

CHARACTERISTICS AND CONDITIONS FOR PAYMENT AND CANCELLATION

- Groups must be made up of **a minimum of 10 and a maximum of 30 people**, not including the guide.
- This type of group visit takes place in a timeband **from 9 to 10 am, Monday to Sunday, except Tuesdays** and January 1 and 6, May 1 and 15, November 9, and December 24, 25 and 31.
- Groups must purchase their tickets directly through the booking and ticket sale system on the Museum's website. The price of each ticket is **€ 40.00 plus a handling charge of € 0.40**. On a group visit, individual group members are not eligible for free entrance or discounts even when they fulfill the normal conditions for them.
- **The full price of the tickets must be paid at the moment of purchase.** The purchase must be for a **minimum of 10 tickets**. The final number of group members may be increased **up to 24 hours before the visit** from 10 to a **maximum of 30 visitors** by **making an additional booking and paying the difference**.
- The date chosen by groups when making a purchase is given on the booking receipt. They are not entitled to entry at any other time or date.
- **Tickets are sold in advance** on the Museum's website **until 72 hours before the visit**. Tickets for visits to **the Collection** may be purchased up to a maximum of **1 year in advance** of the date of the visit. For those wishing to visit temporary exhibitions, the advance sales period will depend on the opening date of each exhibition.
- **Bookings may be modified or cancelled.** The date of the visit can be changed until 72 hours before its scheduled time. Those wishing to cancel are asked to do so as far in advance as possible so that their vacant slot can be filled by another group.
- The Museum offers no refunds or exchanges for reasons outside its responsibility. **In the case of cancellations, the sum paid will not be refunded.**
- Every group must be accompanied during the visit by **a person who assumes responsibility for it**.
- This type of group visit is not available at the Museum's venues in Retiro Park (Palacio de Cristal and Palacio de Velázquez).

When purchasing tickets:

- To make or access a purchase, all clients must first register by filling in the user and password fields.
- If you forget your user name and/or password, phone (+34) 917 911 330 or send an email to museoreinasofia@clorian.com
- If any problem arises during the booking and ticket purchase process, please contact the management at: museoreinasofia@clorian.com
- To request **changes, cancellations or additional group members**, please phone (+34) 917 911 330 or send an email to museoreinasofia@clorian.com

BEFORE THE VISIT

- Each group must be accompanied by a person who assumes responsibility for it. This person will **represent the group in all dealings with the Museum staff at the entrance and during the visit**. The group's representative must produce the booking receipt for verification by the Museum staff.
- Each group must always be accompanied by a **professional guide**, who must follow the full itinerary with the group. Professional guides who provide commentaries for groups are entitled to **free entry** and must **present their accreditation to the Museum staff at the entrance. The Museum does not provide guides for these group visits**. Groups may visit with their own guides.
- A member of a group who is not included in the group ticket will in no case be admitted to the Museum.
- The group must be at the entrance designated on their booking receipt by 8.45 am. The meeting point will depend on the itinerary chosen

• **Temporary exhibitions (including “Pity and Terror in Picasso”):**

Ronda de Atocha, 2 (Nouvel Building)

• **Collection:**

Calle Santa Isabel, 52 (Sabatini Building)

- The group visit will last **exclusively from 9.00 to 10.00 am**. Entry will be permitted until no later than 9.15 am. Any such delay will affect the duration of the visit, **which can never be extended beyond 10.00 am**.
- A member of a group who is not included in the group ticket **will in no case be admitted to the Museum**.

DURING THE VISIT

- Visitors may not **leave the group or visit rooms unaccompanied by the guide and Museum personnel**.
- **Visitors may not alter the itinerary established by the Museum**. Only the rooms indicated on the booking receipt may be visited.
- If any group member wishes to leave the building before the end of the visit, they should inform the Security staff, **who will accompany them to the nearest exit**.
- **The security staff may break up the group** if the specific rules for this type of visit are not observed.
- **When the visit ends at 10.00 am, the group can enter the Museum to visit the rest of the Collection and/or temporary exhibitions**. Guides and commentaries are not allowed on this subsequent visit. If a group wishes the subsequent visit to be guided, they must make a general group booking and follow the specific rules for this type of visit.
- Photographs may be taken without flash, tripod, monopod or any other camera stabilizing device, except where the contrary is expressly indicated. Photography is not allowed anywhere in Room 206 (Guernica), and no video recording is permitted.
- Conservation of the artworks requires the rooms to be kept at a constant temperature of 21°C. It is therefore recommended that visitors take an item of warm clothing even on hot days.
- Food and drink may not be taken into the Museum.

Further information:

Tel. (+34) 917 911 330 or email: museoreinasofia@clorian.com