

RULES FOR VISITS

During your visit to the *Museum*, you must respect the rules set out in this document, approved by the Board of Directors of the Barcelona Institute of Culture, on 22 September, 2020.

Admission to the facilities of the *Museum* implies acceptance of these rules.

People have the right to be admitted to establishments open to the general public under the same objective conditions for all, provided the capacity limit allows it and there are no general limitations to access¹, such as safety concerns or to avoid changes to public order.

Scope of application

These rules are applicable to all people accessing the *Museum*:

1. Those visiting the Museum.

¹ [Art. 54.3 Municipal By-law on Activities and Establishments Attended by the Public:](#)

[Article 54. Maximum capacity and other general limitations on admission to establishments](#)

3. In compliance with the provisions of Article 16.4 of Act 10/1990, licence holders and organisers of shows and recreational activities must also prevent access in the following cases:

- a) To those who appear violent and, specifically, those who behave in an aggressive manner or cause disturbances, those carrying weapons or objects that could be used as such, and those wearing clothing or symbols that could incite violence, racism or xenophobia (as per the terms of the Penal Code).
- b) To those causing dangerous situations or causing a nuisance to other users or members of the public and, particularly, those consuming narcotics or narcotic substances or who show symptoms of having consumed them, as well as showing clear signs of being drunk.

[Art.52 of Act 112/2010, Regulation on Public Entertainment and Recreational Activities:](#)

1. Licence holders of establishments open to the public, organisers of public shows and recreational activities, and those with designated responsibility for these, are obliged to prevent access to:

- a) Those wishing to gain access once the capacity limit has been reached as authorised in the licence.
- b) Those who demonstrate violent attitudes or publicly incite hate, violence or discrimination based on birth, race, sex, religion, opinion, disability, sexual orientation, gender identity or any other social or personal condition or circumstance, and, in particular, those who behave in an aggressive manner or cause disturbances outside or at the entrance, those carrying weapons or objects that could be used as such and those wearing clothing, objects or symbols which could incite violence or which could be construed as advocating activities contrary to the fundamental rights recognised in the Constitution.
- c) Those who demonstrate signs of drunkenness or who are consuming narcotics or narcotic substances or who show signs of having consumed them.
- d) Those who do not meet minimum age requirements, as established in the following article.

2. If any person on premises open to the general public or at a place where a public show or recreational activity is being held conform to the conditions referred to in the previous sections of this article, the licence holder, organiser or person in charge must eject them, which may require assistance from the police forces of Catalonia.

2. Any person or group authorised to use specific spaces within the Museum for meetings, receptions, conferences, concerts, shows and various other activities.
3. Anyone outside the Museum, present at the establishment, even for professional reasons.

To ensure the proper functioning of the *Museum*, coexistence, respect and civility, and to protect the heritage value preserved inside the site, the Board of Directors of the Barcelona Institute of Culture, in accordance with the general legislation currently in force and with the municipal regulations of Barcelona City Council, has established a series of basic rules that must be taken into account during the visit.

Conditions of visits

- To access the Museum you must have an admission ticket, which must be shown to the access control staff.
- The purchase of an admission ticket implies total acceptance of the facility's rules.
- Admission tickets are non-transferable.
- Visitors shall be duly informed of any occasional closure of a room or part of the Museum for maintenance or servicing and this will not imply discounts or refunds for any admission tickets purchased.
- The admission fees, as well as the conditions for exemptions or passes, are those established by the Barcelona Institute of Culture and Barcelona City Council, and are displayed in a visible place in the public reception area and on the Museum website.
- Anyone eligible for a discount or exempt from paying the admission fee must show the corresponding valid proof of status at the ticket office. If not, they will have to pay the full admission fee.
- The Museum offers preferential admission to people with reduced mobility and those accompanying them in queues to access the facility.
- The admission ticket for the Museum is valid for the whole day of purchase and, where applicable, other days as determined by the Museum.
- Admission of minors under 11 years of age is not permitted without an accompanying adult. Children aged 11-14 may be admitted with the authorisation of a parent or legal guardian together with a photocopy of a DNI (National identity document).
- Tickets may be purchased up to 30 minutes before the Museum's closing time.

- Visitors should behave in a correct manner during their visit, they should avoid hindering other visitors and at all times they should follow the instructions given by members of staff at the Museum.
- Running and shouting in the exhibition rooms is not permitted, to avoid accidents and to avoid causing a nuisance to other visitors.
- With the aim of protecting and preserving the heritage, visitors may not touch any of the items on display, except for any items displayed for that purpose, and must keep to the security distance indicated.
- The Museum may not be accessed with any wheeled mobility system, such as bicycles, skateboards, skates or any other electric transport device (which must be left inside the lockers), except those that are required by people with reduced mobility.
- In the event of an evacuation, follow the instructions of Museum staff.
- The building has defibrillators. If it is needed, please contact the information staff.
- Mobile phones and any other device that makes a noise should be set to silent mode, and users should speak quietly when taking calls.
- It is not possible to access the Museum naked/partially naked. In case of doubt, Article 74a of the Municipal Coexistence Ordinance will be taken into account.
- The Museum has CCTV and, thus, visitors must be identifiable at all times.
- Footwear must be worn at all times.
- Entry to the Museum with animals is prohibited, apart from guide dogs and assistance dogs.
- Smoking is prohibited throughout the Museum (tobacco or other electronic systems).
- It is prohibited to sit on the ground, hindering the passage of other visitors, except under specific circumstances indicated by Museum staff.
- Flash photography is prohibited in exhibition areas. Use of tripods and professional equipment must be expressly authorised.
- Unauthorised publicity, marketing and promotional activities are not allowed in the Museum.
- No political or religious protest of any kind is permitted.

Unauthorised products and materials:

- Weapons of any kind, including for self-defence.
- Accessories for filming or photography, including 'selfie sticks', camera stands, tripods and any kind of professional equipment.

- Umbrellas, except those that can be folded and placed in a handbag, balls and torches.
- Glass containers.
- Laser pens.
- Any object or material that may cause alarm or that security staff would consider a risk to the objects on show and people.
- Rucksacks, suitcases, bags and packages of dimensions greater than 40 x 40 cm.
- Baby carriers worn on the back.
- Foldable chairs or walking stick seats, except for those used by older people or those with reduced mobility.
- Food and drink of any kind may not be brought into the Museum, except for water for personal use away from exhibition areas.

Lockers

- The Museum offers free lockers for storing personal items such as coats, bags and other items which, due to their size or for safety or security reasons, may not be taken into the exhibition rooms.
- All items placed in the lockers must be removed before the Museum closes.
- The Museum accepts no responsibility for any items left in the lockers.
- Items that have not been removed by the time the Museum closes shall be regarded as lost property.

Groups

- People accompanying groups are responsible for all the members of the group.
- All groups must have a booking in order to access the Museum. If said booking is not confirmed in advance, it shall be made upon arrival at the Museum.
- In the event of a visit subject to a specific time schedule, the group must respect the times established. Any delays in the arrival of the group may affect and modify the visit, if the staff in charge of managing the activity deems this appropriate. Likewise, the group must arrive well in advance to be able to carry out the procedures prior to the visit.
- The number of members per group must be at least 10 people, including the accompanying person.

Customer service staff have information on the Museum's services and spaces, so it is recommended that you contact these staff to make any enquiries, as well as any suggestions that may be deemed appropriate.

It is recommended that you consult the *Museum's* website before visiting to confirm opening times, exhibitions, holiday schedules, special programming, etc.