the entrance.

## Art. 8

Any item in the deposit must be collected the same day prior to closing hours. Anything not collected at closing time will be considered lost property and as such will follow the procedure as stated in the relevant regulations.

## Title II

### COMMENTS AND COMPLAINTS

## Art. 9

Any comments and/or complaints can be sent by writing to the email address: [info@dopart.it](mailto:info@dopart.it).

*We remind all visitors that active alarm and CCTV systems are present all through the visit route of the Doria Pamphilj Gallery*

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## Title III

### GENERAL BEHAVIOUR OF VISITORS

#### Art. 10

Any interaction with Gallery staff and with anyone present in the building will occur in a courteous manner.

#### Art. 11

It is forbidden:

- a) to cross protection barriers;
- b) to touch the works of art;
- c) to examine non protected works with magnifying glasses;
- d) to lean on the consoles, display cases, bases and other elements of the Gallery;
- e) to sit on the floor or on the stairs;
- f) to write on or mark the walls in any way;
- g) to run;
- h) to smoke (including electronic cigarettes), to consume food or drinks, unless in places provided for specifically authorized cultural initiatives;
- i) to litter;
- j) to speak loudly, disturbing other visitors. Visitors are required to set the ringer of their mobile phones to silent mode and to not make video calls;
- k) to ask for alms inside the museum premises;
- l) to sell items and distribute leaflets;

The provisions referred to in points a), b) and c) may be subject to individual exceptions by the Management in favour of people with particular study or work needs.

#### Art. 12

Visitors are asked to follow the staff's instructions (opening bags, delivering packages, etc.).

#### Art. 13

Failure to comply with the provisions of these regulations may result in being invited to leave the Gallery and any legal action deemed appropriate by the Management.

## Title IV

### Provisions relating to groups

#### Art. 14

Visits by groups or school classes must take place under the guidance of an accompanying person, who is responsible for compliance with the rules contained in these Regulations and for the good conduct of the group.

#### Art. 15

For classes and study groups visits must be booked beforehand.

#### Art. 16

Members of the group are requested to stay near their guide and not to disturb other visitors. For guided tours of groups of more than 6 people guides must provide radio earphone systems.

#### Art. 17

The Management may, at any time, limit access conditions and visits of groups according to the capacity restrictions of the Gallery and for public safety reasons.

#### Art. 18

Guided tours may be conducted only by:

- guides authorized to practice the profession;
- teachers with their students;
- persons specifically authorized by the Management.

## Title V

### PHOTOGRAPHS, FILM SHOOTING AND COPIES

#### Art. 19

Video cameras cannot be used inside the Gallery unless expressly authorized by the Management.

#### Art. 20

Only visitors who purchase an entrance ticket at the ticket office are allowed to take photos. Flashes and use of selfie sticks are prohibited. The Gallery staff may request the immediate cancellation, in their presence, of videos/photographic material created in violation of these rules.

# SAFETY AND CONDUCT RULES WHILE VISITING THE DORIA PAMPHILJ GALLERY

In the indoor and outdoor spaces of Palazzo Doria Pamphilj photos and make short videos **exclusively for private use**. Professional “photoshoots” with professional equipment (use of tripods, drones and professional or semi-professional equipment, presence of models, photos in costume, blogs, etc.) require prior authorization and agreement from the Management.

## Art. 21

Only short video shots and photographs for amateur and study purposes are allowed, with the prohibition of publication on any medium and distribution, free or paid.

Filming and photographs for commercial, editorial, cinematographic, documentary, journalistic, television or online broadcasting purposes, are allowed only on prior authorization from the Management. For films and photographs where members of the staff could be visible, in addition to the authorization of the Management, that of the persons concerned must also be requested.

## Art. 22

Any reproductions of works of art or internal or external spaces of the Gallery with manual techniques and stands may be authorized and if so, will be executed in compliance with conditions agreed with the Management. In these cases special requirements concerning the protection of the works may apply.

## Title VI

### SAFETY OF PEOPLE, WORKS AND THE PALAZZO

## Art. 23

Visitors will not be allowed to behave in any way that is considered by the Gallery staff to be hazardous to the safety of other people and/or to the property. Any accident or strange occurrence must be immediately reported to the surveillance staff.

## Art. 24

In the event of a fire or other kind of danger, please remain calm and immediately notify the

Gallery staff on duty who will activate the appropriate safety measures.

If the evacuation of the premises is ordered, it is necessary to proceed in a disciplined and orderly manner, following the instructions of the staff present. In the rooms there are plans indicating the emergency escape routes.

## Art. 25

In the event of an accident or illness, it is forbidden to move the injured or sick person, make him/her drink, administer any medicine before the arrival of first rescuers. In case of intervention of any doctors and nurses present among the visitors, these will need to stay close to the injured or sick person up to his/her transport to the hospital and are required to kindly provide their personal details to the surveillance staff present.

## Art. 26

Any lost children must be accompanied and entrusted to the surveillance staff of the Gallery.

## Art. 27

Any visitor who witnesses any damage or theft of the works is required to notify the staff of the Gallery.

## Art. 28

In case of emergency in the Gallery, urgent measures can be taken by the staff, such as closing the entrances and controlling the exits.

## Art. 29

In the event of excessive crowding and in any situation that could compromise the safety of people or property, the Management reserves the right to proceed with the total or partial closure of the Gallery, or even to change the opening hours to the public and to take any other measures necessary, as required by circumstances.