

**FREQUENTLY ASKED
QUESTIONS ABOUT ACCESS
CONDITIONS, BOOKINGS
AND ONLINE PAYMENT FOR
GROUP VISITS**

- **Where are the access points for groups?**

Sabatini Building (c/ Santa Isabel, 52)

- . Groups of school children up to 12 years of age
- . Groups of people with disabilities. This entrance is wheelchair accessible. Enter the Sánchez Bustillo square from Calle Santa Isabel, or go around the edge of the square with the Museo building on the left.
- . Guided tour groups led by volunteers from the Museo.

Nouvel Building (c/ Ronda de Atocha, 2)

- . Groups of students over 12 years of age and other groups.

- **Which groups must pay through the online sales channel?**

Groups with general admission and groups with a reduced-price ticket must book and pay online on the Museo Reina Sofía platform.

Groups with free admission, people with a disability and groups of working teachers must make a booking, despite accessing the Museo free of charge.

Groups with a pass-voucher must make a booking, despite having already paid.

The payment of the booking, when applicable, must be made at least 48 hours before the visiting time.

Bookings not made in this time frame will be cancelled automatically.

Online ticket prices for groups with reduced-price admission

Ticket for the Collection and Temporary Exhibitions: €5 per person (+ €0.40 for administration costs).

Online ticket prices for groups with general admission

Ticket for the Collection and Temporary Exhibition: €8 per person
(+ €0.40 for administration costs)

- **Which groups have to go to the Ticket Office beforehand?**

Those groups with a reduced-price ticket, groups with free admission and groups with a pass-voucher must ensure they go to the Ticket Office in advance.

Submission of documents:

Student groups with free admission: standard booking confirmation and a covering letter from the school.

Groups of people with disabilities: standard booking confirmation and a covering letter from the relevant centre.

Groups with a reduced-price ticket: a purchase receipt without barcode. Accreditation required at the Ticket Office.

Groups with a pass-voucher: booking confirmation and vouchers.

Groups with general admission must submit purchase confirmation with a barcode directly at the information desks located at the Nouvel Building entrance.

- **What happens with groups which have paid but come at a time that differs from their allocated time slot?**

Generally speaking, access to the Museo is not allowed outside the time slot stated on the booking. However, under exceptional circumstances and always in line with the Museo's visitor capacity, groups may be allowed to gain entry at a different time.

To check the aforementioned capacity, the Senior Security Staff will decide whether the group can be allocated individual tickets or whether they can gain access as part of a group.

Groups with booking/payment confirmation which arrive at the Museo before their booked time slot

Groups have the flexibility of 30 minutes (15 minutes established in the booking confirmation plus a 15-minute grace period).

Groups will be identified with stickers at the information desk.

Groups with booking/payment confirmation which arrive at the Museo after their booked time slot

Groups have the flexibility of 30 minutes (15 minutes established in the booking confirmation plus a 15-minute grace period).

Groups will be identified with stickers at the information desk.

Changes to booking times made at the Ticket Office will only occur under exceptional circumstances and with prior confirmation from the Senior Security Staff.

- **What happens with groups that have already paid but are larger in number than when the booking was made?**

Those people not included in the booking will be charged for an individual ticket, and up to a maximum of five extra people are allowed, provided the group is no larger than 30. These people will be allowed to join the group.

People belonging to each group category cannot benefit from either an individual ticket free of charge or reductions, regardless of whether they fulfil any of the stipulated requirements.

Access as a group is allowed.

These people will be identified with a sticker at the information desk.

- **Groups without a booking**

As a general rule, groups without a booking will not be able to access the Museo as a group, unless they have express authorisation from security.

- **What happens with those groups who have paid a reduced-price ticket but don't have the necessary accreditation?**

People belonging to culture collectives have the right to this admission fee, for instance cultural centres, associations, institutions, foundations, post-graduate schools with links to museums, cultural heritage and fine arts organisations which primarily aim to promote art and museums.

Groups which do not possess the necessary accreditation will have to pay the difference between a reduced-price ticket and an individual ticket.

These people will also be accredited as a group and identified with stickers at the information desk.

- **What happens when groups with a pass-voucher arrive at the Museo without a booking?**

Groups with vouchers must visit the Museo with an allocated date and time booked in order to control the visitor capacity. Therefore, they cannot gain access at a time that differs from the one on their booking, except under exceptional circumstances, and have the same flexibility as the rest of the groups.

- **Is the use of group audio-guides (radio-guides) compulsory?**

The use of radio-guides is obligatory for groups of visitors aged 12 or over who are going to receive explanations in the galleries.

People may bring their own radio-guide equipment or rent it from the Museo at the desk located in the entrance of the Nouvel Building.

Prior bookings for this equipment can also be made:

- a) By phone: (+34) 91 774 10 00, ext. 2057
- b) Through the Museo Reina Sofía website when making group bookings and/or purchases.

Radio-guides cost €1 per person (the transmitter is free for guides or teachers).

The total amount for the rental of this equipment must be paid directly at the audio-guide desk located in the Nouvel Building.

Receipts may be requested at the same desk at the time of payment, or by calling the advanced bookings number.

Further doubts...

Information and visitor assistance:

Please write to museoreinasofia@clorian.com or call (+34) 917 911 330.