

RULES TO VISIT VILLA CARLOTTA

Villa Carlotta is happy to welcome visitors of all ages, gender or origin; families with children, groups, school groups, persons with intellectual or physical disabilities are welcome. In order that the time you spend discovering our collections should be as pleasant as possible, some simple rules that all visitors must read and comply with are listed below.

IN THE PARK:

Preserving and respecting the gardens depends on the politeness and good manners of the visitors. In general, no behaviour which may compromise the safety of the botanical collections or of other visitors is allowed. The general indications given in the park signs and indicated by the staff must be observed.

In the park:

- Comfortable shoes and clothing are recommended.
- Please do not touch flowers and plants and do not leave, for your own safety, the pedestrian avenues.
- It is forbidden to bypass the fences and to light fires.
- Bicycles, roller skates /scooters or any other vehicle are not allowed, except wheelchairs and strollers for babies.
- The park is not liable for thefts, accidents to persons or property, due to lack of experience of the visitors and failure to comply with safety standards. Furthermore, it is not liable for personal belongings left unattended or forgotten in the garden.
- Video and photo shooting are allowed for personal use only. The sale and/or publishing for commercial purposes are forbidden.
- Drones and other remotely controlled aircraft are not allowed.
- Picnics are allowed only in the dedicated areas. Lunch leftovers must be thrown away in the specific bins.
- Dogs of all sizes are welcome on a lead. Animals must not step on the grass and flowerbeds. The owner is liable for any damage caused by the dog also to third parties.
- The staff at the park is authorized to check /supervise the compliance with each of the above rules.
- Offenders will be invited to leave the gardens.

IN THE MUSEUM:

All visitors must comply with the common rules of good manners. In general, no behaviour which may compromise the safety of the works or of other visitors is allowed. The general indications given in the museum signs and indicated by the museum staff must be observed.

- Voices should be kept moderate.
- Clothing which is appropriate to the formal setting of the museum is required (for example, visiting the museum in a bathing costume or skimpy clothing as well as wearing wedding dresses, period costumes or any other fancy dress undignified for such places is considered inappropriate). It is forbidden to walk barefoot or bare-chested in the museum.
- Mobile phones must be turned off or at least placed in silent mode.

It is absolutely forbidden to:

- touch the works of art or to place objects close to them which may cause damage (with the single exception of the visually impaired or the blind, in relation to the works included in the dedicated itineraries)
- lean on the base of sculptures or against walls
- run in the museum premises
- eat or drink in the exhibition areas
- introduce canned drinks
- introduce alcoholic drinks or corrosive drinks (e.g. Coca Cola)
- smoke (the prohibition also includes e-smoking)
- use flash photography; to take photographs or videos using selfie sticks, lightstands, tripods or any kind of professional equipment
- write on or dirty the walls
- leave paper, bottles, chewing gum or other waste: use the appropriate bins!
- introduce knives and/or other metal objects into the museum; introduce any kind of firearm and/or dangerous material. Armed visitors (including those with a regular licence) may not access the museum; any special conditions must be notified and may possibly be agreed beforehand with the Institute Director.
- Introduce animals, with the exception of guide dogs for the blind, servicedogs assisting the disabled and pets for medical/therapeutic reasons (pet therapy) with a certificate issued by doctors belonging to public health services.
- introduce drones and similar devices

Security personnel, identified by a badge and in uniform, are available to provide information concerning the museum's collections and services to visitors. Staff is responsible for the security of the works on display and that these rules are followed. Visitors must therefore comply with indications given by security personnel, which are authorised to intervene if necessary and even to remove anyone whose behaviour may jeopardise the safety of the works of art or who may disturb other visitors.

As to photographs, according to the Legislative Decree 83/2014 (article 12 subparagraph 3), it is possible to take photographs (except for works on loan for temporary exhibitions) for personal aims or study purposes, provided that there is no use of flash, stands or tripods.

For other purposes (publications or other uses for commercial purposes), a specific authorization is required, as well as the payment of a fee as applicable.

Only the use of pencils and digital devices is allowed, while colours, tripods, stands and any kind of cumbersome equipment are forbidden inside the museums.

