



musei **C**in **ROMA**omune

Quality Service Charter

ROMA

museum services
tema
progetto cultura

ROMA

2020

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Principles of the Quality Service Charter

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Presentation

The Rome Civic Museums 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, welcoming, ticketing and attendant services, educational services and activities, publishing and merchandising services.

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

What is the Quality Service Charter

The Quality Service Charter of the Rome Civic Museums Network follows the ICOM definition of the museum as "not for profit. They are participatory and transparent, and work in active partnership with and for diverse communities to collect, preserve, research, interpret, exhibit, and enhance understandings of the world, aiming to contribute to human dignity and social justice, global equality and planetary wellbeing". 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 role of the Managing Company and the matrix of the indexes for the validation of the standards. The purposes of the document are the promotion of the available services, the transparency in the relations between the Civic Museums 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 Museums 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.
- 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 regulation must be considered as transposed.

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 Museums Network will inform customers in advance and will adopt the necessary measures to minimize inconvenience.

Participation

Customers can make remarks, have demands or suggest proposals to improve the service. The Civic Museums 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 respond promptly and correctly to any information and inquiry.

Effectiveness and efficiency

The Civic Museums 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 Museums 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 Museums Network. This version might be updated every two years.

User safeguards

In order to protect customers in the respect of this document, an office of the Quality Service Charter has been established 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 (also by giving free/reduced entrance in the Civic Museums Network, depending on the damage). 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 the inconvenience.

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 websites: www.museiincomuneroma.it and www.zetema.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;
- information and price about MIC Card (sale and renewal);
- free entrances and Concessions tickets;
- visitor admission regulations;
- notice of possible disruptions;

The same information can be also 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 Museums Network from the staff, also in English.

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;
- audioguide and videoguide (only in Musei Capitolini, Mercati di Traiano Museo dei Fori Imperiali and Museo dell'Ara Pacis);
- map of the museum (Musei Capitolini, Mercati di Traiano - Museo dei Fori Imperiali and Villa Torlonia);
- available services;
- events and temporary exhibitions.

Information on opening hours and events held in the Civic Museums Network are provided by: brochures, 060608 Contact Center, web portal, ticket offices, Tourist Infopoints.

MIC Card

The MIC card offers unlimited access for 12 months in the Civic Museums Network and in the historical and artistic sites of the Superintendence, excluding the exhibition spaces with separate ticketing. The Capitoline Superintendence, with a special provision, can authorize reduced entry to a specific exhibition with separate ticketing for the MIC Card holders. It is aimed at residents in Rome and its Metropolitan Area, temporary residents in Rome and students of public and private universities in the city. The card is nominative and must always be accompanied by a document of recognition, giving the opportunity to go directly at the entrance of the Museum, without passing through the ticket office. Discounts are also available for museum's cafés, bookshops and shops. The MIC Card is valid twelve months after release and can be renewed quickly and easily within twelve months of the deadline. The MIC Card can also be sold in GIFT version to be given away. The purchaser will be given a kit consisting of MIC Card, postcard with useful information for activation and MIC Card Holders Data Request Form. The beneficiary of the GIFT Card will then have to activate the card by going to one of the ticket offices of the Civic Museums Network - with a valid identity document and a certificate stating possession of the requirement - and filling in the appropriate MIC Card Holder Data Request Form. Only at the time of activation the 12-month validity period will begin with the possibility of unlimited access to the Civic Museums Network.

Card Roma Pass 72 hours & 48 hours

The Roma Pass card offers economic facilities and services to simplify the visit of the city. The Roma Pass 72 hours is valid for 72 hours from the first activation, while the Roma Pass 48 hours has 48 hours of validity from the first activation. The first two entrances to museums and / or archaeological sites are free with the Roma Pass 72 hours, while with the Roma Pass 48 hours the first entry to the museum and / or archaeological site is free. For all subsequent museums and / or archaeological sites, reduced admission is required. In addition, during the entire validity of the card, you have free unlimited access to the urban public transport and access to Castel Sant'Angelo and Musei Capitolini; free reservation at Palazzo Valentini Domus Romane, while for Colosseum a compulsory reservation is required, by the official channels of the archaeological site. There are also discounts for other cultural sites with agreement with the Roma Pass for exhibitions, concerts, theater and dance festivals, theme parks, attractions and tourist services.

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, Museo Carlo Bilotti, Museo di Roma in Trastevere, Musei di Villa Torlonia, Museo Civico di Zoologia and Museo della Repubblica Romana e della memoria garibaldina.

In order to protect the artworks, the staff may ask visitors to leave in the cloakroom bulky bags, rucksacks, umbrellas, and any other potentially dangerous items.

Any complaint should be made as soon as items are collected by filling the complaint form.

Items deposited in the self-service cloakroom should be collected before the museum closing time.

Attendant service

Attendant service provides visitors with information - including in English - on museum sections, services and events, and supervises compliance with the museums regulations. In the museums a vigilance service is guaranteed, with a constant and direct control of the collections, even during exhibitions, congresses and other cultural activities.

Sign System

The immediate identification of Civic Museums Network is simplified by the use of unified logo and image.

All the museums can be recognized from outside through banners and/or signage plates indicating the timetables.

In all the museums of the Network there are panels in Italian and in English indicating essential services, such as toilets and - if present - lifts, cafes and bookshops.

Web Portal

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

- Musei Capitolini www.museicapitolini.org
- Centrale Montemartini www.centralemontemartini.org
- Mercati di Traiano Museo dei Fori Imperiali 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
- 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 Italian, English, French and Spanish about:

- Historical and artistic background, projects and restoration works;
- Museum staff;
- Location;
- Routes based on themes and rooms and the chance to create your own route;
- Current, planned and in archive exhibitions and events;
- Educational activities for school groups and for all;
- Addresses and timetables;
- Tickets and booking;
- Visitors admission regulations;
- Access for disabled people;
- Getting to the museum;
- Available services;
- Possible extraordinary openings;
- Quality Service Charter;
- Libraries, archives, documentation centers, requests of photo reproductions, loan services;
- Contacts.

It is possible to sign up for the Network monthly newsletter, includes also discounts for the subscribers.

It is possible to purchase online tickets for museums and temporary exhibitions, MIC Card, Card Roma Pass 72 hours and Card Roma Pass 48 hours.

It is possible to renew online the MIC Card.

It is possible to purchase online the official guide books of the museums and the exhibition catalogues.

It is possible to purchase online museum images in high resolution.

Virtual tours are available for Musei Capitolini, Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis, Museo Napoleonico, Musei di Villa Torlonia – Casino Nobile.

Moreover it is possible to download the free app MIC Roma for iPhone and Android.

The app provides Civic Museums Network official information, updated in real-time, about activities, exhibitions and educational activities (current and in program), both in Italian and English.

It is possible to download the paid apps of the Musei Capitolini, Mercati di Traiano Museo dei Fori Imperiali and Museo dell'Ara Pacis: these applications allow to discover the museum collection in a simple and comprehensive way, through the stories of numerous exceptional and unique artworks, through a lively storytelling that allows greater user involvement. Civic Museums Network is also on Facebook, Twitter, Instagram, Youtube and Flickr. The official accounts promote the museums activities, 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 museum's introduction video in LIS (Italian Signs Language) is available for Musei Capitolini, Centrale Montemartini, Mercati di Traiano - Museo dei Fori Imperiali, Museo dell'Ara Pacis, Museo di Roma, Museo Napoleonico, Museo Carlo Bilotti Aranciera di Villa Borghese, Museo Pietro Canonica, Musei di Villa Torlonia and Galleria d'Arte Moderna.

Civic Museums Network has a blog where insights and tours within the museum collections and temporary exhibitions are monthly published.

15 museums of the Network joined the developed platform from the Google Cultural Institute to promote the most important museums in the world.

On www.google.com/artproject are available 15 photo galleries, for a total of 800 images, collecting the most significant artworks of each museum collections of Rome.

Educational activities

The Civic Museums System offers, upon reservation, educational visits and workshops for schools of every grade and for private groups.

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

The educational services are free for school groups from the Municipality and the Metropolitan Area of Rome, while offers last.

The guided tours are available in ordinary or/and extraordinary openings.

Information tools (panels and captions) about permanent collection 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; the service is also downloadable in paid app on one's own device. The audioguide service is available at Museo di Roma, Musei di Villa Torlonia, Museo di Scultura Antica Giovanni Barracco. At Museo Napoleonico the audioguide service is downloadable in app on one's own device.

For museums with main turnout, 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.

For information and booking of educational activities for schools and groups call 060608 Contact Center from 9.00 am to 7.00 pm (see 060608 Contact Center).

For visitors with disabilities, free guided tours are available in Italian, by reservation, on established dates according to a monthly calendar.

For information and booking call 060608 Contact Center. For deaf visitors there are presentation videos about the museum history and collection in LIS (Italian Signs Language), with subtitles, at Musei Capitolini, Centrale Montemartini, Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis, Museo di Roma, Museo Napoleonico, Museo Carlo Bilotti Aranciera di Villa Borghese, Museo Pietro Canonica, Musei di Villa Torlonia and Galleria d'Arte Moderna.

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 main bookshops of the Civic Museums 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) 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

Café & catering

A café service is available at Musei Capitolini (Palazzo Caffarelli), at Museo Carlo Bilotti (Casina del Lago near the museum) and at Museo di Roma (entrance from Piazza Navona). For timetables please visit the section "Info" on the museums' websites. The staff of the cafés has a basic knowledge of English and of the HACCP procedure and prerequisites.

Temporary exhibitions

Every year the museums of the Network organize and host exhibitions with the help of experts of several fields and in collaboration with public and/or private institutions. 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, as specified in the Municipal Resolution. Before the visit, please visit the museums' websites or call the 060608 Contact Center.

For exhibitions hosted in the Palazzo Caffarelli at Musei Capitolini, in the Temporary Exhibition Space of Ara Pacis and in the Temporary Exhibition Space of Museo di Roma, visitors may buy tickets only for the exhibition.

Some rooms can be particularly dark and dimly lit, this is due to a better conservation of the artworks.

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. It is open every day of the year, from Monday to Sunday, from 9.00 am to 7.00 pm.

The service is available in six different languages (Italian, English, French, German, Spanish and Japanese) and offer information about tourism, events, shows and hospitality of the city of Rome.

The service provides also booking for educational activities, selling (by credit card) of tickets for museums, temporary exhibitions and events, and the cards Roma Pass 72 hours and Roma Pass 48 hours.

The tourist information service is also available online at www.060608.it, which provides all the information for organize the visit of the City.

Extraordinary opening for special events

The Event Service provides for the extraordinary opening of museums in the Civic Museums Network to host cultural events, guided tours, conferences 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. Maintenance operations will be carried out within 24 hours of a failure report from the 060608 Contact Center and electronic ticket offices. For any other failures, maintenance will be performed at the request of museum managers.

Weed control

The weeding service involves cutting grass, collecting vegetable waste, maintaining hedges and trees (if present). The interventions are scheduled monthly in agreement with the Capitoline Superintendence. The activities take place at the following museums: Musei Capitolini (Giardino Caffarelli), Centrale Montemartini (flowerbed in front of the museum), Mercati di Traiano Museo dei Fori Imperiali (Giardino delle Milizie and weed maintenance along the visit path), Villa Di Massenzio, Galleria d'Arte Moderna (flowerbeds in the inner courtyard) and Museo Pietro Canonica (inner garden).

Annex 1:

List of the Museums Network

The Civic Museums Network includes the sites listed below, to which the Quality Service Charter applies. The Civic Museums Network could be equipped with new venues and the implementation of services in compliance with the Quality Service Charter standards will be updated within six months of the date of entrusting to 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**
- **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**



Musei Capitolini

Address

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

Opening time

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

Ticket

Full price euros 11,50, Concessions euros 9,50
Integrated Musei Capitolini + Centrale Montemartini (valid for 1 week):
Full price euros 12,50, Concessions euros 10,50.
During cultural events and exhibitions, the price of tickets may vary.
It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services).

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, reproductions of art, gifts, publishing
- café, refreshment & catering
- educational activities
- videoguides in Italian, English, French, German, Spanish and Russian
- audioguide for kids in Italian, English and French
- whispers audio systems available by reservation
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance
- weed control (Giardino Caffarelli)

Accessibility

- videoguide in LIS (Italian Signs Language) with Italian subtitles, available online
- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- tactile resources and Braille guide books on request
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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.



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 Mondays, 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.
During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services).

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- corner shop of editorial products concerning the museum in the ticket office
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance
- weed control

Accessibility

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people

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



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.
During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services).

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, reproductions of art, gifts, publishing
- snacks and drinks vending machines
- educational activities
- videoguides in Italian, English, French, German and Spanish
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance
- weed control (Giardino delle Milizie)

Accessibility

- videoguide in LIS (Italian Signs Language) with Italian subtitles, available online
- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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.
 During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services). The Temporary Exhibition Space of the Ara Pacis is in Via di Ripetta and it is open only for temporary exhibitions.

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, reproductions of art, gifts, publishing
- educational activities
- videoguides in Italian, English, French, German and Spanish
- whispers audio systems available by reservation
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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 Mondays, 1 January, 1 May, 25 December.

Ticket Free entrance.

Services

- welcome area
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- corner shop of editorial products concerning the museum
- educational activities
- audioguide in Italian and English
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- tactile resources and Braille guide books on request
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people Only the ground floor is accessible with a multimedia area featuring a virtual tour of the museum. Entrance from Vicolo dell'Aquila (please, ring the bell)



Museo della Civiltà Romana

Address

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

Opening time

(Temporarily closed due to restoration works)



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 Mondays, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- welcome area
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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 Mondays, 1 January, 1 May, 25 December

Ticket

Free entrance

Services

- welcome area
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum
- snacks and drinks vending machines
- educational activities
- organization of events and exhibitions
- promotion and communication
- guided tours can be booked through the 060608 Contact Center
- cleaning and maintenance
- weed control

Accessibility

- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people

Yes.



Museo della Repubblica Romana e della memoria garibaldina

Address

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

Opening time

Tuesday-Friday 10 am-2 pm.
 Admission is allowed until 1 pm.
 Saturday-Sunday and Holidays 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 Mondays, 1 January, 1 May, 25 December.

Ticket

Free entrance. Advance booking is required for groups and school groups, through the 060608 Contact Center

Services

- welcome area
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum
- educational activities
- guided tours can be booked through the 060608 Contact Center
- organization of events and exhibitions
- promotion and communication
- cleaning and maintenance

Accessibility

- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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 Mondays, 1 January, 1 May, 25 December.

Ticket

Full price euros 9,50, Concessions euros 7,50.
 During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services). The Temporary Exhibition Space of the Museo di Roma is on the first floor and it is open only for temporary exhibitions.

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- café and catering
- attendance service
- educational activities
- audioguide in Italian, English and French
- promotion and communication
- bookshop, reproductions of art, gifts, publishing
- organization of events and exhibitions
- multimedia room
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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 Mondays, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- welcome area
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- corner shop of editorial products concerning the museum
- educational activities
- downloadable app audioguide in Italian, English and French
- promotion and information
- organization of events and exhibitions
- guided tours can be booked through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- museum presentation video in LIS (Italian Signs Language)) with Italian subtitles
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people

Yes, from Via Giuseppe Zanardelli,1 (Call +39 066874240).
 A wheelchair is available in the museum for visitors who have difficulty in walking.



Casa Museo Alberto Moravia

Address

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

Opening time

The museum is open only for guided tours every first Saturday of the month at 10 am and 11 am (max 15 people).
 Guided tours for school groups: Wednesday and Friday at 10 am and 11 am (max 15 people).
 The tour lasts 30 minutes. Information and booking required through the 060608 Contact Center.

Ticket

Guided tour rate: euros 5,00

Services

- guided tours
- promotion and communication
- 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 Mondays, 1 January, 1 May and 25 December.

Ticket

Full price euros 7,50, Concessions euros 6,50.
 During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services).

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- corner shop of editorial products concerning the museum
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- reference room
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance
- weed control (inner courtyard)

Accessibility

- museum presentation video in LIS (Italian Signs Language)) with Italian subtitles
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people

Yes, from via Zucchelli, 7
 (Call +39 06.4742848 or +3906.4742909).
 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, 6 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
Admission is allowed until 6.30 pm.
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Mondays, 1 January, 1 May, 25 December.

Ticket Free entrance

Services

- welcome area
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- corner shop of editorial products concerning the museum
- café at the Casina del Lago
- educational activities
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- museum presentation video in LIS (Italian Signs Language)) with Italian subtitles
- tactile resources on request
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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, 2 (Piazza di Siena) 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 Mondays, 1 January, 1 May, 25 December.

Ticket Free entrance

Services

- welcome area
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Contact Center
- cleaning and maintenance
- weed control (inner garden)

Accessibility

- museum presentation video in LIS (Italian Signs Language)) with Italian subtitles
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people Yes. Only on the ground floor.
Toilets are not wheelchair accessible.



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 Mondays, 1 January, 1 May, 25 December.

Ticket

Full price euros 6,00, Concessions euros 5,00.
 During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services).

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, reproductions of art, gifts, publishing
- educational activities
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

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

Via Nomentana, 70 ROME (Villa Torlonia)
 Ticket office at Casino Nobile
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 Mondays, 1 January, 1 May, 25 December.

Ticket

Casino Nobile

Full price euros 7,50, Concessions euros 6,50. During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services). The temporary exhibition space of the Casino Nobile is in the Casino dei Principi and it is open only for temporary exhibitions.

Casina delle Civette

Full price euros 6,00, Concessions euros 5,00. During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services).

Cumulative ticket Musei di Villa Torlonia

Full price euros 9,50, Concessions euros 7,50.

Services

- reception and ticketing (the ticket office is at Casino Nobile)
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, reproductions of art, gifts, publishing (at Casino Nobile)
- snacks and drinks vending machines
- educational activities
- audioguides in Italian, English and French
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Contact Center
- cleaning and maintenance

Accessibility

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- tactile resources and Braille guide books on request
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people

Yes. The temporary exhibition space in Casino dei Principi is partially accessible. It is possible to enter inside the Villa by car, only with disabled sticker, in order to reach the museums and the temporary exhibition space. Parking is not allowed.
 The entrance for the cars is from Via Nomentana, 70.



Planetario e Museo Astronomico

Address

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

Opening time

(Temporarily closed due to restoration works)



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 Mondays, 1 January, 1 May, 25 December.

Ticket

Full price euros 7,00, Concessions euros 5,50.
During cultural events and exhibitions, the price of tickets may vary. It is recommended to visit the museum website or call 060608 Contact Center. Tourism tax included (see Welcome and Ticket Services).

Services

- reception and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- snacks and drinks vending machines
- educational activities
- bookshop
- promotion and communication
- maintenance

Accessibility

- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people

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

Museo di Casal de' Pazzi

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

Opening time Tuesday-Friday 9 am – 2 pm
 Saturday-Sunday 10 am – 2 pm
 Closed on Mondays, 1 January, 1 May, 25 December.
 Entrance by booking, every hour, max 30 people.
 The visit provides an accompanied path.
 It is possible to visit the museum only for the time booked.
 The entrance is not allowed out of time.

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

Services

- welcome area
- educational activities
- guided tours can be booked through the 060608 Contact Center
- promotion and communication

Accessibility

- museum presentation video in LIS (Italian Signs Language)) with Italian subtitles
- tactile resources on request
- dedicated educational activities by booking (tactile-sensory and LIS guided tours)

Access for disabled people Yes. Toilets are not wheelchair accessible.

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

The Managing Company, Zètema Progetto Cultura S.r.l. was founded in 1998. Today the society is owned by Roma Capitale. Its mission is to integrate the cultural and tourist services of Roma Capitale to encourage an optimal use of the historic and artistic heritage and of the cultural events of the City.

Zètema Progetto Cultura S.r.l. is in charge of planning, maintaining, preserving and cataloguing on behalf of the Capitoline Superintendence, of the management of the Civic Museums Network and public spaces dedicated to events, culture and incoming tourism.

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

- reception, welcome area and ticketing
- MIC Card (sale and renewal)
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, reproductions of art, gifts, publishing
- café, refreshment and catering
- educational activities
- promotion and communication
- organization of events and exhibitions
- 060608 Contact Center information and booking service
- cleaning and maintenance
- weed control
- 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 Quality Service Charter within six months from the date of assignment. Some exhibitions host in the Civic Museums Network are not organized by the Managing Company.

Annex 3: Standards validation matrix

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. Museo Carlo Bilotti**
Aranciera di Villa Borghese
viale Fiorello La Guardia, 6
- 15. Museo Pietro Canonica a Villa Borghese**
viale Pietro Canonica, 2
- 16. Museo di Roma in Trastevere**
piazza Sant'Egidio, 1/b
- 17. Musei di Villa Torlonia**
via Nomentana, 70 (ticket office at Casino Nobile)
- 18. Planetario e Museo Astronomico (closed)**
piazza Giovanni Agnelli, 10
- 19. Museo Civico di Zoologia**
via Ulisse Aldrovandi, 18
- 20. Museo di Casal de' Pazzi**
via Egidio Galbani, 6

ASPECT	INDEX	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	Customer satisfaction survey*	≥ 2,20 general average
n. 2 periodic events	Customer satisfaction survey*	≥ 2,20 general average
Corporate events	Customer satisfaction survey*	≥ 2,20 general average
Audioguides	Rental	≥ 1% n. rented audioguides in the Civic Museums Network 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)
Educational activities	Production	≥ 100% n. guided tours programmed by the Superintendence
	Customer satisfaction survey*	≥ 2.20 general average
Exhibitions	Production	≥ 99% observance of the planned program
	Customer satisfaction survey*	≥ 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 Museums Network

