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# Principles of the services charter

## Presentation

The Civic Museum Network of Rome is composed by several sites (Annex 1: list, information 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 users the following services: cultural activities and exhibitions of great significance, customer care and museum attendants, educational and didactical activities, publishing and merchandising.

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

## What is the Services Charter

The Services Charter of the Civic Museum Network of Rome follows the ICOM definition of the museum as "a nonprofit making, permanent institution in the service of society 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 users.

The Charter lists the General Principles, the main information for each museum (address, telephone number, ticket price, active services, access for disabled people), the Managing company commitment to respecting the quality factors declared.

The Aim of the document is the promotion of the available services, the transparency in the relations between the Civic Museum Network and users, the qualification of the services offered. The Network aims at satisfying the needs of users by identifying the most appropriate actions that allows it to always understand new and different needs.

The City Museum Network will be equipped with new venues. 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.

## 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 4 November 1986.
- Prime Ministerial Directive issued on 27 January 1994 "Principles on the supply of public services".
- Prime Minister Directive of 11th October 1994: "Principles for the setting up and operation of Public Relations Offices".
- Lazio Regional Law 24 November 1997, no. 42 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 22 January 2004, no. 42.

It is understood that any amendments, supplements or re-enactments to the above that may take place from time to time, or modifications to their application that may result from changes elsewhere, are incorporated immediately into this Service Charter.

## General principles

The Services Charter is based on the following principles:

### Equality and impartiality

All users 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 users with special needs.

### Continuity

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

### Partecipation

Users, also single users, can participate in order to have the right quality of the service. Users can make remarks, have demands or suggest proposals to improve the service. The Civic Museum Network gives a feedback to users about their suggestions and proposals within the limits established in the contract. Users have the right to have information acquired by the Managing Company about them.

### Courtesy

Users shall be treated with courtesy and respect. Customer staff shall be recognizable, helpful and ready to answer promptly and correctly to any request and demand.

### Effectiveness and efficiency

The Civic Museum Network aims at improving 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 users.

## 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 yearly in the light of the future evolution of the Network, to improve its quality standards.

## User safeguards

In order to protect users in the respect of this document, there is an office of the Services 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 users, the conformity to standards, the degree of satisfaction of users and the possibility to improve the service. Quantity methods are used to survey the satisfaction of users, through instruments apt to know the opinion of as many users as possible: questionnaires of customer satisfaction and collection of claims and suggestions via relevant forms.

## Suggestions and complaints

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

Ufficio Carta dei Servizi di Zètema  
Via Attilio Benigni 59 00156 Roma  
tel. 06 820771, fax: 06 82077345;  
cartadeiservizi@zetema.it

or they can be left in the provided container in each museum located nearby ticket office.

In line with Municipal Resolution no. 136 of 16 June 2005, all complaints will be replied to within 30 days of receipt.

## Refund

If one of the services listed in this Charter is not provided, the Managing Company will refund a free Roma Pass as compensation. In order to allow workers the free exercise of their union rights, the Museums could be closed for trade union assembly (communicated 5 days in advance to the Direction of Museums) or strike. Notices will be posted to inform visitors of the closing of all or part of a museum. In case of total or partial closing, the users are informed through panels; tickets will not be refunded.

## Quality standards

In order to allow users to verify the factors on which depend the quality of the services pursued by this Charter, the Civic Museum Network fixes some indicators or quantitative and temporary parameters, and the peculiarities allowing their measurement. For each indicator are determined the reference standard values (Annex 3: Validation matrix of standards).

# Quality standard - Essential services

## Ticketing

- Information in Italian and in English are displayed in the ticket office:
- price of tickets (full-price, reduced-rate, and group tickets; admission fees may increase on exhibition days)
- price of audioguides
- who has the right to free entrance and reduced tickets
- Visitor Admission Regulations (prohibitions)
- notice of possible dysfunctions.

## Reception

- At the entrance of each museum is the reception, in general by the area of the ticket office. It is possible to have information about the museum, its events and on the Civic Museum Network, also in English.
- In the area of the reception it is possible to have information leaflets (at least in Italian and in English) with:
  - some historical and artistic information
  - timetable
  - prices of tickets, audio-guide
  - map of the museums (Musei Capitolini, Villa Torlonia and Mercati di Traiano)
  - services available
  - events and exhibitions
  - quarterly calendar of events and didactic (Musei Capitolini)
  - Services Charter.

## Wardrobe

- The wardrobe service is included in the price of the ticket and can be found in the following museums: Musei Capitolini, Centrale Montemartini, Museo di Roma, Museo Napoleonico, M.A.C.RO, Mercati di Traiano Museo dei Fori Imperiali
- 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.
- The self-service locker facilities will be made available to all museums: Museo Barracco, Museo della Civiltà Romana, Museo delle Mura, Macro Future, Museo Carlo Bilotti, Museo Canonica, Museo di Roma in Trastevere, Musei di Villa Torlonia and Planetario.
- Items deposited in the self-service cloakroom should be collected before the museum closing time.

## Museum Attendance and Assistance

- Museum attendants will provide visitors with information – including in English – on museum sections, services and events, and will require compliance with these regulations.
- In the museum is guaranteed the vigilance and the constant and direct control of the collections, during exhibitions, congresses and similar activities as well.

## External access signs

- All the museums can be recognized from outside for the banners and/or plates/totem indicating the entrance. MACRo and MACRo Future are only exhibition sites and have signs different from those of the Civic Museum Network.

## Internal signs

- 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. MACRo and MACRo Future are only exhibition sites and have signs different from those of the Civic Museum Network.

## Internet Portal

- The Civic Museum Network has the following domain [www.museiincomuneroma.it](http://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](http://www.museicapitolini.org)
- Centrale Montemartini [www.centralemontemartini.org](http://www.centralemontemartini.org)
- Mercati di Traiano Museo dei Fori Imperiali [www.mercatiditraiano.it](http://www.mercatiditraiano.it)
- Museo dell'Ara Pacis [www.arapacis.it](http://www.arapacis.it)
- Museo Barracco [www.museobarracco.it](http://www.museobarracco.it)
- Museo della Civiltà Romana [www.museociviltaromana.it](http://www.museociviltaromana.it)
- Museo delle Mura [www.museodellemuraroma.it](http://www.museodellemuraroma.it)
- Museo di Roma [www.museodiroma.it](http://www.museodiroma.it)
- Museo Napoleonico [www.museonapoleonico.it](http://www.museonapoleonico.it)
- M.A.C.RO e M.A.C.RO Future [www.macro.roma.museum](http://www.macro.roma.museum)
- Museo Carlo Bilotti [www.museocarlobilotti.it](http://www.museocarlobilotti.it)
- Museo Pietro Canonica [www.museocanonica.it](http://www.museocanonica.it)
- Museo di Roma in Trastevere [www.museodiromaintrastevere.it](http://www.museodiromaintrastevere.it)
- Musei di Villa Torlonia [www.museivillatorlonia.it](http://www.museivillatorlonia.it)
- Planetario e Museo Astronomico [www.planetarioroma.it](http://www.planetarioroma.it)
- Museo Civico di Zoologia [www.museodizooologia.it](http://www.museodizooologia.it)

- It is possible to have information of each museum such as:
  - historical and artistic information
  - timetable
  - prices of tickets, audio-guides, didactic
  - how to reach the site by public transportation
  - visitors admission regulations (prohibitions)
  - access for disabled people
  - available services
  - possible extraordinary openings
  - services charter
  - libraries, archives, documentation centers, requests of photo reproductions, loan services
  - e-mail for each museum in the portal.
- In the multimedia area, you can also download audio-guide mp3 files related to the Museo Barracco, Museo di Roma, Musei at Villa Torlonia, Mercati di Traiano Musei dei Fori Imperiali, Musei Capitolini, Museo dell'Ara Pacis. You can also watch filmed sequences of the Mercati di Traiano Musei dei Fori Imperiali and the Museo dell'Ara Pacis.

- You can subscribe to the museum monthly newsletter of the Network.
- Tickets for every museum in the network can be purchased online.

## Guided tours and didactic assistance

- The guided tours and the didactical laboratories are differentiated according to age, educational goals, time and subject.
- The targets are: schools and groups during ordinary and extraordinary openings. Reservation needed for children laboratories.
- The guided tours are in Italian, English, French, German and Spanish.
- The didactical activities for schools are free of charge (excluded Museo Civico di Zoologia and Planetario).
- Phone booking through the contact center required (see contact center).
- The audio-guide service is available at the Musei Capitolini, Museo dell'Ara Pacis, Mercati di Traiano Museo dei Fori Imperiali, Musei di Villa Torlonia, Museo di Roma and Museo Barracco.

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

- The bookshops follow the opening time of the museums.
- The staff of the bookshops knows at least another language other than Italian.
- The major libraries in the City Museum Network (Musei Capitolini, Museo dell'Ara Pacis, Mercati di Traiano Museo dei Fori Imperiali, MACRo, Museo Carlo Bilotti, Museo di Roma in Trastevere, Museo della Civiltà Romana and Planetario) contain 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, with a special focus on the relevant latest publications.
- In particular, a specific series of publications has been produced, which comprises official guides, scientific catalogues, and thematic books, with texts edited by the Municipal Office. Guides available:
  - Guide of the Musei Capitolini in 5 languages and three scientific essays on the collections of paintings and porcelain of the Pinacoteca Capitolina (Picture Collection), as well as on the demolitions and excavations of Via dei Fori Imperiali;
  - Guide Centrale Montemartini (in Italian and English);
  - Guide of the Museo dell'Ara Pacis (in Italian and English);
  - Guide of the Mercati di Traiano Museo dei Fori Imperiali (in Italian and English);
  - Guide of the Museo Carlo Bilotti at the Orangery of Villa Borghese (in Italian) and a booklet on the Villa and its main sites (in Italian);
  - Guide of the Musei di Villa Torlonia (Casino Nobile, Casina delle Civette, Casino

- dei Principi) in Italian, and a booklet on the Villa (in Italian);
- Guide of the Museo delle Mura (one publication in Italian / English);
- Guide of the Museo Napoleonico in 2008 (in Italian, English, and French).
- Libraries also supply a selection of items inspired by museum collections. In the main museums, you can find official postcards and stationery.

## Cafè & catering

- The café at the moment is available at the Musei Capitolini from 9am to 7pm.
- 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.
- Admission fees may be more expensive on exhibition days; in this event, tickets for museum visits only will not be on sale.
- For exhibitions hosted by Palazzo Caffarelli at the Musei Capitolini, visitors may buy tickets for the exhibition only.

## Promotion and information

- The Civic Museum Network can be easily identified by the same logo and image.
- Information related to timetable and events of the Network are provided through leaflets, contact center, internet site, information at ticket office and at reception of museums, Tourist Information Offices and local newspapers.

## Contact center 060608

- The contact center, on number 060608, is open every day of the year Monday to Sunday from 9.00 AM to 10.30 PM, at the cost of a local call from Rome or a long-distance call for non-residents.
- This service also allows users to buy tickets for museums and exhibitions in the Civic Museum Network by credit card.
- The staff can provide information in Italian and at least four foreign languages (English, French, Spanish, and German).
- Schools that wish to obtain information and book tickets can contact 06 39967800 from 9.00 am to 5.00 pm and from 9.00 am to 1.30 pm on Saturdays, at

the cost of a local call from Rome or a long-distance call for non-residents.

## 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 call our contact center (see contact center).

## Cleaning and maintenance

- The Managing Company will be directly responsible for the cleaning service at Musei Capitolini, Centrale Montemartini, Museo Carlo Bilotti and Museo dell'Ara Pacis.
- During 2008, our services will be made available to all museums of the Networks.
- Maintenance operations will be carried out within 24 hours of a fault report from the contact center and electronic ticket offices. For any other failures, maintenance will be performed at the request of museum managers.

# Annex 1: List of museums of the network

The Civic Museum Network includes the sites listed below, to which the Service Charter applies.

The Civic Museum Network will be equipped with new venues (Museo Civico di Zoologia and Villa di Massenzio). 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 Barracco**
- **Museo della Civiltà Romana**
- **Museo delle Mura**
- **Villa di Massenzio**
- **Museo di Roma**
- **Museo Napoleonico**
- **M.A.C.RO**
- **M.A.C.RO Future**
- **Museo Carlo Bilotti Aranciera di Villa Borghese**
- **Museo Pietro Canonica a Villa Borghese**
- **Punto Informativo "La Meridiana"**
- **Museo di Roma in Trastevere**
- **Musei di Villa Torlonia Casina delle Civette**
- **Musei di Villa Torlonia Casino Nobile**
- **Planetario e Museo Astronomico**
- **Museo Civico di Zoologia**

 Archaeological

 Contemporary

 Modern

 Scientific

## **A M** Musei Capitolini

- **Address** Piazza del Campidoglio, 1 ROMA  
[www.museicapitolini.org](http://www.museicapitolini.org)
- **Opening time** Tuesday-Sunday 9 am-8 pm. Admission is allowed until 7 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 6,50, reduced euros 4,50.  
During exhibitions: full price + exhibition euros 8,00;  
reduced + exhibition euros 6,00.  
Only exhibition: full price euros 4,50, reduced euros 2,50.  
Integrated ticket Musei Capitolini + Centrale Montemartini  
(valid for one week): full price euros 8,50, reduced euros  
6,50. Integrated ticket Musei Capitolini + Centrale  
Montemartini + exhibition (valid for one week): full price  
euros 10,00, reduced euros 8,00.  
Free entrance for Italian citizens and foreigners under  
conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Wardrobe
  - Museum attendance
  - Bookshop, reproductions of art, gifts and fancy goods,  
publishing
  - Refreshment & catering
  - Guided tours and didactic assistance
  - Audioguides
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact  
center
  - Cleaning and maintenance.
- **Access for disabled people** Yes, from via delle Tre Pile no.1. Tel 06.67102071.  
Wheelchairs are available in the museum for visitors who  
have difficulty in walking.

## **A** Musei Capitolini Centrale Montemartini

- **Address** Via Ostiense, 106 ROMA  
[www.centralemontemartini.org](http://www.centralemontemartini.org)
- **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 pm.  
Closed on Monday, 1 January, 1 May, 25 December.
- **Ticket** Full price euros 4,50, reduced euros 2,50.  
The price of the ticket may raise during exhibitions.  
Integrated Musei Capitolini + Centrale Montemartini (valid for  
one week): full price euros 8,50, reduced euros 6,50.  
Integrated Musei Capitolini + Centrale Montemartini +  
exhibition (valid for one week): full price euros 10,00, reduced  
euros 8,00.  
Free entrance for Italian citizens and foreigners under  
conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Wardrobe
  - 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 contact  
center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors  
who have difficulty in walking.

## **A** Mercati di Traiano Museo dei Fori Imperiali

- **Address** Via IV Novembre, 94 ROMA  
[www.mercatiditraiano.it](http://www.mercatiditraiano.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 6,50, reduced euros 4,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Bookshop
  - Didactic
  - Audioguides
  - Promotion and information
  - Organization of events
  - Wardrobe
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## **A** Museo dell'Ara Pacis

- **Address** Lungotevere in Augusta corner Tomacelli ROMA  
[www.arapacis.it](http://www.arapacis.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 6,50, reduced euros 4,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Bookshop, reproductions of art, gifts and fancy goods, publishing
  - Didactic
  - Audioguides
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## Museo Barracco

- **Address** Corso Vittorio Emanuele, 166/a ROMA  
[www.museobarracco.it](http://www.museobarracco.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 3,00, reduced euros 1,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Corner shop of editorial products concerning the museum
  - Didactic
  - Audioguides
  - Promotion and information
  - Organization of events
  - Multimedia room
  - Captions and a catalogue are available for use for the visually impaired
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes, only ground floor. Access from Vicolo dell'Aquila.  
Wheelchairs are available in the museum for visitors who have difficulty in walking.

## Museo della Civiltà Romana

- **Address** Piazza Giovanni Agnelli, 10 ROMA  
[www.museociviltaromana.it](http://www.museociviltaromana.it)
- **Opening time** Tuesday-Saturday 9 am-2 pm. Sunday 9 am-1.30 pm.  
Admission is allowed until one hour before.  
Closed on Monday, 1 January, 1 May, 25 December.
- **Ticket** Full price euros 6,50, reduced euros 4,50.  
The price of the ticket may vary during exhibitions.  
Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 8,50, reduced euros 6,50.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - 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 contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## **A** Museo delle Mura

- **Address** Via di Porta San Sebastiano, 18 ROMA  
[www.museodellemuraroma.it](http://www.museodellemuraroma.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** Full price euros 3,00, reduced euros 1,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity, under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Corner shop of editorial products concerning the museum by the ticket office
  - Didactic
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** No. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## **A** Villa di Massenzio

- **Address** via Appia Antica, 153 ROMA  
[www.museiincomuneroma.it](http://www.museiincomuneroma.it)
- **Opening time** Tuesday-Sunday 9 am-1 pm. Admission is allowed until 12.30 pm.  
Closed on Monday, 1 January, 1 May, 25 December.
- **Ticket** Full price euros 3,00, reduced euros 1,50.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity, under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Corner shop of editorial products concerning the museum by the ticket office
  - Didactic
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Toilets for the disabled are not provided in the museum.



## Museo di Roma

- **Address** Piazza San Pantaleo, 10 ROMA  
[www.museodiroma.it](http://www.museodiroma.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 6,50, reduced euros 4,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Wardrobe
  - Museum attendance
  - Didactic
  - Audioguide
  - Promotion and information
  - Organization of events
  - Multimedia room
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



## Museo Napoleonico

- **Address** Piazza di Ponte Umberto I, 1 ROMA  
[www.museonapoleonico.it](http://www.museonapoleonico.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 3,00, reduced euros 1,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Wardrobe
  - 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 contact center
  - Cleaning and maintenance.
- **Access for disabled people** No. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## **M.A.C.RO**

- **Address** Via Reggio Emilia, 54 ROMA  
[www.macro.roma.museum](http://www.macro.roma.museum)
- **Opening time** Open only for exhibitions.  
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** 1 euro (during restoration works)  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Ticketing and reception
  - Wardrobe
  - 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 contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## **M.A.C.RO Future**

- **Address** Piazza Orazio Giustiniani, 4 ROMA  
[www.macro.roma.museum](http://www.macro.roma.museum)
- **Opening time** Open only for exhibitions.  
Tuesday-Sunday 4 pm - midnight. Entrance until 11 pm.  
Closed on Monday, 1 January, 1 May, 24, 25 and 31 December.
- **Ticket** Free
- **Services**
  - Museum attendance
  - Didactic
  - Promotion and information
  - Organization of events
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## Museo Carlo Bilotti Aranciera di Villa Borghese

- **Address** Viale Fiorello La Guardia  
Viale dell'Aranciera al Giardino del Lago, ROMA  
[www.museocarlobilotti.it](http://www.museocarlobilotti.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 4,50, reduced euros 2,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Bookshop
  - Café at the Casina del Lago (will be refurbished)
  - Didactic
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are 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 ROMA  
[www.museocanonica.it](http://www.museocanonica.it)
- **Opening time** Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6.30 pm.  
6 January, 1 November, 8, 24 and 31 December 9 am-1,30 pm.  
Admission until 1.00 pm.  
Closed on Monday, 1 January, 1 May, 25 December.
- **Ticket** Full price euros 3,00, reduced euros 1,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Corner shop of editorial products concerning the museum in the ticket office
  - Information office (La Meridiana)
  - Didactic
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** No. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## Punto Informativo "La Meridiana"

- **Address** Viale dell'Uccelliera, 37 ROMA
- **Opening time** Information office: all days: 9 am-5 pm.  
From 1 April to 30 September: 9 am-7 pm.  
6 January, 1 November, 8, 24 and 31 December 9 am-1.30 pm.  
Closed 1 January, 1 May, 25 December.
- **Access for disabled people** Yes.

## 📍 Museo di Roma in Trastevere

- **Address** Piazza Sant'Egidio, 1/b ROMA  
[www.museodiromaintrastevere.it](http://www.museodiromaintrastevere.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 3,00, reduced euros 1,50.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Museum attendance
  - Bookshop, reproductions of art, gifts and fancy goods, publishing
  - Didactic
  - Audioguides
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance
- **Access for disabled people** Yes, from P.zza S. Egidio,1. Call 06.5897123. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## 📍 Musei di Villa Torlonia

- **Address** Villa Torlonia, via Nomentana, 70 ROMA  
[www.museivillatorlonia.it](http://www.museivillatorlonia.it)
- **Opening time** Tuesday-Sunday.  
From the last Sunday of October to 28 February 9 am-4.30 pm.  
From 1 March to the last Saturday of March and from 1 October to the last Saturday of October 9 am-5.30 pm.  
From the last Sunday of March to 30 September 9 am-7 pm.  
The ticket office closes 45 minutes before.  
24 and 31 December 9 am-2 pm. Admission until 1.15 pm.  
Closed on Monday, 1 January, 1 May and 25 December.
- **Name** **Casino Nobile**
- **Ticket** Full price euros 4,50, reduced euros 2,50.  
Cumulative ticket Musei di Villa Torlonia: full price euros 6,50, reduced euros 3,00.  
The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.  
The exhibition room of the Casino Nobile is in the Casino dei Principi, open only for exhibitions.
- **Ticket** **Casina delle Civette**  
Full price euros 3,00, reduced euros 1,50.  
Cumulative ticket Musei di Villa Torlonia: full price euros 6,50, reduced euros 3,00. The price of the ticket may vary during exhibitions.  
Free entrance for Italian citizens and foreigners under conditions of reciprocity under 18 and over 65 years old.
- **Services of the Villa Torlonia**
  - Reception and ticketing (the ticket office is at the entrance of the Villa, in via Nomentana 70)
  - Museum attendance
  - Bookshop (at the Casino Nobile)
  - Didactic
  - Audioguides
  - Promotion and information
  - Organization of events
  - Tickets can be purchased online or through the contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## 📍 Planetario e Museo Astronomico

- **Address** Piazza Giovanni Agnelli, 10 ROMA  
[www.planetarioroma.it](http://www.planetarioroma.it)
- **Opening time** Tuesday-Fridays 9 am-2 pm. Saturday - Sunday 9 am-7 pm. Admission is allowed until the beginning of the last show (12.30 pm. on Saturdays and Sundays at 5.30 pm.). 24 and 31 December 9 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. In English: on request through the contact center 060608 (see contact center).  
**Timetable of the shows:** In Italian: Tuesday – Friday: 9.30 am, 11 am, 12.30 pm. Saturday – Sunday: 9.30 am, 11.00 am, 12.30 pm, 3 pm, 4 pm, 5.30 pm (this timetable may vary).
- **Ticket** Ticket Planetario+ Museo Astronomico: full price euros 6,50, reduced euros 4,50. Free entrance for children under 6. Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 8,50, reduced euros 6,50. Free entrance for children under 6.
- **Services**
  - Reception and ticketing
  - 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 contact center
  - Cleaning and maintenance.
- **Access for disabled people** Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## 📍 Museo Civico di Zoologia

- **Address** via Ulisse Aldrovandi, 18 ROMA  
[www.museodizooologia.it](http://www.museodizooologia.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 6,00, reduced euros 3,50. Free entrance for Italian citizens and foreigners under conditions of reciprocity, under 18 and over 65 years old.
- **Services**
  - Reception and ticketing
  - Bookshop
  - Didactic
  - Promotion and information
  - Tickets can be purchased online or through the contact center.
- **Access for disabled people** Yes. Toilets for the disabled are not provided in the museum. Wheelchairs are available in the museum for visitors who have difficulty in walking.

## Annex 2: Role, function and duties of the managing company

The Managing Company is Zètema Progetto Cultura S.r.l., established in 1998. Today the society is owned by the Municipality of Rome. It is in charge of the management and the valorisation of archaeological sites and museums, the organization of important events and exhibitions, congresses, concerts and educational activities (visits and didactical laboratories), cultural and scientific marketing.

Zètema provides the following services:

- Reception and ticketing
- Museum Attendance
- Bookshop, reproductions of art, gifts and fancy goods, publishing
- Refreshment and catering
- Guided tours and didactic assistance
- Promotion and information
- Organization of events
- Cleaning and maintenance
- Projecting and managing of the web site [www.museiincomuneroma.it](http://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 bookshop of the Museo di Roma is managed directly by the publisher Gangemi.

## Annex 3: validation matrix of standards

DIMENSION	INDICATOR	STANDARD
Accessibility	Opeing time	100% opening of Museums according to the opening time.
	Disabled people	Assistance for the access of disabled people, where possible.
	Customer Satisfaction*	Result $\geq$ 1,80 our minimal quality standard.
Supply of services	Opeing time	During ordinary opening time of the museums and exhibitions During extraordinary opening of museums and events: according to the circumstances
Human resorces	Training	Total hours per year of attendance of qualified and certified training courses or self-training equal to what is required by the contracts of employment.
Ticketing	Technology	Presence of technological equipments regularly verified with guarantee of repair service within 24 hours from the notification of the breakdown. In case of breakdown tickets are issued by hand.
	Information	Updated information in Italian and in English concerning: <ul style="list-style-type: none"> <li>- timetable,</li> <li>- price of tickets and services (audio-guides)</li> <li>- who has the right to free entrance and reduced tickets,</li> <li>- notice of possible dysfunctions.</li> </ul>

	Data	Collection of data of the number of visitors.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
External access signs	Signs	Presence of banners and/or plate at the entrance.
	Web	Weekly data update or within 24 hours before the introduction of a new service or event.
	Accessibility to web	Maximum non-access 120 hours per year.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Contact center	Opening time	95% opening time.
	Call waiting time	95% within 10 seconds disk answer. 70% within 3 minutes answer of the operator.
	Information	Constant presence of at least one operator with the knowledge of Italian, English, French, Spanish and German in the opening time.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard
Internal information signs	Essential signs	In all the museums there are signs in Italian and in English indicating the essential services, such as toilettes, and where existing, lifts, cafés and bookshops.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Reception area	Information about the Museum/museums of the Network and its events	Constant presence of at least one operator with the knowledge of Italian and English during the opening time.
	Leaflets	Promptness in providing them. Updated information leaflets in Italian and in English with: <ul style="list-style-type: none"> <li>- some historical and artistic information,</li> <li>- timetable,</li> <li>- price of tickets</li> <li>- audio-guides, didactic</li> <li>- active services,</li> <li>- Visitor Admission Regulations (prohibitions)</li> <li>- possible extraordinary openings</li> <li>- quarterly calendar of events and didactic (Musei Capitolini)</li> <li>- Services Charter.</li> </ul>
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.

Wardrobe	Conditions	Free service, included in the price of the ticket.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard
Didactic	Conditions	Museum didactic for groups are provided within two days from the request through the contact center.
	Conditions	Didactic activities for schools are free of charge.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Bookshop	Opening time	95% opening time.
	Editorial products	By the year 2008 a short guide for each museum will be available.
	Service	Constant presence of at least one operator with the knowledge of Italian and English during the opening time.
	Clearness of prices	The prices of all the products are displayed.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Café	Opening time	95% opening time.
	Human resources	Staff with basic knowledge of English, other than Italian. Knowledge of procedures and HACCP qualifications.
	Clearness of prices	The price list of all the products is displayed by the cash desk.
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Exhibitions	Climate and lighting	95% respect of environmental standards according to International Guideline for conservation (climatic conditions as humidity, temperature and lightening).
	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Maintenance	Response time	95% urgent repairs for electronic ticketing and contact center. Within at least 48 hours from the notification of the breakdown.
Cleaning	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Extraordinary opening for special events	Customer Satisfaction*	Result ≥ 1,80 our minimal quality standard.
Complaint/ suggestions	Answer time	Within 30 days from the day of the presentation of the claim.

\* 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 1,80.

**Musei Capitolini**

piazza del Campidoglio, 1

**Musei Capitolini - Centrale Montemartini**

via Ostiense, 106

**Mercati di Traiano Museo dei Fori Imperiali**

via IV Novembre, 94

**Museo dell'Ara Pacis**

lungotevere in Augusta

**Museo Barracco**

corso Vittorio Emanuele, 166/a

**Museo della Civiltà Romana**

piazza Giovanni Agnelli, 10

**Museo delle Mura**

via di Porta San Sebastiano, 18

**Villa di Massenzio**

via Appia Antica, 153

**Museo di Roma**

piazza San Pantaleo, 10

**Museo Napoleonico**

piazza di Ponte Umberto I, 1

**M.A.C.RO**

via Reggio Emilia, 54

**M.A.C.RO Future**

piazza Orazio Giustiniani, 4

**Museo Carlo Bilotti****Aranciera di Villa Borghese**

viale Fiorello La Guardia

**Museo Pietro Canonica a Villa Borghese**

viale Pietro Canonica, 2

**Punto informativo "La Meridiana"**

via dell'Uccelliera, 37

**Museo di Roma in Trastevere**

piazza Sant'Egidio, 1/b

**Musei di Villa Torlonia**

via Nomentana, 70

**Planetario e Museo Astronomico**

piazza Giovanni Agnelli, 10

**Museo Civico di Zoologia**

via Ulisse Aldrovandi, 18

