

SERVIZIO PUBBLICO A DOMANDA INDIVIDUALE INGRESSO MUSEO CIVICO - TARIFFE

FREE ADMISSION:

- Visitors under the age of 18. Visitors under the age of 12 must be accompanied by at least one adult.;
- heads of State, Ministers and diplomatic or consular authorities on official visits.
- members of ICOM (International Council of Museums) and ICCROM (International Centre for the Study of the Preservation and Restoration of Cultural Property).
- employees of the Municipality of Naples upon presentation of their membership card.
- tourist guides of Italian nationality or from a European Union member country in the exercise of their professional activity, upon presentation of a valid license issued by the competent authority;
- tourist interpreters of Italian nationality or from a European Union member country in the exercise of their professional activity, upon presentation of a valid license issued by the competent authority;
- tour leaders of Italian nationality or from a European Union member country in the exercise of their professional activity, upon presentation of a valid license issued by the competent authority;
- professors from the Faculties of Architecture, Conservation of Cultural Heritage and degree programs in Literature and Literary Studies with an archaeological or artistic-historical focus from Departments of Literature and Philosophy at Italian and foreign universities and Academies of Fine Arts that award equivalent degrees, upon presentation of their membership card or equivalent certification
- doctoral candidates from the Faculties of Architecture, Conservation of Cultural Heritage, and degree courses in Literature and Literary Studies with an archaeological or artistic-historical focus from Departments of Literature and Philosophy at Italian and foreign universities and Academies of Fine Arts that issue equivalent qualifications, upon presentation of proof of enrollment for the current academic year;
- students enrolled in the faculties of Architecture, Conservation of Cultural Heritage, and degree courses in Literature and Literary Studies with an archaeological or artistic-historical focus at Departments of Literature and Philosophy at Italian and foreign universities and Academies of Fine Arts, students enrolled in the Central Institute for Restoration, the Opificio delle Pietre Dure and the School for Mosaic Restoration. Tickets are issued to students upon presentation of their enrollment receipt for the current academic year.
- freelance journalists and the ones qualified through a state exam, upon presentation of a valid membership card from the Register;
- visitors with disabilities and a family member or other companion who can prove to belong to social and healthcare services;
- groups of students from public and private schools in the European Union, accompanied by their teachers, subject to booking and availability.

By means of a resolution, the Municipal Council may provide reductions or exemptions on the occasion of special events and/or institutional or celebratory initiatives.

SERVICE REGULATIONS

In order to protect the priceless heritage preserved here and ensure visitors safety, it is necessary to comply with the general instructions provided on museum signs or communicated by staff, both during ordinary visits and in special or unexpected situations. All visitors are required to behave in accordance with common rules of good manners. In general, any behavior that may jeopardize the safety of the works or other guests is not permitted. In particular, the following is **strictly prohibited:**

- bringing animals into the museum, with the exception of small dogs (animals allowed must be kept on a leash and carried in the arms inside the buildings), guide dogs for the blind and service dogs for people with disabilities;
- bringing in any type of vehicle, drone, or similar device, unless authorized;
- touching or approaching the works of art or bringing objects that could damage them near them;
- accessing areas that are not part of the museum tour or forbidden for any reason;
- bringing in food and drinks;
- taking photographs, filming, shoot television recordings and/or broadcasting for profit without a specific permit.

Groups and tour guides:

- groups must stay together, follow the guide or teacher/accompanying adult and behave in an appropriate and respectful manner;
- each group must not exceed 30 people or, in the event of unforeseen circumstances, the number expressly indicated by the Management.

Emergencies

- In the event of an alarm, visitors are required to strictly follow the instructions of the staff on duty. If evacuation of the building is ordered, visitors must proceed in an orderly and disciplined manner, abiding by the instructions.
- For reasons of personal safety and/or property security, in the event of large crowds, unforeseen circumstances, or special organizational requirements, all necessary countermeasures may be taken to ensure safety, without granting the possibility of requesting a refund of the ticket purchase price.
- No compensation shall be claimed from the Administration for any damage to persons or property due to visiting procedures that contravene these Regulations.

The purchase of a ticket implies knowledge and acceptance of these regulations.