

## Frequently asked questions

- **Is there PARKING for Museum visitors?**

The Museum does not offer public parking for visitors. The closest car parks are on calle Montalbán, Plaza de las Cortes, and Plaza Sánchez Bustillo.

The closest street parking for vehicles with a disabled person parking permit is on calle Ruiz de Alarcón and calle Moreto.

For people with reduced mobility, the Museum authorises vehicle access to the building's main entrance to exclusively pick up and drop off visitors. Requests must be made in advance by sending an e-mail to the Visitor Service Centre (910683001) up to 24 hours before the visit.

- **Can luggage, bags, cameras and laptops be stored in the CLOAKROOM?**

Yes, provided that the dimensions are smaller than 40 x 40 cm.

We recommend that visitors not leave valuables that can be brought along during the visit, such as cameras, in the cloakroom, provided that the rules of no photography or recording in the Museum are respected. Alternatively, visitors may leave their belongings in the lockers located at the Goya staircase.

- **Is there a WHEELCHAIR loan service?**

Yes, the Museum offers a free wheelchair loan service to those who request it. Wheelchairs are available for pick-up at the Cloakroom. There are a limited number of wheelchairs, so visitors are recommended to bring their own.

- **Is there a BABY STROLLER loan service?**

Yes, the Museum offers baby strollers at the Cloakroom for visitors who request it. The loan service is free.

- **Is it possible to enter the Museum SHOP without admission to the Museum?**

No, the shop is located inside the Museum and to enter it, one must go through the Museum access control.

Museum publications and other shop items are also available online at <https://tiendaprado.com/en/>

- **Is it possible to enter the Museum CAFÉ without admission to the Museum?**

No, the café is located inside the Museum and to enter it, one must go through the Museum access control.

All information about Café Prado is available on the website's Visit channel.

- **Is there a RESTAURANT service at the Museum's café?**

Yes, the *Café Prado* restaurant opening hours are from 12:00 pm to 4:00 pm. Tables cannot be reserved.

- **Does the Museum have WI-FI?**

Yes, there is free Wi-Fi at Café Prado.

- **Is there an AUDIO GUIDE service?**

Yes, the Museum audio guide includes information about nearly 300 works from the permanent collection and it is available in Spanish, English, French, Italian, German, Russian, Japanese, Portuguese, Chinese, Korean, Catalan, Basque, Valencian and Galician, as well as an abbreviated version in Ukrainian.

The price of the audio guide is €5 and it also includes the main temporary exhibitions in Spanish and English, as well as 1-, 2- and 3-hour long routes of the masterpieces and thematic itineraries.

Payment is made when admission is purchased, either online or at the ticket office, and the device is to be collected at the audio guide desks located at the Jerónimos Hall and the Goya Rotunda.

- **Are there ACCESSIBLE AUDIO GUIDES?**

Yes, the Museum currently offers sign language guides, audio guides with audio descriptions, and audio guides with magnetic loop.

- **Is it possible to draw or make COPIES of the works in the Museum's galleries?**

Yes, visitors can draw using dry techniques (pencil, charcoal, sanguine or colouring pencils) on paper no larger than A4 size. In all other cases, copyists must request authorisation and pay the corresponding fees. For further information about copying works at the Museo del Prado, interested persons should contact the Copy Office by telephone, 913302800, extension 289166, or by e-mail [oficina.copias@museodelprado.es](mailto:oficina.copias@museodelprado.es)

- **Can PHOTOGRAPHS be taken in the Museum's galleries?**

No, photographs are only permitted in the Jerónimos Hall, Hall of the Muses, and the Cloister.

To personally photograph Museum artwork or hold an artistic or editorial photoshoot in its spaces, a request must be submitted, duly completing the form available online: <https://tiendaprado.com/en/content/14-image-bank> Interested persons may request information about the authorisation and its conditions by sending an e-mail to [bimnp@museodelpradodifusion.es](mailto:bimnp@museodelpradodifusion.es)

- **Can IMAGES OF MUSEUM ARTWORK be acquired?**

To publicly reproduce Museum artwork in editorial, academic or commercial settings, authorisation must be requested and the corresponding fees must be paid. Interested persons may consult the photographic archive online at <https://tiendaprado.com/en/content/14-image-bank> and request the images from Sociedad Prado Difusión by sending an e-mail to [bimnp@museodelpradodifusion.es](mailto:bimnp@museodelpradodifusion.es)

The Museum shop offers postcards, prints and posters of a wide selection of works from the Collection and from the temporary exhibitions. It also has an on-demand digital reproduction service of more than 100 works which are reproduced using a meticulous image scanning process and high-definition printing technology on paper or canvas <https://tiendaprado.com/en/404-print-on-demand>

- **Is the ROUTE through the Museum Collection ACCESSIBLE for visitors with a physical disability or reduced mobility?**

Yes, the Museo del Prado facilities have no architectural barriers for people with reduced mobility. The Museo del Prado has lifts, ramps, platforms and restrooms that are especially adapted to the needs of wheelchair users. The Museum café, shop and auditorium are also accessible spaces.

- **Does the Museum have MAGNETIC LOOP?**

Yes, both the auditorium and all visitor service desks (ticket office, cloakroom, information point, café, shop and audio guides) are equipped with magnetic loop for users with a hearing aid or cochlear implant.

- **Is there a LOST AND FOUND office?**

Yes. Visitors who have lost an item of clothing or an object during their visit should go to a Museum Information Point or contact the Visitor Service Centre by emailing [atencion.visitante@museodelprado.es](mailto:atencion.visitante@museodelprado.es) with “Lost Objects” in the subject line.

- **Are there ACTIVITIES FOR FAMILIES and visitors with children?**

Yes. The *El Prado for families* programme, intended for families with children ages 4 to 12, includes family workshops, shows and visits to the Museum on Saturday and Sunday mornings, as well as during holiday periods. A fee must be paid to participate in the activity and prior web registration is required. All information about activities for children is available on the *Learn* section of the Museum’s website, <https://www.museodelprado.es/en>.

Likewise, the Museo del Prado offers visitors with children resources to complete the route, such as the *Magic map*, available at the information points.

- **Are there ACTIVITIES FOR SCHOOL GROUPS?**

Yes, the *Programme for schools* includes different types of visits for Nursery School, Primary School, and Lower and Upper Secondary School groups: workshop visits, dynamic visits or guided visits based on the age of the participants.

All information about the *Programme for schools* is available on the Education channel of the Museum's website, <https://www.museodelprado.es/en> and at the Visitor Service Centre, 910683001.

- **Are there ACTIVITIES FOR TEACHERS?**

Yes, the Museum's Education Department regularly programs activities for practising teachers of any subject or educational level. Its primary aim is to support their professional work and provide them with greater knowledge about the Prado's collections which they can use as a teaching tool.

For more information, contact [profesores.formacion@museodelprado.es](mailto:profesores.formacion@museodelprado.es) or call 913302984.

- **Are there ACCESSIBLE ACTIVITIES?**

Yes, the *Inclusive Prado* activities programme makes it easier for people with functional diversity, social groups or people with accessibility needs to access the works of the Museum. Interested persons and institutions may request information by sending an e-mail to [comunidad.pradoeducacion@museodelprado.es](mailto:comunidad.pradoeducacion@museodelprado.es)

- **Are there GUIDED VISITS of the Museum?**

Yes, there are guided visits of the Collection in English and Spanish every day and at different times. The route includes a selection of masterpieces. This supplement is purchased when purchasing admission to the Museum at the ticket office.

In the case of temporary exhibitions, group visits are not permitted due to capacity limitations; however, the Museum includes the *Keys* activity in its programming which offers visitors essential content for visiting the exhibition on their own.

- **Does the Museum have a LIBRARY?**

Yes, the Museo Nacional del Prado has a library which is free to access and is located at the Casón del Buen Retiro (C/ Alfonso XII 28). It is open Monday to Friday and is intended for researchers, art history students, and the general public interested in studying the Museum's collections and history. It specialises in art books related to the Museum's history and its collections. To access the library, a Spanish national ID (DNI), passport or equivalent official document must be provided and an access request form must be completed, indicating the person's name, address and research topic. The request will be answered immediately and gives access to the reading room for one year.

All information about the Museum's library is available on the website's Learn channel, <https://www.museodelprado.es/en/learn/library-archive-and-documentation>.

- **Can PRIVATE EVENTS be organised at the Museum?**

Yes, the Museo del Prado offers the possibility of celebrating social and corporate events in its spaces, provided that there is a connection to culture and the events are in line with the aims of the Museum. Moreover, the Museum organises private visits of its Collection and temporary exhibitions once its doors have closed to the public.

For more information about events and private visits, interested persons should contact the Use of Premises Department by sending an e-mail to [eventos.privados@museodelprado.es](mailto:eventos.privados@museodelprado.es)

- **Can admission fees be REFUNDED?**

No, in accordance with the terms of ticket sale, no refunds shall be made once tickets have been purchased. Tickets shall only be refunded if the Museum is unable to provide its services. Refunds will be made by the same payment method used to purchase the tickets.

- **Does the Museum have an APPRAISAL, VALUATION AND EXPERT REPORT service for its artwork?**

No.

- **How can a DONATION or BEQUEST be made to the Museum?**

Persons interested in giving a donation or bequest can contact the Visitor Service Centre at [cav@museodelprado.es](mailto:cav@museodelprado.es)

Visitor Service Centre  
MUSEO NACIONAL DEL PRADO  
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