

CHARTER OF SERVICES

GALLERIE D'ITALIA – MILANO

ACCESS

Regularity and continuity

Opening hours

From Tuesday to Sunday, 9:30 to 19:30 (last admission at 18:30). Thursdays from 9:30 to 22:30 (last admission 21:30).

Closed

Closed on Mondays Special/holiday opening and closing hours may be found on the website www.gallerieditalia.com.

Reception service

Website

www.gallerieditalia.com.

The website is regularly updated. The Gallerie d'Italia museums can also be found on Facebook, Twitter, Instagram and YouTube.

Ticket office

The ticket office, outsourced to a third-party service provider, also acts as an information point for questions regarding the museum itineraries, any closures of rooms or events, the content of permanent collections and current exhibitions.

Price reductions and free tickets will be granted where appropriate, according to public museum regulations, including the free admission promotion every first Sunday of the month; there are also various subscription options. Admission is free for Intesa Sanpaolo employees.

The Gallerie d'Italia museum in piazza Scala participates in the *Abbonamento Musei Lombardia Milano* initiative.

Waiting times for ticket purchase

On-site

The maximum queueing time for ticket purchase on-site varies according to the time of year. In the event of longer waiting times due to large crowds or special events, visitors will be duly and regularly informed by speakers about existing queueing times.

By booking

Single tickets may be booked in two ways: online via the TicketOne website (the bookings page can be accessed using the link on the Gallerie website) or by the freephone service. For online bookings there is no queueing time. For telephone bookings, queueing times may vary.

Admission queues for visits by groups, schools and other categories.

Advance booking is compulsory for schools and groups. Schools and other groups with reservations are guaranteed priority access to the museum; without reservation, admission may require some waiting time according to the number of visitors.

Information and directions

Information point

The ticket office operates as a point of information on visit options and itinerary organisation.

Availability of free information material

At the ticket office, in the bookshop, in the cloakroom and in the reading room, there is general information material about the museum, permanent collections, temporary exhibitions, secondary activity and educational initiatives.

The same material can be found at some Intesa Sanpaolo premises and at the local IAT (Tourism Information Centre). The material is available in Italian and partially in English.

Online information about services

The Gallerie d'Italia museums are online at the following address: www.gallerieditalia.com and can be found also on Facebook, Twitter, Instagram and YouTube. The website and social media accounts are updated regularly.

Interior signage

Each area of the Gallerie displays emergency signs (maps indicating location of fire extinguishers, escape routes and lighting towards emergency exits).

Exterior signage

The museum entrance displays a sign showing opening times, normal days of closure and holiday closures, together with directions for people with disabilities.

Service staff and room staff

Room staff, wearing uniforms and identity badges, have been trained in historic-artistic subjects, and can assist visitors by giving information about displays during their visit to the Gallerie. Our staff speak a number of languages including French, English and Spanish.

Access for people with disabilities

All the museum rooms can be accessed by visitors with disabilities thanks to elevators and platform lifts. The museum has accessible toilets. Four wheelchairs are also available at the ticket office.

VISITS

Scope

Availability of material

Rooms open to the public

There are 39 rooms open to the public, equivalent to 100% of the visitable area. For special events (concerts, shows, conferences, etc.), it is possible that some rooms may be closed: in this case, the public will be duly informed by signs outside the museum and notices on the website.

One particular area of the museum is the bank vault, which now hosts mostly contemporary artwork and is open for visits by guided tour or special initiatives every third Thursday of the month.

For safety purposes, a maximum number of visitors is allowed:

- 150 people on the first floor of Palazzo Anguissola
- 25 people inside the bank vault
- 99 people seated in Salone Mattioli (for special events), making a total of 1,150 people in the Museum

The museum also includes the Garden of Alessandro Manzoni (open: 9:30 - 18:30, and on Thursdays 9:30 - 21:30).

Specific rooms and areas

In addition to the 39 exhibit rooms, there are:

3 classrooms, one of which may also be used to show films (the classroom with projector can hold up to 50 people, while the pink classroom has a capacity of 25)

1 cloakroom area (maximum people allowed: 100 people)

1 large cloister, also available for use as a teaching area and for events

1 garden (maximum people allowed: 180 people)

1 multimedia room

1 reading room

1 restoration workshop "Officina delle idee"

1 bookshop

1 cafeteria

4 bathrooms, with 3 accessible toilets.

All these areas are available for use according to the limitations above.

Areas dedicated to communication

There are 11 fixed multimedia workstations, with touch screens and video screens positioned around the exhibit rooms. Other sets are generally added for temporary exhibitions. Educational activities are carried out in three dedicated classrooms, and there is the option of a fourth and fifth rooms (by setting up tables in the cloister).

One of the classrooms can be converted into a projection room.

Rest areas

Rest areas with benches are located in the entrance and throughout the itinerary (multimedia areas).

Lighting

The lighting is designed to prevent shadowy areas, strong flashes of light, reflection or other phenomena that may cause excessive eye strain for visitors. In the areas dedicated to temporary exhibitions, lighting solutions change according to the specific event.

Monitoring and maintenance of rooms and areas

Monitoring and maintenance of rooms and areas take place regularly.

Efficacy of mediation

Tools available to explain and facilitate enjoyment of exhibitions

Mobile panels and/or info boards

All the areas and exhibition rooms offer descriptive panels in Italian and English. The permanent display areas also have multimedia devices such as video or touch screens.

Captions

All the works are captioned, complete with translations in English.

Any absent artwork (due to restoration work or loans) is immediately signalled by captioning and photographic reproduction of the work.

Short guides

Short guides are available for a fee, explaining the collections and buildings.

General catalogue

An exhibition catalogue is created for temporary exhibitions.

Audioguides

An audioguide device may be rented for a fee of €1. To guarantee ongoing service, even in periods of restricted service due to the health emergency, visitors can download (free of charge) the MuseOn App to their smartphone or device.

Educational visits

Adults: guided tours for adults are subject to a fee and can be booked by phoning 800.167.619 or by writing to milano@gallerieditalia.com. They are available, on request, in English, French or Spanish.

Schools: guided tours for schools are free of charge and can be booked by calling 800.167.619 or by writing to milano@gallerieditalia.com. Itineraries include both permanent collections and any current temporary exhibitions. Depending on the itinerary chosen, the visit may include a creative segment, to be carried out as a workshop.

For a better working relationship between the museum and school staff, an email address is specifically dedicated to teachers and educators, by which they can set up particular itineraries and clarify the specific needs of a class. The email is managed directly by museum educational staff at Gallerie d'Italia: milanoaccessibile@gallerieditalia.com.

Families: there are family activities, which can also be carried out independently, at weekends or for special events/holidays.

Website

www.gallerieditalia.com

Multimedia tools

In both the permanent collection sections, there are video screens and touch screens with background material.

Further multimedia workstations are added during temporary exhibitions.

Online tools

On the museum website it is possible to find information on the museum itself, the building, its layout and the collections.

The art works can also be viewed on the website <http://progettocultura.intesasanpaolo.com> (photo and caption).

Other information material

Printed material on permanent collections, temporary exhibitions and activities on offer can be found at the ticket office.

Trained staff to assist visitors with disabilities

Ongoing

Staff members at Gallerie d'Italia are able to offer assistance to visitors with sensory, mental or physical impairment during their visit to the museum. Thanks also to experience acquired during the project *Strolling through Milan museums*, in collaboration with Fondazione Manuli, and after hosting the exhibition *Art awakens the soul*, which involved the training of educational staff by professional psychologists and experts, the museum staff can assist people with Alzheimer's disease, and individuals with Asperger's or ASD, creating bespoke educational projects for them.

Visitors with impaired eyesight can request specialised assistance guides or use support material (braille books and tactile surfaces for some works in the collection) in complete autonomy.

There are four wheelchairs available at the ticket office for visitors with physical disability. Every staircase or different floor level can be tackled thanks to the presence of elevators and platform lifts; visitors are always assisted in this by Gallerie staff.

On request where not continually present

Continually present.

Specific tools available for individuals with sensory or cognitive impairment

Specific tools and aids for people with impaired eyesight are always present in the rooms

Specific itineraries

There is a wide range of itineraries and workshops that are totally free of charge and designed for the needs of visitors with disabilities, which may be booked by writing to milan-oac-cessibile@gallerieditalia.com.

Special projects in progress:

- projects for community day centres where shared observational activity and involvement of participants increase the experiential and cultural level of young people;

- Strolling through Milan museums*: itineraries organised in partnership with Fondazione Manuli that involve the use of works of art to allow a full social and relational experience for individuals suffering from Alzheimer's Disease;

- Other eyes*, an itinerary conceived for people with impaired eyesight and supported by the services of a specialised guide and by the use of tactile surfaces;

- My museum*, a project involving different proposals for individuals with ASD (at the low, medium and high end of the spectrum) and Asperger's syndrome. This is available to groups, specialised centres and school groups;

- The positive power of art*, an itinerary in partnership with the ArtUp association, aimed at training of art-health mediators for people with mental health issues.

MUSEUM SERVICES

Scope

Bookshop

Overlooking piazza della Scala, the bookshop is open also to the general public. Here you can find a wide range of publications from the world of art and culture, as well as design objects and a line of merchandise dedicated to our collections. The premises can be accessed from inside the museum but there is also an independent entrance from outside; thus, the bookshop is not subject to the admission fee. The bookshop observes the same opening hours as the Gallerie, with additional opening on Mondays from 9:30 to 19:30.

Cafeteria

The cafeteria, which is outsourced to a third-party service provider, can be accessed both from inside the museum and from an independent entrance outside. The cafeteria's opening hours are as follows: Monday-Sunday 8:00-20:00, Thursday 8:00-22:30.

Restaurant

The restaurant Vòce – Aimo e Nadia, managed by a third-party company, is open at the following times: Monday to Saturday - 11:30 to 15:00 and 19:00 to 23:00; closed on Sundays. The restaurant can be accessed both from inside the museum and from an independent entrance outside.

Cloakroom

All umbrellas and large bags/rucksacks must be left in the cloakroom, which also takes smaller bags/items as wished. This service is free and supervised.

Safekeeping of possessions

See above.

ENHANCEMENT

Scope

Exhibitions

Since opening, the Gallerie have integrated and enhanced their permanent collections with temporary displays. The Gallerie d'Italia museums also participate in temporary exhibitions in Italy and abroad, by loaning works from their collections.

Events (conferences, meetings, concerts, publishing launches, etc.)

The Gallerie d'Italia have hosted many events, including:

- educational days
- talks on the works of art included in collections, sometimes with the artists themselves present, and concerts
- film screenings
- book launches
- meetings with writers, musicians, etc.
- theatrical performances
- themed aperitif events linked to exhibitions/collections

Publications (catalogues, scientific literature, etc.)

At the bookshop a wide range of publications are available:

- three annotated catalogues about the collections of twentieth century artworks owned by Intesa Sanpaolo
- catalogues and short guides on the nineteenth and twentieth century collections
- catalogues to mark various temporary exhibitions, some also accompanied by versions in different languages

Promotion of activity/initiatives

According to the type of initiative, different methods of communication are adopted. Here are the most common: information brochures, newspaper pages and periodical notes, interior and exterior signage, local hoardings, mailing lists, social networks, website, press releases, video clips on regional and national news bulletins or TV networks. The initiatives are promoted by the Intesa Sanpaolo Media and Associations Relations Office, by the Intesa Sanpaolo Art, Culture and Historical Heritage Department, and/or by the third-party service provider.

Additional resources

- Collaboration with community day-care centres in the municipality of Milan.
- Collaboration with other Milan museums on the art therapy project *Strolling through Milan museums*, for visitors affected by Alzheimer's Disease, in partnership with Fondazione Manuli.
- Collaboration with the Visual Rehabilitation Centre of Pavia of the IRCCS Fondazione Maugeri, and with the Museo Omero of Ancona for the development of the project *Other eyes* created by Anna Pericoli of Civita and dedicated to visually-impaired visitors.
- Collaboration with the Associazione Amici del Fai, for the project called *Art as a bridge between cultures e One art work, two voices*.
- Collaboration with the Farsi Prossimo cooperative on a project aimed at helping political refugees.
- Collaboration with the association ArtUp and the Sacco Hospital for the project *The positive power of art*.

Private individuals and associations may hire some of the rooms in the museum.

EDUCATION AND TEACHING

Scope

Initiatives

Educational initiatives are aimed at different visitors:

- adults
- families
- visitors with disabilities
- schools.

Visits, planned and coordinated by staff of Civita Mostre e Musei SpA, revolve around the permanent collections and temporary displays.

Bookings can be made by phoning the freephone number 800.167.619 or by writing to milano@gallerieditalia.com

Themed itineraries and tours

Adults and families. There are different options for themed visits and itineraries for adults:

- possibility to book a guided tour for groups at any time during museum opening hours, choosing from a wide range of options and languages (English, Spanish, French);
- possibility to take part individually in visits organised every Sunday for adults;
- possibility to participate in organised family visits with your children.

Art and entertainment workshops

Schools. The range of options for schools is wide and varied, involving viewing of the museum artworks followed by an artistic workshop. The tours are free of charge for schools, and organised according to government-established curricula and age groups, for all levels and classes. All itineraries are accessible to young visitors with disabilities. There is also a wide range of foreign language itineraries (English, French, Spanish).

Options for schools are outlined on the Gallerie website and sent by email to schools: printed brochures are available on-site.

Many workshops are organised specifically for children and teenagers with sensory or cognitive impairment. For detailed information and to organise visits efficiently with museum education staff, there is a specific email address: milanoaccessibile@gallerieditalia.com.

Training courses for schoolteachers

At the beginning of each school year, the Gallerie education team organises open days for teachers to present the new programme of initiatives: they explain in detail the new itineraries, any support material for visits, and methods of booking.

This initiative is free of charge (booking required).

Training courses for education staff

There are various partnerships with external organisations for the training of education staff and cultural mediators.

These include:

- *Accessibilmente*, a training course for museum staff on accessibility in the Lombardy Region;
- *Art as a bridge between cultures* with Amici del Fai;
- the associations *l'Immaginario* and *Autismo Firenze* for training courses on autism;
- *Fondazione Manuli* for a training course on Alzheimer's Disease;
- *Fondazione Istituto dei Ciechi di Milano*, for a training course on assisting visually-impaired people.

Special projects in partnership with schools

Various projects have been organised by the Gallerie and schools together, including:

- work-related learning projects, e.g. *Careers in Art*;
- collaborations with Bocconi University masterclasses, *Sole24Ore*, and *Università Cattolica*.

Other initiatives

During the year, the following may also be organised:

- themed visits to mark holidays/celebrations or related to local cultural initiatives
- guided tours focusing on one artist/artistic movement
- themed visits followed by an aperitif event
- short guided tours followed by a film screening.

Information and assistance from trained staff

The Gallerie d'Italia offer the *ChiediMi* service: museum staff are always available to offer explanations and more information on the artworks and museum building. All staff members hold university degrees in art subjects.

Regularity and continuity

Possibility of consulting educational material

There is always a staff member available to provide information or explanations on how to implement the educational activity. Teachers are also provided with an email address whereby they can contact staff directly should they need to change an itinerary.

News

Targeted promotion of initiatives

Communication about educational activities takes place via:

- designated brochures
- school mailing lists
- advertisement in industry publications
- open days for teachers
- website.

DOCUMENTATION ON ARTWORKS AND HERITAGE

Regularity and continuity

Opportunity for consultation

During opening hours, it is possible to use the multimedia points located in the museum. Books and catalogues regarding the two collections can be consulted in the museum.

Scope

Scope

Availability of:

Catalogue records

Records online. Many works can also be viewed online at <http://progetto-cultura.inte-sasanpaolo.com> and www.gallerieditalia.com.

Works owned by Fondazione Cariplo can also be viewed on the website www.artgate-cariplo.it (photograph, caption and fact sheet).

Conservation records

Not available.

Handling records

Not available.

Photographic archive

Not open to the public.

Multimedia archive (audio, visual)

Audio and video material can be accessed via the touch screens in the *Cantiere del '900* and *From Canova to Boccioni* areas.

Publications:

- annotated catalogue of the twentieth century collection in three volumes, published in 2012 by Intesa Sanpaolo
- catalogues of temporary exhibitions at the Gallerie
- catalogues of permanent collections on display at the Gallerie.

RELATIONS WITH STAKEHOLDERS

Scope

Stakeholder engagement

Collaboration with the Municipality of Milan for display of a masterpiece, at Christmas, at the council's headquarters in Palazzo Marino.

News

Business results communication method

Communication of business results are available in the Sustainability Report.

SPECIALIST SERVICES

Archive

Not open to the public.

Library

Not present

Photographic database

Not present

Warehouse

Not open to the public.

IMPROVEMENT OBJECTIVES

Scope

Initiatives aimed at improvement:

Of the premises/structures

Recent modernisation work has resulted in the creation of a new classroom area.

Of the collections

Promotion of collections by loaning of works to temporary exhibitions in Italy and abroad.

Of enhancement operations

Creation of innovative itineraries for a constantly fresh approach to the permanent collections.

Other

Updating of website for more user-friendly activity and inclusion of special content

CONTACT FOR THE COMPLETION OF THE CHARTER OF SERVICES

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COMPLAINTS

Complaints

Complaints may be submitted by email to milano@gallerieditalia.com