

CHARTER OF SERVICES

GALLERIE D'ITALIA - VICENZA

ACCESS

Regularity and continuity

Opening hours

From Tuesday to Friday, 10:00 to 18:00 (last admission at 17:30).

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 - Palazzo Leoni Montanari participates in the *MUSEUM CARD. Vicenza perla del Rinascimento* scheme.

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 recommended 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. In the case of groups or schools who have not booked, admission to the museum will vary depending on the number of visitors present and on other groups that have booked: when there are few visitors present, admission may be immediate; otherwise, waiting times may be of 5/10 minutes or more.

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, general material is available providing information about the museum, permanent collections, temporary exhibitions, secondary activities and educational initiatives. The same material can also be found at the local tourist information points (IAT Vicenza). The material is available in Italian and 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 and days of closure. There is also information about any temporary exhibitions being held in the museum.

Service staff and room staff

Room staff, wearing uniforms and identity badges, have been trained in historic-artistic subjects, and can supply visitors with 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. A wheelchair is also available.

VISITS

Scope

Availability of material

Rooms open to the public

There are 25 rooms open to the public, located on the ground floor, the piano nobile and the second floor. For special events (concerts, shows, conferences, etc.), some piano nobile rooms may be closed to the general public.

For safety purposes, a maximum of 120 visitors are allowed on the ground floor, and a maximum of 360 on the first and second floors, of the building.

The museum's rooms and other areas are cleaned daily.

Specific rooms and areas

In addition to the exhibit rooms, there are:

1 a reception area

2 a bookshop

3 classrooms

1 cloakroom area

1 bathroom area accessible to visitors with disabilities.

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

Areas dedicated to communication

A video-wall is present in the reception area.

Multimedia points are generally added for temporary exhibitions.

Educational workshops are held in specially equipped areas.

Rest areas

There are rest areas with benches located in the reception area and throughout the museum.

Lighting

The lighting is designed to prevent shadowy areas, strong flashes of light, reflections or other phenomena that may cause excessive eye strain for visitors.

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.

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

A short guide to the Gallerie of Palazzo Leoni Montanari and to the other Gallerie d'Italia museums, as well as annotated catalogues of the permanent collections or temporary exhibitions, can be purchased from the bookshop.

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 and creative workshops for adults, which may be free of charge or subject to a fee, can be booked by phoning 800.167.619 or by writing to vicenza@gallerieditalia.com. They may also be conducted in English, on request.

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

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

A video-wall is present in the reception area showing videos about the Gallerie and any temporary exhibitions being held.

As a rule, further multimedia workstations are added for 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/> (photograph 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 those visitors with sensory or physical impairment during their visit to the museum.

There is a wheelchair available in the reception area 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 not permanently present but available on request (tactile book).

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 can be booked by calling 800.167.619 or by writing to: vicenzaaccessibile@gallerieditalia.com.

MUSEUM SERVICES

Scope

Bookshop

The bookshop located in the ticket office area 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 bookshop area is accessible also from outside the museum. The opening times of the bookshop, managed by a third-party company, are the same as those of the museum itself.

Cafeteria

Not present

Restaurant

Not present

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.

Safekeeping of possessions

See above.

ENHANCEMENT

Scope

Exhibitions

Since opening, the Gallerie have integrated and enhanced their permanent collections with temporary exhibitions.

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.)

Le Gallerie d'Italia host numerous events, including: educational days, talks on the works of art included in their collections, concerts, film screenings, book launches, meetings with poets, writers, musicians etc., theatrical performances, and themed aperitif events linked to exhibitions/collections.

Publications (catalogues, scientific literature, etc.)

At the bookshop a wide range of publications are available: a short guide to Palazzo Leoni Montanari and to the permanent collections, an annotated catalogue of the collections, and other catalogues for temporary exhibitions.

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.

Other

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, and schools. Visits, planned and coordinated by the Gallerie's educational staff, revolve around the permanent collections and temporary exhibitions.

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

Themed itineraries and tours

Adults and families. There are various options of themed tours and itineraries for adult visitors: guided tours may be booked for groups at any time during the museum's opening hours, with the choice of a number of possible tours, with details also given in English; visitors may join one of the scheduled tours specifically designed for adults; or they may participate with their children in scheduled workshops, or in workshops for families organised independently.

Art and entertainment workshops

Schools. There are numerous different options for school groups, and in the majority of cases these comprise themed tours accompanied by a moment of creative reflection, in a workshop setting, on what they have seen. 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 itineraries offered in English.

Options for schools are outlined on the Gallerie website and sent by email to schools. All workshops are designed to be inclusive. Moreover many workshops are organised specifically for children and teenagers with sensory or cognitive impairment.

Training courses for schoolteachers

At the beginning of each school year, the Gallerie education team staff 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. The meeting is completed with a presentation of the museum's rooms and collections.

This initiative is free of charge (booking required).

Training courses for education staff

Training courses for teachers, operators and cultural mediators are organised regularly.

Special projects in partnership with schools

The museum cooperates with the *Hospital school* project organised in the paediatric and paediatric surgery ward of Vicenza Hospital. The project in question comprises a series of creative workshops inspired by the Gallerie's collections, organised on request in the project's classrooms on the ward.

Other initiatives

Moreover, the following initiatives are organised during the course of the year: themed tours during public holidays/anniversaries or associated with public cultural events; guided tours of temporary exhibitions; themed tours followed by an aperitif event; short tours followed by film screenings; museum itineraries that visitors can follow independently; creative workshops (of a pictorial-graphic and musical character); sensory itineraries; play-based itineraries for families; and special itineraries for elderly visitors.

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 the educational services directly in the event they need to change an itinerary.

News

Targeted promotion of initiatives

The communication of educational activities takes place via: special brochures, school mailing lists, advertisement in industry publications, open days for teachers, and the website.

DOCUMENTATION ON ARTWORKS AND HERITAGE

Regularity and continuity

Opportunity for consultation

Many works can also be viewed online at <http://progettocultura.intesasanpaolo.com> and www.gallerieditalia.com.

Scope

Availability of:

Catalogue records

Records online. The art works belonging to Intesa Sanpaolo may also be viewed on the website <http://progettocultura.intesasanpaolo.com> (photograph and caption); images of the art works are also available on the website www.gallerieditalia.com.

Conservation records

Not available.

Handling records

Not available.

Photographic archive

Not open to the public.

Multimedia archive (audio, visual)

Not available.

Publications:

A short guide to the Gallerie of Palazzo Leoni Montanari, as well as catalogues of the permanent collections..

RELATIONS WITH STAKEHOLDERS

Scope

Stakeholder engagement

Agreements with the Municipality and with the city's other museum organisations on the establishment of a single ticket.

Agreements with the Municipality regarding the sponsorship of exhibitions.

Collaboration with universities in the organisation of cultural events.

Collaboration with associations regarding cultural events and activities.

Collaboration with voluntary associations regarding the free provision of cultural and educational visits.

Agreements with consulates, foreign cultural institutions and international museums in regard to joint cultural initiatives.

News

Business results communication method

Communication of business results is made in the Sustainability Report.

SPECIALIST SERVICES

Archive

Not open to the public.

Library

Not present

Photographic database

Not present

Warehouse

Present and can be visited subject to booking.

IMPROVEMENT OBJECTIVES

Scope

Improvement objectives

A special itinerary for deaf visitors is planned.

Initiatives aimed at improvement:

Of the premises/structures

Recent modernisation work has resulted in the creation of a new educational 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

Name

Elena

Surname

Milan

Position

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COMPLAINTS

Complaints

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