

RESOLUTION OF MAY 6, 2022 ESTABLISHING THE REGULATIONS FOR VISITS TO THE PRADO MUSEUM.

The Prado Museum (Museo Nacional del Prado) is a public institution with national and international prestige, visited by millions of people attracted by its history, collections, temporary exhibitions program, and the activities it organizes.

Its purposes, set out in Article 3 of Act 46/2003, of November 25, 2003, regulating the Prado Museum, include exhibiting the collections in an orderly fashion in conditions suitable for their viewing and study, facilitating public access to them, and protecting and conserving the cultural assets assigned to it.

Due to the Museum's commitment to society for the ongoing improvement of its services, visits to the Prado Museum are governed by rules for the purpose of promoting the correct development of the visit and helping the institution guarantee the safety of people, works of art and the buildings that comprise it.

In view of the above, the Director of the Prado Museum hereby issues the following Resolution:

I. Purpose and scope of application

The purpose of these regulations is to regulate the conditions for visiting the Prado Museum.

These regulations shall apply to all persons who enter the building to visit the permanent collection and/or temporary exhibitions, as well as to those who will participate in activities organized by the Museum in any of its spaces.

Visitors who do not comply with the established rules may be warned by Museum personnel of the need to comply with them, and appropriate measures may be taken to ensure the correct development of the visit if their instructions are not followed.

II. Access conditions

General access rules

1. Access to the Prado Museum requires the possession of a valid ticket or pass, with a QR code, which must be shown to the access control personnel.
2. Tickets can be purchased at the ticket office and online, with a choice of fixed-time passes (date and time of visit), both for visits to the collection and to the temporary exhibitions.
3. Tickets for group visits must be purchased in advance, with a reservation of the day and time of the visit, through the ticket sales system on the Museum's website, up to 24 hours before visiting the Museum or 72 hours in the case of private visits from 9 to 10 am.

4. Ticket prices, as well as the conditions for free and reduced admission, and the Museum's services and activities will be those established by the Resolutions on public prices for admission to the Museum in force, duly published on the Museum's website and in the Museum's various information media.
5. Beneficiaries of free or reduced admission must present a valid and visibly updated official accreditation at the ticket office on the day of the visit.
6. In the case of group visits, the beneficiaries of free or reduced admission must be accredited through the procedures established at the time of payment for the reservation of places and at the museum's ticket office if so required. If, once the accreditation has been checked, the requirements are not met, the difference will have to be paid until the general rate is completed for each member of the group.
7. The Museum ticket is personal and non-transferable, valid for a single use only, and it is recommended to keep it until the end of the visit.
8. Payment for the supplemental options for the visit (audioguides and group guiding equipment and guided tours) will be made through the museum's ticket sales channels (www.museodelprado.es and ticket offices).
9. There is a specific ticket for children under 12 years of age, for families who wish to enter directly without going to the ticket office, with adults purchasing a general admission ticket online. In addition, the "guided tour" supplement is free for children under 12 years of age.
10. Children under the age of 14 cannot enter the Museum alone and must be accompanied by an adult for the entire visit.
11. Visitors with disabilities can reserve their tickets in advance by e-mail (accesibilidad@museodelprado.es), indicating the date and time of their visit and whether they wish to visit the collection and/or temporary exhibitions, and pick up their tickets on the day of the visit at ticket offices 1 and 2, with preferential access, following the instructions in the confirmation e-mail sent by the CAV.
12. The conditions of access to the auditorium and/or conference room will be established in each case according to the characteristics and schedule of the activities held, and visitors will be duly informed through the website and in the Museum's various information media, in accordance with the Resolutions on public prices for the provision of Museum services and activities.
13. The building will be preferably accessed through the following doors:
 - Puerta de Goya Visit to the collection
 - Puerta de Jerónimos Visit to the Collection and temporary exhibitionsPreferential access for:
 - Preferential access for people with reduced mobility or baby strollers
 - FAMP members and American Friends
 - ICOM members

- Institutional visits
 - Visitors with a guided tour supplement
- Puerta de Murillo preferential access for:
 - Free visits for educational groups and visits of the *Program for schoolchildren* from Monday to Friday from 10 am to 2.15 pm. This schedule will be modified according to the programmed visits. For more precise information on the schedule, please contact the Visitor Service Center.

14. Access to the Café Prado and the Store, located inside the building, requires the purchase of a Museum ticket.

Visiting hours

15. The opening hours of the Prado Museum are:

- | | |
|-------------------------------------|--------------|
| • Monday to Saturday | 10 am – 8 pm |
| • Sundays and holidays | 10 am – 7 pm |
| • 6 January, 24 and 31 December: | 10 am - 2 pm |
| • 1 January, 1 May and 25 December: | Closed |

16. From Monday to Sunday you can visit the Museum before it opens to the public, from 9 am to 10 am, after purchasing tickets and under the conditions established on the website.

17. The Café Prado, located in the Jerónimos Hall, closes half an hour before the Museum closes. Check opening hours of the Café del Claustro (Jerónimos Building, 2nd floor) and the Tea Room and store of the Ionian Gallery South (Villanueva Building, 1st floor) on the website.

18. The Museum Management may, on an exceptional basis, modify these opening hours in those situations where it is deemed necessary.

19. Access to the Museum is permitted up to 30 minutes before closing.

20. Ticket sales at the ticket office begin 15 minutes before opening and are suspended 30 minutes before the Museum closes.

21. The rooms must be vacated 10 minutes before the Museum closes, except in the case of visits and/or activities scheduled outside the Museum's opening hours.

22. The occasional closure of any of the Museum's galleries, for maintenance or service needs, will be duly informed to the public and does not imply any discount or reimbursement of the entrance fee.

Safety rules

23. Visitors must follow the instructions of Museum personnel at all times.

24. It is strictly forbidden to access the building with items or substances that may pose a risk to the integrity of persons or museum property, in particular:
 - Weapons, ammunition and hazardous substances or materials.
 - Objects or packages that, due to their size, cannot pass the security scanner control.
 - All types of animals, except guide dogs or therapeutic aids with the corresponding accreditation.
 - Scooters, skateboards, bicycles or skates.
 - Works of art.
 - Any other item that security personnel deem may be a risk to artwork or persons.
25. Access to the Museum will not be allowed to persons who are in an evident state of intoxication or with symptoms of being under the influence of narcotics.
26. When entering the building, visitors must pass through the security controls established by the Museum.
27. All bags and packages must pass through the security scanner control.

Cloakroom rules

28. The cloakroom service is free of charge for visitors to the Museum.
29. The lockers have a limited capacity, so at peak times only those items that cannot be brought into the rooms will be accepted in the lockers.
30. The following items cannot be brought into the rooms and must be deposited in a locker:
 - Backpacks, suitcases, bags and packages with dimensions equal to or greater than 40 x 40cm, in height or width.
 - Non-folding umbrellas and metal-tipped walking sticks
 - Sharp and cutting items
 - Food and beverages, provided they are stored inside bags or backpacks.
 - Folding chairs and chair-type walking sticks or similar (except exceptional prior authorization)
 - Any item that security personnel believe may be a risk to artwork or people.
31. Likewise, warm clothes, bags, umbrellas and other items that, for convenience, size or security reasons, cannot be brought into the rooms, may be left in the locker room.
32. Users will need to pick up a numbered token as a receipt for clothes and items left.

33. All clothing and personal items left in the lockers must be removed before the Museum closes.
34. The Museum is not responsible for the condition of the items deposited in the locker.
35. In case of loss of the token, the visitor must prove ownership of the personal items deposited in the locker by means of a detailed description, and fill out the corresponding “lost token delivery form” with their data.
36. Visitors who use the wheelchair, stroller or walking stick loan service available in the locker agree to use them properly and return them at the end of the visit. In addition, they must be accredited and fill in the “loan form” with their data.
37. Items that have not been collected by the time the Museum closes will be considered abandoned items.

III. Conditions for visits

General rules for visits

38. Visits to the Collection and the temporary exhibitions are done with fixed-time passes, strictly respecting the date and time selected by the visitor at the time of purchasing the ticket. At specific times, security personnel may restrict access to certain rooms depending on the number of visitors.
39. All visitors will behave in a correct manner during the visit, avoiding disturbing the rest of the public as much as possible.
40. The following is not permitted inside the Museum:
 - Touching works of art.
 - Sitting on the floor or obstructing passageways. In the case of children, educational visits or children’s workshops, they may sit on the floor, as long as they are not obstructed.
 - Smoking in any of the Museum’s areas.
 - Eating or drinking, except at Café Prado.
 - No photography or filming except in the Jerónimos Hall, Hall of the Muses and Claustro de los Jerónimos.
 - Walking barefoot.
 - Running through the rooms.
 - The use of laser pointers.
 - Leaving children without adults.
 - Conducting surveys at the entrances or inside the Museum, as well as any commercial, advertising or propaganda activity without authorization from the Management.
41. All visitors are also kindly requested to:

- Respect the safety distance from works of art.
 - Speak in a moderate tone of voice.
 - Avoid talking on cell phones during their visit. If necessary, cell phones should be put on silent so as not to disturb the rest of the audience.
42. Items forgotten in any of the Museum's public areas during the course of the visit will be collected by Museum personnel and will be considered lost items.
43. In case of evacuation, visitors will leave the Museum in an orderly fashion, following the instructions of Museum personnel and emergency signage.

Rules for group visits

44. Group visits will be under the supervision of a guide or teacher, the sole point of contact with the Institution, who will be responsible for all members of the group they are accompanying and are committed to complying with the rules for the visit.
45. Groups should arrive at the Museum with sufficient time in advance (at least 15 minutes before the assigned start time of the visit) in order to complete the formalities prior to the visit.
46. In order to facilitate access to the Museum, it is recommended that group members do not carry backpacks and packages. In case of bringing them, they have the possibility of leaving them in the carts specially enabled for this use, provided that the capacity of the locker allows so
47. The group must respect the schedules established for their purchase. Late arrival times may affect the start and development of visits, if the Museum deems it appropriate.
48. The number of members per group will be between 9 and 30 people maximum, including the guide or teacher; 25 in the case of the *School Program* groups.
49. Groups must be led by their own guide or teacher, except for the *School Program* visits, which will be led by Museum educators.
50. The duration of the group visit is 1 hour and 30 minutes. The person in charge or guide will carry the group identification in a visible place, showing the end time of the visit, after which the members of the group may, if they wish, continue the visit individually.
51. In order to reduce noise levels in the rooms, the use of a group guidance system (microphone and wireless headphones) is mandatory, except for students under 18 years of age and private visits from 9 am to 10 am. Payment for the devices will be made at the ticket office when collecting the group accreditation and redeeming the tickets.
52. Group visits to temporary exhibitions are only available from 9 am to 10 am. The fee and the general timetable for group visits may be subject to occasional variations at specific times of peak attendance at the Museum.
53. Groups should move through the Museum's galleries in a calm manner, respecting other visitors and moderating their tone of voice.

54. Those educational groups of the *School Program* that wish to do so may take a free visit accompanied by their teacher, before or after the visit, for which they must request it at the Visitor Service Center at the time of formalizing their purchase of tickets for the school program, and on the day of the visit to the visitor service assistant located at the assigned access, the corresponding group identification.
55. Group visit before opening hours (private visit from 9 am to 10 am):
- Groups must be accompanied by their own guide.
 - Tickets must be purchased for the minimum amount established in the Resolution of December 17, 2020, which publishes the Agreement of the Permanent Commission of the Royal Board of Trustees of the Prado Museum, which establishes the public prices for admission to the Museum.
 - Access will be through Puerta de Jerónimos.
 - The maximum duration of the visit will be 1 hour and a half. Once the guided tour is over, group members who wish may continue the visit individually.

Provisions regarding copies

56. Drawing is allowed in the rooms with paper (maximum size of sketchbook: A4) and pencil.
57. In order to make copies in the Museum's galleries with other media and materials, it is necessary to request authorization through the Copies Office (oficina.copias@museodelprado.es) and pay the established fee of €30 for the annual authorization and €100 for each reproduction. The maximum time to make the copy is 6 weeks and the Museum provides the easel to all the copyists, who can work from Monday to Thursday, from 10 am to 8 pm, except on holidays and periods of maximum influx of public.

Medical assistance to visitors

58. The Prado Museum has a Medical Service, which is open during opening hours, to attend to visitors exclusively in case of incidents and accidents occurring during the visit.

Sole final provision. Entry into force.

This Resolution shall enter into force on May 6, 2022

The Director of the Prado Museum

Miguel Falomir Faus