



musei **in** **ROMA** comune

Quality Service Charter

ROMA

museum services

Zetema
progetto cultura

ROMA

2016



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Principles of the Quality Service Charter

Presentation

The Rome Civic Museum Network is composed by several sites (Annex 1: list and description of services in each museum) and art collections of great historical and artistic significance. They are subject to several institutional activities of study, conservation and research, and also have, a common project of elaboration, production and cultural valorisation.

The Network coordinates human, technological and financial resources in order to offer to customers the following services: cultural activities and exhibitions of great significance, welcome, ticket and attendant services, educational and didactical activities, publishing and merchandising.

The Managing Company is in charge of managing and enhancing the museums of the Network by organizing events, exhibitions, meetings, concerts and didactic tours and workshops (Annex 2: the Managing Company).

What is the Quality Service Charter

The Quality Service Charter of the Rome Civic Museum Network follows the ICOM definition of the museum as "a non-profit making, permanent institution in the service of community and of its development, and open to the public, which acquires, conserves, researches, communicates, and exhibits, for purposes of study, education and enjoyment, material evidence of humans and their environment". The focus of its interests are society and customers. The Charter lists the general principles, visiting information for each museum (address and web site, telephone numbers, opening hours, admission fees, available services, accessibility to disabled people), the Managing Company commitment to respecting the quality standards stated in the Quality Service Charter. The aim of the document is the promotion of the available services, the transparency in the relations between the Civic Museum Network and customers, the qualification of the services offered. The Network aims at satisfying the needs of customers by identifying the most appropriate actions that allows it to always understand new and different needs. The Civic Museum Network will be equipped with new venues. The implementation of services in compliance with the Quality Service Charter standards will be achieved within six months from the date of appointment of the Managing Company.

Legal references

This Charter follows the principles contained in the following documents:

- Code of Professional Ethics ICOM-UNESCO adopted by the 15th General Assembly of ICOM (International Council of Museums), in Buenos Aires, Argentina, on November 4th 1986.
- Prime Minister's Directive issued on January 27th, 1994: "Principles on the supply of public services".
- Prime Minister's Directive issued on October 11th, 1994: "Principles for the setting up and operation of Public Relations Offices".
- Lazio Regional Law no. 42 November 24th, 1997: Rules regarding cultural services and heritage.
- Guideline on technical-scientific criteria and standards of functioning and development of museums (art. 150, paragraph 6, Decree no. 112/1998).
- Article 11 of Legislative Decree No. 286 of 1999.
- Decree of the Ministry of the Cultural Heritage and Environmental Conservation issued on 10 May 2001 – Guideline on technical-scientific criteria and standards of functioning and development of museums.
- Code of Cultural Heritage and Landscape, approved with Legislative decree January 22nd, 2004, no. 42.
- Article 2, paragraph 461, 2008 Finance Law.

It is understood that any amendments, supplements or re-enactments to the above that may take place from time to time.

General principles

The Quality Service Charter is based on the following principles:

Equality and impartiality

All customers shall have access to the services offered by the Network at the same conditions. Equality means the ban of any unjustified discrimination. Therefore, anything shall be done in order to conform the performance of the service to the needs of customers with special needs. Wheelchairs are available in the main museums for visitors who have difficulty in walking.

Continuity

The services shall be continuous and be provided on a regular basis. In case of obstacles the Civic Museum Network will inform customers beforehand and will adopt the necessary measures to reduce possible inconveniences.

Participation

Customers can make remarks, have demands or suggest proposals to improve the service. The Civic Museum Network gives a feedback to customers about their suggestions and proposals within one month.

Courtesy

Customers shall be treated with courtesy and respect. The staff shall be recognizable, helpful and ready to answer promptly and correctly to any information and inquiry.

Effectiveness and efficiency

The Civic Museum Network aims to improve the effectiveness and efficiency of its service by adopting the best technological, organizational and procedural solutions to reach its goal.

Clearness and intelligibility of the messages

The Civic Museum Network is committed to do its best for the clearness and effectiveness of the language used with customers.

Validity & update

The Charter is valid since its publication and represents a contractual commitment by rights on behalf of the Civic Museum Network. This version might be updated every two years.

User safeguards

In order to protect customers in the respect of this document, there is an office of the Quality Service Charter by the Managing Company. In charge of evaluating the quality of the given service, this office verifies systematically and continually, also with the participation of customers, the conformity to standards, the degree of satisfaction of customers and the possibility to improve the service. Quantity methods are used to survey the satisfaction of customers, through instruments apt to know the opinion of as many customers as possible: questionnaires of customer satisfaction and collection of suggestions and complaints forms.

Suggestions and complaints

Customers' suggestions and complaints concerning the services described in this Charter are welcome and they can be addressed to:

Ufficio Carta dei Servizi di Zetema Progetto Cultura srl, Via Attilio Benigni 59 - 00156 Roma tel. 06 820771; ufficiocartadeiservizi@zetema.it

or they can be lodged in the suggestion box in each museum. In line with Municipal Resolution no. 136 of June 16th, 2005, all suggestions and complaints (letters, email, etc.) will be replied to within 30 days of receipt.

Compensation

If one of the services listed in this Charter is not provided, or if there is any unexpected delay in dealing with your complaint, the Managing Company compensates, upon request, for all or part of the costs incurred (or free/reduced entrance in the Civic Museum Network, depending on the damage).

In order to allow workers the free exercise of their union rights, the Museums could be closed for trade union assembly or strike (such information will be available at the museum's ticket office or on the museums' official web site): in case of events beyond the control of the Managing Company or for security reasons, total or partial closing will be noticed and tickets will not be refunded. The Managing Company undertakes to reduce the period of disruption.

Quality standards

Some quantitative and temporary indicators are fixed in order to allow customers to verify the factors on which depend the quality of the services pursued by this Charter (Annex 3: Validation matrix of standards). The collected data are published every year on the official website: www.museiincomuneroma.it

Quality standards - Essential services

Welcome and Ticket Service

Information in Italian and in English are displayed in the ticket office, about:

- price of tickets (full-price, Concessions-rate, and combined tickets; during cultural events and exhibitions, the price of tickets may vary)
- price of videoguides and audioguides
- who has the right to free entrance and Concessions tickets
- visitor admission regulations
- notice of possible disruptions

The same information can be found in French and Spanish on the website: www.museiincomuneroma.it

The Council resolution (n° 67 - July 28, 2010) states that all the tourists visiting Rome will have to pay a small tourism tax for the services provided by the City.

It is possible to have information about the museum, its events and the Civic Museum Network from the staff, also in English.

In the welcome area information leaflets are available in Italian and in English (for Musei Capitolini also in French, Spanish and German) with:

- some historical and artistic information
- timetable
- prices of tickets, videoguide, audioguide
- map of the museum (Musei Capitolini, Mercati di Traiano – Museo dei Fori Imperiali and Villa Torlonia)
- services available
- events and temporary exhibitions

Information on opening hours and events held in the Civic Museum Network are provided by: brochures, 060608 Contact Centre, the web portal, ticket offices, Tourist Information Points (PIT).

Card Roma Pass 72 hours

The Card is the first sightseeing package that offers discounts and services to encourage visitors to enjoy the outstanding cultural attractions and museums of the City. The pass entitles holders to free admission to the first two museums and/or archaeological sites visited, full access to the public transport system, discounted tickets from the third entrance and also to exhibitions and events, during the 72 hours of validity. At the Coliseum, Castel Sant'Angelo and Musei Capitolini, there is a special access that allows holders of the Card to enter without waiting on line. No reservation is required, except for the Borghese Gallery and Palazzo Valentini. The card is valid for 72 hours from the activation.

Card Roma Pass 48 hours

The Card is the first sightseeing package that offers discounts and services to encourage visitors to enjoy the outstanding cultural attractions and museums of the City. The pass entitles holders to free admission to the first museum and/or archaeological site visited, full access to the public transport system, discounted tickets from the second entrance, and also to exhibitions and events, during the 48 hours of validity.

At the Coliseum, Castel Sant'Angelo and Musei Capitolini, there is a special access that allows holders of the Card to enter without waiting on line.

No reservation is required, except for the Borghese Gallery and Palazzo Valentini. The card is valid for 48 hours from the activation.

Cloakroom

- The cloakroom service is included in the price of the ticket and can be found in the following museums: Musei Capitolini, Centrale Montemartini, Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis, Museo di Scultura Antica Giovanni Barracco, Museo di Roma, Museo Napoleonico, Galleria d'Arte Moderna, MACRO, Museo Carlo Bilotti, Museo di Roma in Trastevere, Musei di Villa Torlonia.
- In order to protect the works, the staff may ask visitors to leave bulky bags, rucksacks, umbrellas, and any other potentially dangerous items in the cloakroom facilities.
- Any complaint should be made as soon as items are collected by filling a form countersigned by the area manager or by the coordinator of the attendant service.
- Items deposited in the self-service cloakroom should be collected before the museum closing time.

Attendant service

- Attendant service will provide visitors with information - including in English - on

museum sections, services and events, and will require compliance with the Museums regulations.

- In the museums a vigilance service, a constant and direct control of the collections, during exhibitions, congresses and similar activities is guaranteed.

Sign System

- The immediate identification of Civic Museum Network is facilitated by the use of a logo and a unified image.
- All the museums can be recognized from outside for the banners and/or plates/totem indicating the entrance and the timetables.
- In all the museums of the Network there are panels in Italian and in English indicating essential services, such as toilettes and - where existing - lifts, cafés and bookshops.

Web Portal

The Civic Museum Network has the portal www.museiincomuneroma.it, and each museum has its own site and email address.

The following museums have their own internet site:

- Musei Capitolini www.museicapitolini.org
- Centrale Montemartini www.centralemontemartini.org
- Mercati di Traiano www.mercatiditraiano.it
- Museo dell'Ara Pacis www.arapacis.it
- Museo di Scultura Antica Giovanni Barracco www.museobarracco.it
- Museo della Civiltà Romana www.museociviltaromana.it
- Museo delle Mura www.museodellemuraroma.it
- Villa di Massenzio www.villadimassenzio.it
- Museo della Repubblica Romana e della memoria garibaldina www.museodellarepubblicaromana.it
- Museo di Roma www.museodiroma.it
- Museo Napoleonico www.museonapoleonico.it
- Casa Museo Casa Moravia www.casaalbertomoravia.it
- Galleria d'Arte Moderna www.galleriaartemodernaroma.it
- MACRO e MACRO Testaccio www.museomacro.org
- Museo Carlo Bilotti www.museocarlobilotti.it
- Museo Pietro Canonica www.museocanonica.it
- Museo di Roma in Trastevere www.museodiromaintrastevere.it
- Musei di Villa Torlonia www.museivillatorlonia.it
- Planetario e Museo Astronomico www.planetarioroma.it
- Museo Civico di Zoologia www.museodizooologia.it
- Museo di Casal de' Pazzi www.museocasaldepazzi.it

For each museum there are information in English, French and Spanish about:

- Historical and artistic background, projects and restoration works;
 - Museum staff with email addresses
 - Location;
 - Theme and Hall based routes and the chance to create your own route;
 - Present, past or future exhibitions and events;
 - Educational activities for schools and for all;
 - Address and timetable
 - Tickets and booking
 - visitors admission regulations
 - Access for disabled people
 - How to reach the site
 - Available services
 - Possible extraordinary openings
 - Quality Service Charter
 - Libraries, archives, documentation centers, requests of photo reproductions, loan services
 - E-mail for each museum in the portal.
 - Subscription to the museum monthly newsletter of the Network, to have discounts.
 - Card Roma Pass 72 hours and Card Roma Pass 48 hours, tickets, guides, exhibition catalogues for every museum in the network can be purchased online.
 - Museum images in high resolution can be purchased online.
 - Virtual tours are available for Musei Capitolini, Mercati di Traiano, Museo dell'Ara Pacis, Museo Napoleonico, Musei di Villa Torlonia – Casino Nobile.
 - For Museo di Roma, Museo Napoleonico and Galleria d'Arte Moderna there are specific sections for tactile itineraries.
 - Moreover it is possible to download the free app MiC Roma for iPhone and Android. The app provides Civic Museum Network official information, updated in real-time, about activities, exhibitions and didactic (current and in program), both in Italian and English.
- Civic Museum Network is also on Facebook, Twitter, Instagram, Youtube and Flickr. The official accounts promote the museums activities and advertising campaigns, publish special contents and follow social media trends.
- In particular, on the YouTube channel are loaded videos about all the museums, some exhibitions and events. Moreover a LIS (Italian Sign Language) videoguide is available for Musei Capitolini, Mercati di Traiano - Museo dei Fori Imperiali and Museo della Civiltà Romana.

Didactic

The Civic Museum System offers, upon reservation, educational visits to schools of every grade, to groups, and workshops dedicated to children or adults.

- The guided tours are in Italian, English, French, German and Spanish.

The educational services are free for schools from the City and the Province of Rome, while offers last. The guided tours are available in ordinary or/and extraordinary openings.

- Educational information tools(panels and captions) on permanent exhibition are in Italian and English.
- The videoguide service is available at Musei Capitolini, Mercati di Traiano - Museo dei Fori Imperiali and Museo dell'Ara Pacis and the audio guide service is available at Museo di Scultura Antica Giovanni Barracco, Museo di Roma, Museo Napoleonico and Musei di Villa Torlonia.
- For the major museums, it is suggested to book the whispers service for the full enjoyment of the educational activities.
- For further information on educational activities, please visit www.museiincomuneroma.it.

Phone booking required: educational activities for schools and groups info and booking at tel. +39 060608 (Mon-Sun: from 9.00 am to 9.00 pm) at cost of a local call to Rome, long distance call for non-residents (see 060608 Contact Center).

Bookshop, reproductions of art, gifts and fancy goods, publishing

- All guides of the museum can be purchased at the museum bookshop often coinciding with the ticket office.

The major bookshops of the City Museum Network ((Musei Capitolini, Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis, Casino Nobile di Villa Torlonia, Museo di Roma, Museo di Roma in Trastevere, MACRO) offer a special set of volumes dealing with archaeology, ancient art, modern art, history of art in general, as well as contemporary art, architecture, children's books in both Italian and English.

In particular, a specific series of publications has been produced, which comprises official guides, scientific catalogues, and thematic books, with texts edited by the Capitoline Superintendence. In the main museums, you can find official postcards and stationery.

- The bookshop is open with the same opening hours of the museum.
- The bookshop staff speak Italian and at least another language.
- Bookshops also supply a selection of items inspired by museum collections.
- The museums guides and the exhibitions catalogues on sale at the museum can be purchased also online at www.museiincomuneroma.it

Cafè & catering

A cafè service is available at Musei Capitolini (Palazzo Caffarelli), at Museo Carlo Bilotti (Casina del Lago near the museum), at MACRO (Café 1st floor, Restaurant 2nd floor) at Museo di Roma (entrance from Piazza Navona) and Musei di Villa Torlonia (Limonaia, entrance at Via Spallanzani 1A). For timetables please visit the section

“Beyond the museum” on the museums’ websites.

The staff of the café has a basic knowledge of English and of the procedure and HACCP qualifications.

Temporary exhibitions

- Every year the museums of the Network organize and host exhibitions with the help of experts of every field and in collaboration with public and/or private institutions.
- During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions held in places of culture, may have an added cost to the ticket, even for visitors entitled to gratuity. Before the visit, please visit the museums’ websites or call the 060608 Contact Center.
- For exhibitions hosted in the Palazzo Caffarelli at Musei Capitolini and in the Temporary Exhibition Space of Ara Pacis visitors may buy tickets for the exhibition only.
- Some rooms can be particularly dark and dimly lit, this is due to climate issues for a better conservation of the works of art.

060608 Contact Center

- The 060608 Contact Center is the information service of the City of Rome specifically designed for tourism and culture in the city of Rome. It is open every day of the year, from Monday to Sunday, from 9.00 am to 9.00 pm, at the cost of a local call from Rome or a long-distance call for non-residents.
- The qualified staff provide in six different languages (Italian, English, French, German, Spanish and Japanese) the following services:
- Tourist and cultural information on events and shows
- booking of cultural events and educational tours.
- Online selling of the Roma Pass 72 hours and Roma Pass 48 hours, tickets for museums, exhibitions, theatres, cultural events and shows (for which online tickets are available), with credit card.
- The tourist information service is also available online at www.060608.it where you can find all the information you need to visit the city.
- The tourist information service is also provided by the Tourist Information Points, located in the center, at Termini Station and at Fiumicino and Ciampino Airports.
- The staff offers assistance with any queries regarding tourism, culture and hospitality of the city of Rome, a wide range of promotional material, including maps of the city center (Attachement 4 Map of Rome with the addresses of the Tourist Information Points).

Extraordinary opening for special events

The Event Service provides for the extraordinary opening of museums in the Civic Museum Network to host cultural events, guided tours, lecture series, and other cultural initiatives. For information, please visit www.museiincomuneroma.it and call 060608 Contact Center.

Cleaning and maintenance

The Managing Company is directly responsible for the cleaning service at the Civic Museum Network. Maintenance operations will be carried out within 24 hours of a fault report from the 060608 Contact Center and electronic ticket offices. For any other failures, maintenance will be performed at the request of museum managers.

Annex 1: List of the Museums Network

The Civic Museum Network includes the sites listed below, to which the Service Charter applies. The Civic Museum Network could be equipped with new venues and the implementation of services in compliance with the Service Charter standards will be achieved within six months of the date of appointment of the Managing Company.

- **Musei Capitolini**
- **Musei Capitolini - Centrale Montemartini**
- **Mercati di Traiano - Museo dei Fori Imperiali**
- **Museo dell'Ara Pacis**
- **Museo di Scultura Antica Giovanni Barracco**
- **Museo della Civiltà Romana** (Temporarily closed due to restoration works)
- **Museo delle Mura**
- **Villa di Massenzio**
- **Museo di Roma**
- **Museo Napoleonico**
- **Galleria d'Arte Moderna**
- **Museo della Repubblica Romana e della memoria garibaldina**
- **Casa Museo Alberto Moravia**
- **MACRO**
- **MACRO Testaccio**
- **Museo Carlo Bilotti Aranciera di Villa Borghese**
- **Museo Pietro Canonica a Villa Borghese**
- **Museo di Roma in Trastevere**
- **Musei di Villa Torlonia Casina delle Civette**
- **Musei di Villa Torlonia Casino Nobile**
- **Planetario e Museo Astronomico** (Temporarily closed due to restoration works)
- **Museo Civico di Zoologia**
- **Museo di Casal de' Pazzi**

A Archaeological

C Contemporary

M Modern

S Scientific

A M

Musei Capitolini

Address

Piazza del Campidoglio, ROME
www.museicapitolini.org - www.060608.it

Opening time

Monday-Sunday 9.30 am-7.30 pm. Admission is allowed until 6.30 pm. 24 and 31 December 9.30 am-2 pm. Admission until 1 pm. Closed 1 January, 1 May, 25 December.

Ticket

Full price euros 11,50, Concessions euros 9,50 (Tourism tax included; see Welcome and Ticket Services). Integrated Musei Capitolini + Centrale Montemartini (valid for one week): full price euros 12,50, Concessions euros 10,50. During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- cafeteria, refreshment & catering
- didactic
- LIS (Italian Sign Language) video available from the website in the multimedia section
- videoguides in 5 languages
- audioguide for kids in Italian and English
- whispers audio systems available by reservation
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people

Yes, from Via delle Tre Pile no.1(Call +39 06.67102071). Two wheelchairs are available in the museum for visitors who have difficulty in walking.

A Musei Capitolini Centrale Montemartini

Address Via Ostiense, 106 ROME
www.centralemontemartini.org - www.060608.it

Opening time Tuesday-Sunday 9 am-7 pm.
Admission is allowed until 6.30 pm.
24 and 31 December 9 am-2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Full price euros 7,50, Concessions euros 6,50.
Integrated Musei Capitolini + Centrale Montemartini (valid for one week): full price euros 12,50, Concessions euros 10,50. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum in the ticket office
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

A Mercati di Traiano Museo dei Fori Imperiali

Address Via IV Novembre, 94 ROME
www.mercatiditraiano.it - www.060608.it

Opening time Monday-Sunday 9.30 am-7.30 pm. Admission is allowed until 6.30 pm. 24 and 31 December 9.30 am-2 pm. Admission until 1 pm. Closed 1 January, 1 May, 25 December.

Ticket Full price euros 11,50, Concessions euros 9,50. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- videoguides in 5 languages
- LIS (Italian Sign Language) video available from the website in the multimedia section
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Museo dell'Ara Pacis

Address Lungotevere in Augusta (corner via Tomacelli) ROME
www.arapacis.it - www.060608.it

Opening time Monday-Sunday 9.30 am-7.30 pm. Admission is allowed until 6.30 pm. 24 and 31 December 9.30 am-2 pm. Admission until 1 pm. Closed 1 January, 1 May, 25 December.

Ticket Full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.
The Temporary Exhibition Space of the Ara Pacis is the space that hosts the museum exhibitions.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- videoguides in 5 languages
- whispers audio systems available by reservation
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Museo di Scultura Antica Giovanni Barracco

Address Corso Vittorio Emanuele, 166/a ROME
www.museobarracco.it - www.060608.it

Opening time Tuesday-Sunday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Free entrance.

Services

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- audioguide in 5 languages
- promotion and information
- organization of events
- captions and a catalogue are available for the visually impaired
- guided tours can be booked and purchased through the 060608 Contact Center
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people No.

A Museo della Civiltà Romana

Address Piazza Giovanni Agnelli, 10 ROME
www.museociviltaromana.it - www.060608.it

Opening time **(Temporarily closed due to restoration works)**
Tuesday-Sunday 9 am-2 pm. Admission is allowed until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Full price euros 8,50, Concessions euros 6,50.
Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Welcome and Ticket Services). Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

A Museo delle Mura

Address Via di Porta San Sebastiano, 18 ROME
www.museodellemuraroma.it - www.060608.it

Opening time Tuesday-Sunday 9 am-2 pm. Admission is allowed until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Free entrance.

Services

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people No.



Villa di Massenzio

Address

via Appia Antica, 153 ROME
www.villadimassenzio.it - www.060608.it

Opening time

Tuesday-Sunday 10 am-4 pm.
Admission is allowed until 3.30 pm.
24 and 31 December 10 am-2 pm.
Admission is allowed until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- maintenance

Access for disabled people

No.



Museo della Repubblica Romana e della memoria garibaldina

Address

Largo di Porta San Pancrazio, ROME
www.museodellarepublicaromana.it - www.060608.it

Opening time

Tuesday-Friday 10 am-2 pm.
Admission is allowed until 1 pm.
Saturday-Sunday and Holidays (included 25th April) 10 am-6 pm.
Admission is allowed until 5 pm.
24 and 31 December 10 am-2 pm.
Admission is allowed until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Groups: Advance booking is required, also for the entrance to the museum only. Please call: + 39 060608 (daily, h. 9.00 – 21.00, local call costs apply).
Schools: Advance booking is required for school groups, also for the entrance to the museum only. Please call: + 39 060608 (daily, h. 9.00 – 21.00, local call costs apply).
Free entrance.

Services

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- guided tours can be booked and purchased through the 060608 Contact Center
- maintenance

Access for disabled people

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Museo di Roma

Address

Piazza Navona, 2 ROME
www.museodiroma.it - www.060608.it

Opening time

Tuesday-Sunday 10 am-7 pm. Admission is allowed until 6 pm.
24 and 31 December 10 am-2 pm. Admission until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 9,50, Concessions euros 7,50. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- bookshop, reproductions of art, gifts and fancy goods, publishing
- Café
- museum attendance
- didactic
- audioguide in languages
- promotion and information
- organization of events
- multimedia room
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Museo Napoleonico

Address

Piazza di Ponte Umberto I, 1 ROME
www.museonapoleonico.it - www.060608.it

Opening time

Tuesday-Sunday 10 am - 6 pm.
Admission is allowed until 5.30 pm.
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- audioguide in 3 languages
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people

Yes. From Via Giuseppe Zanardelli,1 (Call +39 066874240).

Casa Museo Alberto Moravia

Address Lungotevere della Vittoria, 1 ROME
www.casaalbertomoravia.it - www.060608.it

Opening time Guided tours: every first Saturday of the month at 10 am and 11 am for tour group of maximum 15 people. The tour lasts 30 minutes. Booking required at tel. +39 060608 (daily from 9 am to 9 pm): Guided tours for school groups: Wednesday and Friday: 10 am and 11 am for tour group of maximum 15 people. The tour lasts 30 minutes. Booking required at tel. +39 060608 (Monday-Sunday 9 am - 9 pm):
Closed on Monday.

Ticket Free admission but euros 5,00 guided tour is required.

Services

- guided tours
- promotion and information
- booking required
- clearing and maintenance.

Access for disabled people No.

Galleria d'Arte Moderna

Address Via Francesco Crispi, 24 ROMA
www.galleriaartemodernaroma.it - www.060608.it

Opening time Tuesday-sunday 10 am - 6.30 pm
Admission is allowed until 6 pm
24 and 31 December 10 am - 2 pm (Admission is allowed until 1.30 pm).
Closed on Monday, 1 January, 1 May and 25 December.

Ticket Full price euros 7,50, Concessions euros 6,50. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the free of museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- consultation room
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people Yes, from via Zucchelli, 7 (Call +39 06.4742848 or +39 06.4742909). A wheelchair is available in the museum for visitors who have difficulty in walking.

MACRO

Address Via Nizza 138, corner Via Cagliari ROME
www.museomacro.org - www.060608.it

Opening time Tuesday-Sunday 10.30 am-7.30 pm
Admission is allowed until 6.30 pm
24 and 31 December 10.30 am-2 pm
Admission is allowed until 1 pm
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Full price euros 7,50, Concessions euros 5,50.
Integrated MACRO+MACRO Testaccio (valid for one week): full price euros 10,00, Concessions euros 9,00. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- restaurant and Cafè
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

MACRO Testaccio

Address Piazza Orazio Giustiniani, 4 ROME
www.museomacro.org - www.060608.it

Opening time Open only for exhibitions
Tuesday-Sunday 2 pm - 8 pm
Admission is allowed until 7.30 pm
Closed on Monday, 1 January, 1 May, 24, 25 and 31 December.

Ticket Only MACRO Testaccio: Full price euros 6,00, Concessions euros 5,00. Integrated MACRO Testaccio+MACRO (valid for one week): full price euros 10,00, Concessions euros 9,00. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.
La Pelanda is the space for events of Macro Testaccio and open for events only.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

Museo Carlo Bilotti Aranciera di Villa Borghese

Address Viale Fiorello La Guardia, ROME - Viale dell'Aranciera, ROME
www.museocarlobilotti.it - www.060608.it

Opening time Tuesday - Friday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
Saturday - Sunday (year-round) 10 pm - 7 pm
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Free entrance.

Services

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- bookshop, reproductions of art, gifts and fancy goods, publishing
- cafeteria at the Casina del Lago
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

Museo Pietro Canonica a Villa Borghese

Address Viale Pietro Canonica (Piazza di Siena), 2 ROME
www.museocanonica.it - www.060608.it

Opening time Tuesday-Sunday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Free entrance.

Services

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- museum attendance
- corner shop of editorial products concerning the museum
- didactic
- promotion and information
- organization of events
- guided tours can be booked and purchased through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. Only on the ground floor.

Museo di Roma in Trastevere

Address Piazza Sant'Egidio, 1/b ROME
www.museodiromaintrastevere.it - www.060608.it

Opening time Tuesday-Sunday 10 am-8 pm. Admission is allowed until 7 pm.
24 and 31 December 10 am-2 pm. Admission until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket Full price euros 6,00, Concessions euros 5,00. (Tourism tax included; see Welcome and Ticket Services).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes, from Piazza S. Egidio,1. Call +39 06.5897123.
A wheelchair is available in the museum for visitors who have difficulty in walking.

Musei di Villa Torlonia

Address Villa Torlonia, ticket office in via Nomentana, 70 ROME
www.museivillatorlonia.it - www.060608.it

Opening time Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6.15 pm
24 and 31 December 9 am-2 pm. Admission until 1.15 pm
Closed on Monday, 1 January, 1 May, 25 December.

Ticket **Casino Nobile**
Full price euros 7,50, Concessions euros 6,50.
(Tourism tax included; see Welcome and Ticket Services).
The exhibition room of the Casino Nobile is in the Casino dei Principi, open only for exhibitions.

Casina delle Civette
Full price euros 6,00, Concessions euros 5,00.
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Cumulative ticket Musei di Villa Torlonia
Full price euros 9,50, Concessions euros 7,50.

Services

- reception and ticketing (the ticket office is at the entrance of the Villa, in via Nomentana 70)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing (at the Casino Nobile)
- didactic
- audioguides in Italian and English
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Access for disabled people Yes. A wheelchair is available in the museum for visitors who have difficulty in walking



Planetario e Museo Astronomico

Address

Piazza Giovanni Agnelli, 10 ROME
www.planetarioroma.it - www.060608.it

Opening time

(Temporarily closed due to restoration works)

Tuesday-Fridays 10 am-2 pm Saturday - Sunday 10 am - 7 pm
Admission is allowed until the beginning of the last show (Tue-Fri: 12.30 pm; Saturdays and Sundays: 5.30 pm).

Timetable of the shows: In Italian: Tuesday - Friday: 10 am, 11 am, 12.30 pm. Saturday - Sunday: 10 am, 11 am, 12.30 pm, 3 pm, 4 pm, 5.30 pm (this timetable may vary).

In English: every first Saturday of the month at 12.30 pm.

Shows for school: (October - June) Tuesday - Friday 10 am, 11.00 am, 12.30 pm, 2.30 pm.

During summertime the timetable of the museum and the shows may vary, please visit the website or call 060608 Contact Center before visiting.

24 and 31 December 10 am-2 pm. Admission is allowed until the beginning of the last show (12.30 pm). Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Ticket Planetario + Museo Astronomico: full price euros 8,50, Concessions euros 6,50. Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Welcome and Ticket Services). 4 Stars Season ticket: With your subscription you can see 4 different astronomical shows at the price of 3. Free entrance for children under 6.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- 4 stars Season Ticket
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- didactic
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 Contact Center
- cleaning and maintenance

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Museo Civico di Zoologia

Address

via Ulisse Aldrovandi, 18 ROME
www.museodizooologia.it - www.060608.it

Opening time

Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6 pm. 24 and 31 December 9 am -2 pm. Admission until 1 pm. Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 7,00, Concessions euros 5,50. (Tourism tax included; see Welcome and Ticket Service). During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through 060608 Contact Center.

Services

- reception and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- bookshop
- promotion and information

Access for disabled people

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

5 Museo di Casal de' Pazzi

Address Via Ciciliano, corner with Via Egidio Galbani, ROME
www.museocasaldepazzi.it - www.060608.it

Opening time Tuesday-Friday
9 am: only individual visitors
10 am: groups (public or schools for guided tours, workshops or only booking)
12 am: groups (public or schools for guided tours, workshops or only booking)
Saturday-Sunday and Holidays
10-11-12 am and 1 pm: booking for individual visitors (guided tours or workshops not available).
Closed on Monday, 1 January, 1 May, 25 December.
The visit to this museum provides an accompanied path.
It is possible to visit the museum only in the booked times. The entrance is not allowed out of time.

Ticket Free entrance by booking compulsory through the 060608 Contact Center.

Services

- welcome area
- didactic
- guided tours can be booked and purchased through the 060608 Contact Center
- promotion and information

Access for disabled people Yes. Toilets for the disabled are not provided in the museum.

Annex 2: Role, functions and duties of the Managing Company

The Managing Company is Zètema Progetto Cultura S.r.l., was founded in 1998. Today the society is owned by the Municipality of Rome. Its mission is to integrate the cultural and tourist services of the City of Rome to encourage an optimal use of the historic and artistic heritage and of the cultural events of the Capital city. Zètema Progetto Cultura S.r.l. is in charge of design, maintenance and preservation services, cataloguing on behalf of the Capitoline Superintendence, of the management of the Civic Museums Network, and public spaces dedicated to events, culture and tourist reception.

Zètema provides in the Museums Network, of the following services:

- Reception, welcome area and ticketing
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- Museum Attendance
- Bookshop, reproductions of art, gifts and fancy goods, publishing
- Cafeteria, refreshment and catering
- didactic
- Promotion and information
- Organization of events
- 060608 Contact Center information and booking service
- Cleaning and maintenance
- Projecting and managing of the web site www.museiincomuneroma.it

The Managing Company, i.e. Zètema Progetto Cultura S.r.l., is in charge of all the services that might be given in concession, as well.

The Managing Company undertakes to complete the adjustment of new activities to the standards of the Service Quality Charter within six months of the date of assignment.

Some exhibitions host in the Civic Museums Network are not organized by the Managing Company.

Annex 3: Validation matrix of standards



CIVIC MUSEUMS NETWORK

- 1. Musei Capitolini**
piazza del Campidoglio
- 2. Musei Capitolini Centrale Montemartini**
via Ostiense, 106
- 3. Mercati di Traiano Museo dei Fori Imperiali**
via IV Novembre, 94
- 4. Museo dell'Ara Pacis**
lungotevere in Augusta (corner Via Tomacelli)
- 5. Museo di Scultura Antica Giovanni Barracco**
corso Vittorio Emanuele, 166/a
- 6. Museo della Civiltà Romana (closed)**
piazza Giovanni Agnelli, 10
- 7. Museo delle Mura**
via di Porta San Sebastiano, 18
- 8. Villa di Massenzio**
via Appia Antica, 153
- 9. Museo della Repubblica Romana e della memoria garibaldina**
Largo di Porta San Pancrazio
- 10. Museo di Roma**
piazza Navona, 2
- 11. Museo Napoleonico**
piazza di Ponte Umberto I, 1
- 12. Casa Museo Alberto Moravia**
Lungotevere della Vittoria, 1
- 13. Galleria d'Arte Moderna**
via Francesco Crispi, 24
- 14. MACRO**
via Nizza 138, corner via Cagliari
- 15. MACRO Testaccio**
piazza Orazio Giustiniani, 4
- 16. Museo Carlo Bilotti Aranciera di Villa Borghese**
viale Fiorello La Guardia
- 17. Museo Pietro Canonica a Villa Borghese**
viale Pietro Canonica, 2
- 18. Museo di Roma in Trastevere**
piazza Sant'Egidio, 1/b
- 19. Musei di Villa Torlonia**
via Nomentana, 70
- 20. Planetario e Museo Astronomico (closed)**
piazza Giovanni Agnelli, 10
- 21. Museo Civico di Zoologia**
via Ulisse Aldrovandi, 18
- 21. Museo di Casal de' Pazzi**
via Cicerone (corner via Egidio Galbani)

PIT

- I. Stazione Termini**
Via Giolitti, 34 (Building F – Platform 24)
- II. Aeroporto Leonardo Da Vinci**
International Arrivals, Terminal 3
- III. Aeroporto "G.B. Pastine" di Roma**
Ciampino Arrivals
- IV. Fori Imperiali**
Via dei Fori Imperiali (corner via Arco della Pace)
- V. Auditorium Conciliazione**
Via della Conciliazione, 4
- VI. Via Minghetti**
Via Minghetti (corner Via del Corso)
- VII. Sonnino**
Piazza Sidney Sonnino (Trastevere)
- VIII. Nazionale**
Via Nazionale (side Palazzo delle Esposizioni)
- IX. Navona**
Piazza Cinque Lune
- X. Barberini**
Via San Basilio, 51 (in Dept. of Cultural Activities and Tourism)
- XI. Ostia Lido**
Lungomare Paolo Toscanelli (corner Piazza Anco Marzio)
- XII. Touring Club**
Piazza SS. Apostoli, 62/65
- XIII. San Pietro - Info Point ORP**
Largo del Colonnato, 1

DIMENSION	INDICATOR	STANDARD
Museums and events	Users	≥ 1% users per space/ same period in the previous year
Civic Museums Network websites	Web/social media users	≥ 1% web users/ same period in the previous year
Quality	Complaints	≤ 0,1% n. complaints per users/same period in the previous year
	Response time	≥ 99% replies to complaints within 30 days from receipt date
Civic Museums Network n. 2 periodic events	Customer satisfaction*	≥ 2,20 general average
	Customer satisfaction*	≥ 2,20 general average
Corporate events	Customer satisfaction*	≥ 2,20 general average
Audioguides	Rental	≥ 1% n. rented audioguides in the Civic Network Museums per visitors/same period in the previous year
Bookshops	Sale	≥ 1% receipts per visitors/ same period in the previous year
Cafés	Production	≥ 1% receipts per visitors/ same period in the previous year
Cleaning	Complaints	≤ 0,1% n. complaints about the cleaning museum and toilets per users/same period in the previous year
Maintenance	Production	≥ 100% observance of the planned program (indicate the number of interventions)
Didactic	Production	≥ 100% n. guided tours programmed by the Superintendence
	Customer satisfaction*	≥ 2.20 general average
Exhibitions	Production	≥ 99% observance of the planned program
	Customer satisfaction*	≥ 2.20 general average

*To each service taken into consideration is given a numeric value between 0 and 3. In this scale of value the minimal requisite to evaluate the service as sufficient is 2,20.

Rome Civic Museum Network and Tourist Information Points

