



## **RULES FOR VISITORS**

### **Tickets**

- You can access in the library's exhibition rooms only with a regular entrance ticket.
- Every entrance ticket allows one entry .
- The ticket is not refundable. Nevertheless, you can change the ticket with another one of the same value until seven days before from the booked date.
- You must keep the ticket until end of the visit. The staff can ask to show the ticket in any moment.

### **Bag storage**

- It is forbidden to introduce in the library bulky bags, big backpacks, umbrellas and dangerous objects for artworks and people. In the library there isn't a bag storage.

### **Access forbidden to:**

- People carrying guns (except Police officers during their work).
- People with dangerous objects.
- People in beachwear or inappropriated clothing.

### **It is forbidden to**

- touch the books on the bookshelves.
- touch the items through the exhibition.
- place objects on the display cases, on the bookcases and on any installation elements.
- lean against bookcases, or against the frescoed walls of the "Maria Sedes Sapientiae" chapel
- run and sit on the floor.
- sell objects and hand out flyers.

### **Smoke**

- smoking is forbidden in all rooms, also with electronic cigarettes.

### **Rubbish**

- In all the exhibitions rooms it is forbidden to throw rubbish: please use the bin provided.

### **Animals**

- The entry to the Museum is allowed only for dogs accompanying people with disabilities and animals used for pet therapy, on presentation of a medical certificate.

### **Food and drink**

- It is forbidden to consume food or drinks inside the exhibition halls.

### **Photography**

- The visitor is allowed to take pictures and video for personal use only. For commercial or professional purposes, please send e-mail to [amministrazione@bibliotecacapitolare.it](mailto:amministrazione@bibliotecacapitolare.it). We recommend not to use the flash.



### **Mobile Phone**

- Visitors are kindly invited to turn off the ringtone, in order not to disturb other visitors.

### **Guided tours**

- Private groups' guided tours of groups within the Library can only be carried out with the library's authorization ([amministrazione@bibliotecacapitolare.it](mailto:amministrazione@bibliotecacapitolare.it)).

### **Safety of the Library and artworks**

- The staff, in case of inadequate behavior, is allowed to remove any disturbers from the library, for the safety of artworks and visitors.
- In case of alarm, visitors are required to follow the staff's instructions. Should the building be evacuated, it is necessary to proceed in a disciplined and orderly manner, respecting the directives of the staff.
- Any accident must be immediately reported to the staff.
- Visitors are responsible of any damages caused to the artworks. The management declines all responsibility for any damage to people and / or things caused by the visitor. Parents and caregivers are responsible for the behavior and supervision of their children in the library.
- Visitors can report any comments and/or complaints to [amministrazione@bibliotecacapitolare.it](mailto:amministrazione@bibliotecacapitolare.it)
- By accessing the Biblioteca Capitolare, the visitor accepts the regulation in all its. In the event of a dispute it will be the competence of the Verona court.

The Fondazione Biblioteca Capitolare is relieved of any responsibility relating to damage to people or objects arising from failure to comply with these rules.



## GUIDELINES

### IN ACCORDANCE WITH THE RULES FOR SOCIAL SPACING

In connection with the Covid-19 health emergency the Biblioteca Capitolare has reorganized his spaces. Below you can find the security measures which have to be taken in order to access the Biblioteca Capitolare:

1. The library will have a limited capacity in order to comply with social distancing requirements to ensure the safety of visitors. Tickets must be reserved by the web site [www.bibliotecacapitolare.org](http://www.bibliotecacapitolare.org), by phone at +39 331 594 6961 or by e-mail at [info@bibliotecacapitolare.it](mailto:info@bibliotecacapitolare.it)
2. Access to the Library will be allowed only to visitors wearing a safety mask, which must be worn throughout the entire visit.
3. Before entering, visitors' body temperature will be measured with a thermo-scanner: the entrance is forbidden for visitors with a body temperature above 37,5°C.
4. Before entering, visitors will have to disinfect their hands with a sanitizing gel.
5. In all the library's rooms it will be necessary to maintain a distance of at least 1 meter from other visitors.