



Assessorato
alla Cultura, Creatività
e Promozione Artistica
Sovrintendenza
Capitolina
ai Beni Culturali

musei **in** **ROMA**
omune

Quality Services Charter

Civic Museum Network of Rome

ROMA CAPITALE

2014

Civic Museums and Tourist Information Points - Rome



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Principles of the Quality services charter

Presentation

The Civic Museum Network of Rome is composed by several sites (Annex 1: list and description of services in each museum) and art collections of great historical and artistic significance. They are subject to several institutional activities of study, conservation and research, and also have, a common project of elaboration, production and cultural valorisation.

The Network coordinates human, technological and financial resources in order to offer to customers the following services: cultural activities and exhibitions of great significance, customer care and museum custodians, educational and didactical activities, publishing and merchandising.

The Managing Company is in charge of managing and enhancing the museums of the Network by organizing events, exhibitions, meetings, concerts and didactic tours and workshops (Annex 2: the Managing Company).

What is the Services Charter

The Services Charter of the Civic Museum Network of Rome follows the ICOM definition of the museum as "a non-profit making, permanent institution in the service of community and of its development, and open to the public, which acquires, conserves, researches, communicates, and exhibits, for purposes of study, education and enjoyment, material evidence of humans and their environment". The focus of its interests are society and customers. The Charter lists the General Principles, visiting information for each museum (address and web site, telephone numbers, opening hours, admission fees, active services, accessibility to disabled people), the Managing company commitment to respecting the quality standards stated in the Service Charter. The Aim of the document is the promotion of the available services, the transparency in the relations between the Civic Museum Network and customers, the qualification of the services offered. The Network aims at satisfying the needs of customers by identifying the most appropriate actions that allows it to always understand new and different needs. The Civic Museum Network will be equipped with new venues. The implementation of services in compliance with the Service Charter standards will be achieved within six months from the date of appointment of the Managing Company.

Legal references

This Charter follows the principles contained in the following documents:

- Code of Professional Ethics ICOM-UNESCO adopted by the 15th General Assembly of ICOM (International Council of Museums), in Buenos Aires, Argentina, on November 4th 1986.
- Prime Minister's Directive issued on January 27th, 1994: "Principles on the supply of public services".
- Prime Minister's Directive issued on October 11th, 1994: "Principles for the setting up and operation of Public Relations Offices".
- Lazio Regional Law no. 42 November 24th, 1997: Rules regarding cultural services and heritage.
- Guideline on technical-scientific criteria and standards of functioning and development of museums (art. 150, paragraph 6, Decree no. 112/1998).
- Article 11 of Legislative Decree No. 286 of 1999.
- Decree of the Ministry of the Cultural Heritage and Environmental Conservation issued on 10 May 2001 – Guideline on technical-scientific criteria and standards of functioning and development of museums.
- Code of Cultural Heritage and Landscape, approved with Legislative decree January 22nd, 2004, no. 42.
- Article 2, paragraph 461, 2008 Finance Law.

It is understood that any amendments, supplements or re-enactments to the above that may take place from time to time, or modifications to their application that may result from changes elsewhere, are incorporated immediately into this Service Charter.

General principles

The Services Charter is based on the following principles:

Equality and impartiality

All customers shall have access to the services offered by the Network at the same conditions. Equality means the ban of any unjustified discrimination. Therefore, anything shall be done in order to conform the performance of the service to the needs of customers with special needs. Wheelchairs are available in the principle museums for visitors who have difficulty in walking.

Continuity

The services shall be continuous and be provided on a regular basis. In case of obstacles the Civic Museum Network will inform customers beforehand and will adopt the necessary measures to reduce possible inconveniences.

Partecipation

Customers, also single customers, can participate in order to have the right quality of the service. Customers can make remarks, have demands or suggest proposals to improve the service. The Civic Museum Network gives a feedback to customers about their suggestions and proposals within one month.

Courtesy

Customers shall be treated with courtesy and respect. Customer staff shall be recognizable, helpful and ready to answer promptly and correctly to any information and inquiry.

Effectiveness and efficiency

The Civic Museum Network aims at improving the effectiveness and efficiency of its service by adopting the best technological, organizational and procedural solutions to reach its goal.

Clearness and intelligibility of the messages

messages The Civic Museum Network is committed to do its best for the clearness and effectiveness of the language used with customers.

Validity & update

The Charter is valid since its publication and represents a contractual commitment by rights on behalf of the Civic Museum Network. This version might be updated every two years in the light of the future evolution of the Network, to improve its quality standards.

User safeguards

In order to protect customers in the respect of this document, there is an office of the Services Charter by the Managing Company. In charge of evaluating the quality of the given service, this office verifies systematically and continually, also with the participation of customers, the conformity to standards, the degree of satisfaction of customers and the possibility to improve the service. Quantity methods are used to survey the satisfaction of customers, through instruments apt to know the opinion of as many customers as possible: questionnaires of customer satisfaction and collection of suggestions and complaints forms.

Suggestions and complaints

Customers' suggestions and complaints concerning the services described in this Charter are welcome and they can be addressed to:

Ufficio Carta dei Servizi di Zètema, Via Attilio Benigni 59 - 00156 Roma
tel. 06 820771, fax: 06 82077345; ufficiocartadeiservizi@zetema.it

or they can be lodged in the suggestion box in each museum (located in/near the ticket office). In line with Municipal Resolution no. 136 of June 16th, 2005, all suggestions and complaints (letters, fax, email, etc.) will be replied to within 30 days of receipt.

Compensation

If one of the services listed in this Charter is not provided, or if there is any unexpected delay in dealing with your complaint, the Managing Company compensates, upon request, for all or part of the costs incurred.

In order to allow workers the free exercise of their union rights, the Museums could be closed for trade union assembly or strike (such information will be available at the museum's ticket office or on the museums' official web site): in case of total or partial closing, tickets will not be refunded.

The Managing Company undertakes to reduce the disruption time.

Quality standards

In order to allow customers to verify the factors on which depend the quality of the services pursued by this Charter, the Civic Museum Network fixes some indicators or quantitative and temporary parameters, and the peculiarities allowing their measurement. For each indicator are determined the reference standard values (Annex 3: Validation matrix of standards). The collected data are published every year on the official website: www.museiincomuneroma.it

Quality standards - Essential services

Reception and Ticketing

Information in Italian and in English are displayed in the ticket office, about:

- price of tickets (full-price, Concessions-rate, and combined tickets; during cultural events and exhibitions, the price of tickets may vary)
- price of audioguides
- who has the right to free entrance and Concessions tickets (Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.)
- Visitor Admission Regulations (prohibitions)
- notice of possible dysfunctions.

The Council resolution (n° 67 - July 28, 2010) states that all the tourists visiting Rome will have to pay a small tourism tax for the services provided by the City.

The same information can be found in French and Spanish on the website: www.museiincomuneroma.it

It is possible to have information about the museum, its events and the Civic Museum Network from the staff, also in English.

- In the area of the reception it is possible to have information leaflets (at least in Italian and in English) with:
 - some historical and artistic information
 - timetable
 - prices of tickets, audio-guide
 - map of the museum (Musei Capitolini, Mercati di Traiano and Villa Torlonia)
 - services available
 - events and temporary exhibitions
 - quarterly calendar of events and didactic (Musei Capitolini)

Information on opening hours and events held in the Civic Museum Network are provided by: brochures, 060608 Contact Centre, the web portal, ticket offices, Tourist Information Points (PITs) and the local press.

Roma Pass

The Card is the Capital's first sightseeing package that offers discounts and services to encourage visitors to enjoy the outstanding cultural attractions and museums of the City. The pass entitles holders to free admission to the first two museums and/or archaeological sites visited, full access to the public transport system, discounted tickets from the third entrance to exhibitions and events. At the Coliseum and Musei Capitolini, there is a special access that allows holders of the Card to enter the monument without waiting on line. When you present the Card at the ticket windows of the other museums and/or archaeological sites, you are entitled to skip the line. No reservation is required, except for the Borghese Gallery. Wherever there is a combined entry arrangement (for example at the Coliseum or at the Planetarium), this counts as a single entry and includes any event/exposition being held at the site at the time of the visit. Free admission to the following museums: Museo della Repubblica Romana e della memoria garibaldina, Museo Bilotti a Villa Borghese, Museo Canonica, Museo delle Mura, Museo Napoleonico and Villa di Massenzio (during Roma Pass validity period and in addition to the 2 free admissions). The card is valid for three days, up until midnight of the third day, including the day of the activation.

Cloakroom

- The cloakroom service is included in the price of the ticket and can be found in the following museums: Musei Capitolini, Centrale Montemartini, Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis, Museo di Scultura Antica Giovanni Barracco, Museo di Roma, Museo Napoleonico, Galleria d'Arte Moderna, MACRO, Museo Carlo Bilotti, Museo di Roma in Trastevere, Musei di Villa Torlonia, Museo Civico di Zoologia.
- In order to protect the works, the staff may ask visitors to leave bulky bags, rucksacks, umbrellas, and any other potentially dangerous items in the cloakroom facilities.
- Any complaint should be made as soon as items are collected by filling a form countersigned by the area manager or by the coordinator of the custodian service.
- Items deposited in the self-service cloakroom should be collected before the museum closing time.

Museum Custodian and Assistance

- Museum custodians will provide visitors with information - including in English - on museum sections, services and events, and will require compliance with the Museums regulations.
- In the museums a vigilance service, a constant and direct control of the collections, during exhibitions, congresses and similar activities is guaranteed.

Signals

- The immediate identification of Civic Museum Network is facilitated by the use of a logo and a unified image.
- All the museums can be recognized from outside for the banners and/or plates/totem indicating the entrance and the timetables.
- In all the museums of the Network there are panels in Italian and in English indicating essential services, such as toilettes and - where existing - lifts, cafés and bookshops.
- MACRO and MACRO Testaccio have different graphic signs from those of the Civic Museum Network.

Internet Portal

The Civic Museum Network has the following domain

www.museiincomuneroma.it, and each museum has its own site and email address.

The following museums have their own internet site:

- Musei Capitolini **www.museicapitolini.org**
- Centrale Montemartini **www.centralemontemartini.org**
- Mercati di Traiano **www.mercatiditraiano.it**
- Museo dell'Ara Pacis **www.arapacis.it**
- Museo di Scultura Antica Giovanni Barracco **www.museobarracco.it**
- Museo della Civiltà Romana **www.museociviltaromana.it**
- Museo delle Mura **www.museodellemuraroma.it**
- Villa di Massenzio **www.villadimassenzio.it**
- Museo della Repubblica Romana e della memoria garibaldina **www.museodellarepublicaromana.it**
- Museo di Roma **www.museodiroma.it**
- Museo Napoleonico **www.museonapoleonico.it**
- Casa Museo Casa Moravia **www.casaalbertomoravia.it**
- Galleria d'Arte Moderna **www.galleriaartemodernaroma.it**
- MACRO e MACRO Testaccio **www.museomacro.org**
- Museo Carlo Bilotti **www.museocarlobilotti.it**
- Museo Pietro Canonica **www.museocanonica.it**
- Museo di Roma in Trastevere **www.museodiromaintrastevere.it**
- Musei di Villa Torlonia **www.museivillatorlonia.it**
- Planetario e Museo Astronomico **www.planetarioroma.it**
- Museo Civico di Zoologia **www.museodizooologia.it**

Information in English, French and Spanish can be found in each museum belonging to the Civic Museum network:

- Historical and artistic background, projects and restoration works;
- Location;
- Theme and Hall based routes and the chance to create your own route;

- Present, past or future exhibitions and events;
- Educational activities for children and for all;
- Address and timetable
- Prices of tickets, audio-guides, didactic
- Visitors Admission Regulations (prohibitions)
- Access for disabled people
- How to reach the site by public transportation
- Available services
- Possible extraordinary openings
- Quality services charter
- Libraries, archives, documentation centers, requests of photo reproductions, loan services
- E-mail for each museum in the portal.

In the multimedia area, you can also download audio-guide mp3 files related to the Musei Capitolini, Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis Museo Scultura Antica Giovanni Barracco, Museo di Roma e Musei di Villa Torlonia. You can also watch film sequences of Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis, Museo di Roma, Museo Pietro Canonica, Museo di Roma in Trastevere and Musei di Villa Torlonia. A LIS (Italian Sign Language) video guide is available at the Mercati di Traiano - Museo dei Fori Imperiali and at the Museo della Civiltà Romana. These video guides have been uploaded on the Civic Museum Network YouTube channel: www.youtube.com/user/museiincomune

- You can subscribe to the museum monthly newsletter of the Network.
- Card Roma Pass and Roma & Più Pass, Tickets, guides, exhibition catalogues for every museum in the network can be purchased online.
- You can visit the official blog of the Civic Museum System at blog.museiincomuneroma.it/.

Guided tours and didactic assistance

The Civic Museum System offers, upon reservation, educational visits to schools of every grade, to groups, and workshops dedicated to children or adults. According to age, educational goals, time and subject.

The guided tours are available in ordinary or/and extraordinary openings.

Phone booking required: educational activities for schools and adults info and booking at tel. +39 060608 (Mon-Sun: from 9.00 am to 9.00 pm) at cost of a local call to Rome, long distance call for non-residents (see Contact Center).

- The guided tours are in Italian, English, French, German and Spanish.
- The audio-guide service is available at the Musei Capitolini, Mercati di Traiano Museo dei Fori Imperiali, Museo dell'Ara Pacis, Museo di Scultura Antica Giovanni Barracco, Museo di Roma e Musei di Villa Torlonia.
- Videos of the Museums are on YouTube.
- For major exhibitions, please book our whispers system for the full enjoyment of

our educational activities.

- For further information on educational activities, please visit www.museiincmuneroma.it.
- Educational information supports (panels and captions) on permanent exhibition in Italian and English.

Bookshop, reproductions of art, gifts and fancy goods, publishing

- All guides of the museum can be purchased at the museum bookshop often coinciding with the ticket office.

The major libraries in the City Museum Network (Musei Capitolini, Museo dell'Ara Pacis, Mercati di Traiano Museo dei Fori Imperiali, Museo di Roma, MACRO, Museo Carlo Bilotti e Museo di Roma in Trastevere) contain a special set of volumes dealing with archaeology, ancient art, modern art, history of art in general, as well as contemporary art, architecture, children's books in both Italian and English, with a special focus on the relevant latest publications.

In particular, a specific series of publications has been produced, which comprises official guides, scientific catalogues, and thematic books, with texts edited by the Municipal Office. In the main museums, you can find official postcards and stationery.

- The bookshop is open with the same opening hours of the museum.
- The bookshop staff speak Italian and at least another language.
- Libraries also supply a selection of items inspired by museum collections.
- The books on sale at the museum can be purchased also online at www.museiincmune.it, where a delivery service is available.

Cafè & catering

A café service is available at Musei Capitolini (Palazzo Caffarelli), at Museo Carlo Bilotti (at the Casina del Lago near the museum), at MACRO (Café 1st floor, Restaurant 2nd floor) and Museo di Roma (entrance from Piazza Navona). For timetables please visit the section "Beyond the museum" on the museums' websites. The staff of the café has a basic knowledge of English and of the procedure and HACCP qualifications.

Temporary exhibitions

- Every year the museums of the Network organize and host exhibitions with the help of experts of every field and in collaboration with public and/or private institutions.
- Admission fees may be more expensive on exhibition days; in this event, tickets for museum visits only will not be on sale.
- Some temporary exhibitions held in places of culture, may have an added cost to the ticket, even for visitors entitled to gratuity.
- For exhibitions hosted by Palazzo Caffarelli at the Musei Capitolini, visitors may buy tickets for the exhibition only.

- Some hall can be particularly dark and dimly lit, this is due to climate issues for a better conservation of the works of art.

Promotion and information

The Civic Museum Network can be easily identified by the same logo and image. Information related to timetable and events of the Network are provided through leaflets, the contact center 060608, the internet sites, the information at the ticket office and at the reception of the museums, the Tourist Information Offices and local newspapers.

060608 Contact Centre

- The 060608 Contact Centre is open every day of the year, from Monday to Sunday, from 9.00 am to 9.00 pm, at the cost of a local call from Rome or a long-distance call for non-residents.
- The qualified staff provide in six different languages (Italian, English, French, German, Spanish and Japanese) the following services:
 - Tourist and cultural information on events and shows
 - booking of cultural events and educational tours.
- Online selling of the Roma Pass, tickets for museums, exhibitions, theatres, cultural events and shows (for which online tickets are available), with credit card, issuing a confirmation number to collect tickets at the door before the show and at the entrance of the sites.
- The tourist information service is also available online at www.060608.it where you can find all the information you need to visit the city.
- The tourist information service is also provided by the Tourist Information Points, located in the center, at the main station and at the airports.
- The staff offers assistance with any queries regarding tourism, culture and hospitality of the city of Rome, a wide range of free promotional material, including maps of the city center (Attachement 4 Map of Rome with the addresses of the Tourist Information Points).

Extraordinary opening for special events

The Event Service provides for the extraordinary opening of museums in the Civic Museum Network to host cultural events, guided tours, lecture series, and other cultural initiatives. For information, please call our contact center (see 060608 contact center).

Cleaning and maintenance

The Managing Company is directly responsible for the cleaning service at the Civic Museum Network. Maintenance operations will be carried out within 24 hours of a fault report from the contact center and electronic ticket offices. For any other failures, maintenance will be performed at the request of museum managers.

Annex 1:

List of Musems of the network

The Civic Museum Network includes the sites listed below, to which the Service Charter applies. The Civic Museum Network could be equipped with new venues and the implementation of services in compliance with the Service Charter standards will be achieved within six months of the date of appointment of the Managing Company.

- **Musei Capitolini**
- **Musei Capitolini - Centrale Montemartini**
- **Mercati di Traiano - Museo dei Fori Imperiali**
- **Museo dell'Ara Pacis**
- **Museo di Scultura Antica Giovanni Barracco**
- **Museo della Civiltà Romana** (Temporarily closed due to restoration works)
- **Museo delle Mura**
- **Villa di Massenzio**
- **Museo di Roma**
- **Museo Napoleonico**
- **Galleria d'Arte Moderna**
- **Museo della Repubblica Romana e della memoria garibaldina**
- **Casa Museo Alberto Moravia**
- **MACRO**
- **MACRO Testaccio**
- **Museo Carlo Bilotti Aranciera di Villa Borghese**
- **Museo Pietro Canonica a Villa Borghese**
- **Museo di Roma in Trastevere**
- **Musei di Villa Torlonia Casina delle Civette**
- **Musei di Villa Torlonia Casino Nobile**
- **Planetario e Museo Astronomico** (Temporarily closed due to restoration works)
- **Museo Civico di Zoologia**



Musei Capitolini

Address

Piazza del Campidoglio, ROME

www.museicapitolini.org - www.060608.it

Opening time

Tuesday-Sunday 9 am-8 pm. Admission is allowed until 7 pm.
24 and 31 December 9 am-2 pm. Admission until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 11,50, Concessions euros 9,50 (Tourism tax included; see Reception and Ticketing). Integrated Musei Capitolini + Centrale Montemartini (valid for one week): full price euros 12,50, concessions euros 11,50.

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- cafeteria, refreshment & catering
- guided tours and didactic assistance
- tours for the visually impaired
- audio-guides in languages
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 contact center
- cleaning and maintenance

Access for disabled people

Yes, from Via delle Tre Pile no.1. Tel 06.67102071. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Musei Capitolini Centrale Montemartini

Address

Via Ostiense, 106 ROME

www.centralemontemartini.org - www.060608.it

Opening time

Tuesday-Sunday 9 am-7 pm.

Admission is allowed until 6.30 pm.

24 and 31 December 9 am-2 pm. Admission until 1.30 pm.

Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 7,50, Concessions euros 6,50.

Integrated Musei Capitolini + Centrale Montemartini (valid for one week): full price euros 12,50, Concessions euros 11,50. (Tourism tax included; see Reception and Ticketing).

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum in the ticket office
- cafeteria, refreshment & catering
- guided tours and didactic assistance
- promotion and information
- organization of events
- tickets can be purchased online or through the 060608 contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Mercati di Traiano Museo dei Fori Imperiali

Address

Via IV Novembre, 94 ROME

www.mercatiditraiano.it - www.060608.it

Opening time

Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6 pm.
24 and 31 December 9 am-2 pm. Admission until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 11,50, Concessions euros 9,50. (Tourism tax included; see Reception and Ticketing).

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- guided tours and didactic assistance
- audio-guides in languages
- LIS (Italian Sign Language) video guide that can be downloaded for free from the website in the multimedia section
- promotion and information
- organization of events
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Museo dell'Ara Pacis

Address

Lungotevere in Augusta (corner via Tomacelli) ROME
www.arapacis.it - www.060608.it

Opening time

Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6 pm.
24 and 31 December 9 am-2 pm. Admission until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Reception and Ticketing).

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

The New Temporary Exhibition Space of the Ara Pacis is the space that hosts the exhibitions of the museum.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- guided tours and didactic assistance
- audio-guides in languages
- promotion and information
- organization of events
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Museo di Scultura Antica Giovanni Barracco

Address

Corso Vittorio Emanuele, 166/a ROME
www.museobarracco.it - www.060608.it

Opening time

Tuesday-Sunday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- guided tours and didactic assistance
- audio-guides in languages
- promotion and information
- organization of events
- multimedia room
- captions and a catalogue are available for the visually impaired
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes, only the ground floor where it is possible to access to a virtual tour on pc. Access from Vicolo dell'Aquila.



Museo della Civiltà Romana

Address

Piazza Giovanni Agnelli, 10 ROME

www.museociviltaromana.it - www.060608.it

Opening time

(Temporarily closed due to restoration works)

Tuesday-Sunday 9 am-2 pm. Admission is allowed until 1 pm.

Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 8,50, Concessions euros 6,50.

Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Reception and Ticketing).

Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- guided tours and didactic assistance
- audioguide in languages
- LIS (Italian Sign Language) video guide that can be downloaded for free from the website in the multimedia section
- promotion and information
- organization of events
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Museo delle Mura

Address

Via di Porta San Sebastiano, 18 ROME

www.museodellemuraroma.it - www.060608.it

Opening time

Tuesday-Sunday 9 am-2 pm. Admission is allowed until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- reception and ticketing
- card Roma Pass
- museum attendance
- corner shop of editorial products concerning the museum by the ticket office
- guided tours and didactic assistance
- promotion and information
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

No.



Villa di Massenzio

Address

via Appia Antica, 153 ROME

www.villadimassenzio.it - www.060608.it

Opening time

Tuesday-Sunday 10 am-4 pm.

Admission is allowed until 3.30 pm.

24 and 31 December 10 am-2 pm.

Admission is allowed until 1.30 pm.

Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- reception and ticketing
- card Roma Pass
- museum attendance
- corner shop of editorial products concerning the museum by the ticket office
- guided tours and didactic assistance
- promotion and information
- organization of events
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

No.



Museo della Repubblica Romana e della memoria garibaldina

Address

Largo di Porta San Pancrazio, ROME

www.museodellarepublicaromana.it - www.060608.it

Opening time

Tuesday-Friday 10 am-2 pm.

Admission is allowed until 1 pm.

Saturday-Sunday and Holidays 10 am-6 pm.

Admission is allowed until 5.00 pm.

24 and 31 December 10 am-2 pm.

Admission is allowed until 1.00 pm.

Closed on Monday, 1 January, 1 May, 25 December.

Booking required for groups only: tel. +39 060608

(daily, from 9 am to 9 pm);

Booking required for schools only: tel. +39 06 060608

(Monday-Sunday 9 am-9 pm).

Ticket

Groups: Advance booking is required, also for the entrance to the museum only. Please call: + 39 060608 (daily, h. 9.00 – 21.00, local call costs apply).

Schools: Advance booking is required for school groups, also for the entrance to the museum only. Please call: + 39 060608 (daily, h. 9.00 – 21.00, local call costs apply).

Free entrance.

Services

- reception and ticketing
- card Roma Pass
- museum attendance
- corner shop of editorial products concerning the museum in the ticket office
- guided tours and didactic assistance
- promotion and information
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available



Museo di Roma

Address

Piazza Navona, 2 ROME

www.museodiroma.it - www.060608.it

Opening time

Tuesday-Sunday 10 am-8 pm. Admission is allowed until 7.00 pm.
Ticket office is closing one hour before.

24 and 31 December 9 am-2 pm. Admission until 1 pm.

Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 9,50, Concessions euros 7,50. (Tourism tax included; see Reception and Ticketing).

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- bookshop, reproductions of art, gifts and fancy goods, publishing
- Café
- museum attendance
- guided tours and didactic assistance
- audio-guide in languages
- promotion and information
- organization of events
- multimedia room
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Museo Napoleonico

Address

Piazza di Ponte Umberto I, 1 ROME

www.museonapoleonico.it - www.060608.it

Opening time

Tuesday-Sunday 10 am - 6 pm.

Admission is allowed until 5.30 pm.

24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.

Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum in the ticket office
- guided tours and didactic assistance
- promotion and information
- organization of events
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes.



Casa Museo Alberto Moravia

Address

Lungotevere della Vittoria, 1 ROME

www.casaalbertomoravia.it - www.060608.it

Opening time

Guided tours: every first Saturday of the month at 10 am and 11 am. The Moravia House Museum is viewable by tour group of maximum 15 people. The Tour lasts 30 minutes. Booking required at tel. +39 060608 (daily from 9 am to 9 pm):

Guided tours for school groups: Wednesday and Friday: 10 am and 11 am. The Moravia House Museum is viewable by tour group of maximum 15 people. The Tour lasts 30 minutes . Booking required at tel. +39 060608 (Monday-Sunday 9 am - 9 pm): Closed on Monday.

Ticket

Free admission but € 5,00 guided tour is required. The Tour lasts 30 minutes.

Services

- Guided tours
- Promotion and information
- Booking required
- clearing and maintenance.

Access for disabled people

No.



Galleria d'Arte Moderna

Address

Via Francesco Crispi, 24 ROMA

www.galleriaartemodernaroma.it - www.060608.it

Opening time

Tuesday-sunday 10 am - 6 pm

Admission is allowed until 5.30 pm.

24 and 31 December 10 am - 2 pm (Admission is allowed until 1.30 pm).

Closed on Monday, 1 January, 1 May and 25 December.

Ticket

Full price euros 7,50, concessions euros 6,50.

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the free of museum you wish to visit on the official website or through Contact Centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- corner shop of editorial products concerning the museum
- guided tour and didactic assistance
- promotion and information
- organization of events
- consultation room
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes, from via Zucchelli, 7. Call +39 06.4742848 or +39 06.4742909. Wheelchairs are available in the museum for visitors who have difficulty in walking.



MACRO

Address

Via Nizza 138, corner Via Cagliari ROME
www.museomacro.org - www.060608.it

Opening time

Tuesday-Sunday 11 am - 7 pm. Saturday 11 am - 10 pm.
Admission is allowed one hour before closing time.
24 and 31 December 11 am-2 pm.
Admission is allowed until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 9,50, Concessions euros 7,50.
Integrated MACRO+MACRO Testaccio (valid for one week): full price euros 13,00, concessions euros 11,00. (Tourism tax included; see Reception and Ticketing).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- ticketing and reception
- card Roma Pass
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- restaurant and Cafè
- guided tours and didactic assistance
- multilevel car park
- promotion and information
- organization of events
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



MACRO Testaccio

Address

Piazza Orazio Giustiniani, 4 ROME
www.museomacro.org - www.060608.it

Opening time

Open only for exhibitions
Tuesday-Sunday 10 am - 10 pm.
Admission is allowed until 9.30 pm.
Closed on Monday, 1 January, 1 May, 24, 25 and 31 December.

Ticket

Only MACRO Testaccio: Full price euros 8,50, Concessions euros 7,50. Integrated MACRO Testaccio +MACRO (valid for one week): full price euros 13,00, concessions euros 11,00. (Tourism tax included; see Reception and Ticketing).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

La Pelanda is the space for events of Macro Testaccio and open for events only.

Services

- reception and ticketing
- card Roma Pass
- museum attendance
- guided tours and didactic assistance
- promotion and information
- organization of events
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Museo Carlo Bilotti Aranciera di Villa Borghese

Address

Viale Fiorello La Guardia, ROME - Viale dell'Aranciera, ROME
www.museocarlobilotti.it - www.060608.it

Opening time

Tuesday - Friday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
Saturday - Sunday (year-round) 10 pm - 7 pm
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- cafeteria at the Casina del Lago
- guided tours and didactic assistance
- promotion and information
- organization of events
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Museo Pietro Canonica a Villa Borghese

Address

Viale Pietro Canonica (Piazza di Siena), 2 ROME
www.museocanonica.it - www.060608.it

Opening time

Tuesday-Sunday
October - May 10 am - 4 pm.
Admission is allowed until 3.30 pm.
June - September 1 pm - 7 pm.
Admission is allowed until 6.30 pm.
24 and 31 December 10 am - 2 pm. Admission until 1.30 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Free entrance.

Services

- reception and ticketing
- card Roma Pass
- museum attendance
- corner shop of editorial products concerning the museum in the ticket office
- guided tours and didactic assistance
- promotion and information
- organization of events
- tickets for guided tours can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

No.



Museo di Roma in Trastevere

Address

Piazza Sant'Egidio, 1/b ROME

www.museodiromaintrastevere.it - www.060608.it

Opening time

Tuesday-Sunday 10 am-8 pm. Admission is allowed until 7 pm.
24 and 31 December 10 am-2 pm. Admission until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 6,00, Concessions euros 5,00. (Tourism tax included; see Reception and Ticketing).

During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.

Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- guided tours and didactic assistance
- promotion and information
- organization of events
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes, from Piazza S. Egidio, 1. Call 06.5897123. Wheelchairs are available in the museum for visitors who have difficulty in walking.



Musei di Villa Torlonia

Address

Villa Torlonia, biglietteria unica a via Nomentana, 70 ROME
www.museivillatorlonia.it - www.060608.it

Opening time

Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6.30 pm.

24 and 31 December 9 am-2 pm. Admission until 1.30 pm.

Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Casino Nobile

Full price euros 7,50, Concessions euros 6,50. Cumulative ticket Musei di Villa Torlonia: full price euros 9,50, Concessions euros 7,50. (Tourism tax included; see Reception and Ticketing). During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

The exhibition room of the Casino Nobile is in the Casino dei Principi, open only for exhibitions.

Casina delle Civette

Full price euros 6,00, Concessions euros 5,00.

Cumulative ticket Musei di Villa Torlonia: full price euros 7,50, Concessions euros 6,50. (Tourism tax included; see Reception and Ticketing). During cultural events and exhibitions, the price of tickets

may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity. Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing (the ticket office is at the entrance of the villa, in via nomentana 70)
- card Roma Pass
- museum attendance
- bookshop (at the Casino Nobile)
- guided tours and didactic assistance
- audio-guides in languages
- promotion and information
- organization of events
- tickets can be purchased online or through the contact center
- cleaning and maintenance

Access for disabled people

Yes. Wheelchairs are available in the museum for visitors who have difficulty in walking



Planetario e Museo Astronomico

Address

Piazza Giovanni Agnelli, 10 ROME
www.planetarioroma.it - www.060608.it

Opening time

(Temporarily closed due to restoration works)

Tuesday-Fridays 9 am-2 pm. Saturday - Sunday 9 am - 7 pm.
Admission is allowed until the beginning of the last show (Tue-Fri: 12.30 pm; Saturdays and Sundays: 5.30 pm).

Timetable of the shows: In Italian: Tuesday - Friday: 9.30 am, 11 am, 12.30 pm. Saturday - Sunday: 10 am, 11 am, 12.30 pm, 3 pm, 4 pm, 5.30 pm (this timetable may vary).

In English: every first Saturday of the month at 12 pm.

Shows for school: (October - June) Tuesday - Friday 9.30 am, 11.00 am, 12.30 pm, 2.30 pm.

The timings of the show may vary according to the season, please visit our website or call 060608 before visiting.

24 and 31 December 9 am-2 pm. Admission is allowed until the beginning of the last show (12.30 pm). Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Ticket Planetario + Museo Astronomico: full price euros 8,50, Concessions euros 6,50. Integrated ticket Museo della Civiltà Romana + Planetario + Museo Astronomico: full price euros 10,50, Concessions euros 8,50. (Tourism tax included; see Reception and Ticketing). 4 Stars Season ticket: With your subscription you can see 4 different astronomical shows at the price of 3. Free entrance for children under 6.

Services

- reception and ticketing
- card Roma Pass
- 4 stars Season Ticket
- cloakroom
- museum attendance
- bookshop, reproductions of art, gifts and fancy goods, publishing
- shows, guided tours and didactic assistance (booking required)
- promotion and information
- organization of events
- tickets can be purchased online or through the contact center
- cleaning and maintenance



Museo Civico di Zoologia

Address

via Ulisse Aldrovandi, 18 ROME

www.museodizooologia.it - www.060608.it

Opening time

Tuesday-Sunday 9 am-7 pm. Admission is allowed until 6 pm.
24 and 31 December 9 am -2 pm. Admission until 1 pm.
Closed on Monday, 1 January, 1 May, 25 December.

Ticket

Full price euros 7,00, concessions euros 5,50.
(Tourism tax included; see Reception and Ticketing).
During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.
Always check, at the time of your visit, the fee of the museum you wish to visit on the official website or through contact centre 060608.

Services

- reception and ticketing
- card Roma Pass
- cloakroom
- bookshop
- guided tours and didactic assistance
- promotion and information
- tickets can be purchased online or through the contact center

Access for disabled people

Yes. Toilets for the disabled are not provided in the museum. Wheelchairs are available in the museum for visitors who have difficulty in walking.

Annex 2: Role, functions and duties of the managing company

The Managing Company is Zètema Progetto Cultura S.r.l., was founded in 1998. Today the society is owned by the Municipality of Rome. Its mission is to integrate the cultural and tourist services of the City of Rome to encourage an optimal use of the historic and artistic heritage and of the cultural events of the Capital city. Zètema Progetto Cultura S.r.l. is in charge of design, maintenance and preservation services, cataloguing on behalf of the Municipal Superintendence, of the management of the Civic Museums Network, and public spaces dedicated to events, culture and tourist reception.

Zètema provides in the Museums Network, of the following services:

- Reception and ticketing
- card Roma Pass and Roma & Più Pass
- cloakroom
- Museum Attendance
- Bookshop, reproductions of art, gifts and fancy goods, publishing
- Cafeteria, refreshment and catering
- Booking and organization of guided tours and didactic assistance
- Promotion and information
- Organization of events
- Cleaning and maintenance
- Projecting and managing of the web site www.museiincomuneroma.it

The Managing Company, i.e. Zètema Progetto Cultura S.r.l., is in charge of all the services that might be given in concession, as well.

The Managing Company undertakes to complete the adjustment of new activities to the standards of the Service Quality Charter within six months of the date of assignment.

Annex 3: Validation matrix of standards

DIMENSION	INDICATOR	STANDARD
Accessibility	Opening time	99% opening of Museums according to the opening time
	Disabled people	Assistance for the access of disabled people, where possible (see Annex 1)
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard
Supply of services	Opening time	During ordinary opening time of the museums and exhibitions During extraordinary opening of museums and events: according to the circumstances
Human resources	Training	Total hours per year of attendance of qualified and certified training courses or self-training equal to what is required by the contracts of employment.
Ticketing	Technology	Presence of technological equipments regularly verified with guarantee of repair service within 24 hours from the notification of the breakdown. In case of breakdown tickets are issued by hand.
	Information	Updated information in Italian and in English concerning: <ul style="list-style-type: none"> - price of tickets - price of audioguide - who has the right to free entrance and Concessions tickets (Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity.) - Visitor Admission Regulations (prohibitions) - notice of possible dysfunctions. - leaflets about the museum - quality services charter

	Data	Collection of data of the number of visitors.
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard.
Signals Web	External access sign	Presence of banners and/or plate at the entrance.
	Data entry	Weekly data update or within 24 hours before the introduction of a new service or event.
	Accessibility to web	Maximum non-access 120 hours per year.
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard
060608 Contact center	Opening time	99% opening time
	Call waiting time	3 minutes answer of the operator.
	Information	Constant presence of at least one operator with the knowledge of Italian, English, French, German, Spanish and Japanese in the opening time.
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard
Signals	Internal information signs	In all the museums there are Italian and English signs indicating the essential services, such as toilettes, and where existing, lifts, cafés and bookshops.
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard
Cloakroom	Conditions	Free service, included in the price of the ticket.
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard
Guided tours	Booking	Tours for groups are provided within five days from the request through the contact center.
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard
Bookshop	Opening time	95% opening time
	Editorial products	A short guide for each museum is available.
	Service	Constant presence of at least one operator with the knowledge of Italian and English during the opening time.
	Clearness of prices	The prices of all the products are displayed
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard
Cafè	Opening time	95% opening time
	Human resources	Staff with basic knowledge of English, other than Italian. Knowledge of procedures and HACCP qualifications.
	Clearness of prices	The price list of all the products is displayed by the cash desk.
	Customer Satisfaction*	Result $\geq 2,10$ minimal quality standard

Exhibitions	Climate and lighting	95% respect of environmental standards according to International Guideline for conservation (climatic conditions as humidity, temperature and lightening).
	Customer Satisfaction*	Result \geq 2,10 minimal quality standard
Maintenance	Response time	95% urgent repairs for electronic ticketing and contact center. Within at least 48 hours from the notification of the breakdown.
Cleaning	Customer Satisfaction*	Result \geq 2,10 minimal quality standard
Extraordinary opening for special events	Customer Satisfaction*	Result \geq 2,10 minimal quality standard
Suggestions / Complaint	Answer time	Within 30 days from the day of the presentation of the claim.

* To each service taken into consideration is given a numeric value between 0 and 3. In this scale of value the minimal requisite to evaluate the service as sufficient is 2,10.

SISTEMA MUSEI CIVICI

- 1. Musei Capitolini**
piazza del Campidoglio
- 2. Musei Capitolini Centrale Montemartini**
via Ostiense, 106
- 3. Mercati di Traiano Museo dei Fori Imperiali**
via IV Novembre, 94
- 4. Museo dell'Ara Pacis**
lungotevere in Augusta
(angolo Via Tomacelli)
- 5. Museo di Scultura Antica Giovanni Barracco**
corso Vittorio Emanuele, 166/a
- 6. Museo della Civiltà Romana (closed)**
piazza Giovanni Agnelli, 10
- 7. Museo delle Mura**
via di Porta San Sebastiano, 18
- 8. Villa di Massenzio**
via Appia Antica, 153
- 9. Museo della Repubblica Romana e della memoria garibaldina**
Piazzale Aurelio
- 10. Museo di Roma**
piazza Navona, 2
- 11. Museo Napoleonico**
piazza di Ponte Umberto I, 1
- 12. Casa Museo Alberto Moravia**
Lungotevere della Vittoria, 1
- 13. Galleria d'Arte Moderna**
via Francesco Crispi, 24
- 14. MACRO**
via Nizza 138, angolo via Cagliari
- 15. MACRO Testaccio**
piazza Orazio Giustiniani, 4
- 16. Museo Carlo Bilotti Aranciera di Villa Borghese**
viale Fiorello La Guardia
- 17. Museo Pietro Canonica a Villa Borghese**
viale Pietro Canonica, 2
- 18. Museo di Roma in Trastevere**
piazza Sant'Egidio, 1/b
- 19. Musei di Villa Torlonia**
via Nomentana, 70
- 20. Planetario e Museo Astronomico (closed)**
piazza Giovanni Agnelli, 10
- 21. Museo Civico di Zoologia**
via Ulisse Aldrovandi, 18

PIT

- I. Stazione Termini**
Binario, 24
- II. Aeroporto Leonardo Da Vinci**
Arrivi Internazionali, corridoio tra Terminal 3
- III. Aeroporto "G.B. Pastine" di Roma**
Ciampino
- IV. Fori Imperiali**
Piazza del Tempio della Pace
- V. Castel S. Angelo**
Giardini di Castel Sant'Angelo presso Piazza Pia
- VI. Via Minghetti**
Via del Corso presso Fontana di Trevi
- VII. Stazione Tiburtina (next opening)**
- VIII. Lungomare Paolo Toscanelli,**
angolo Piazza Anco Marzio (Ostia Lido)
- IX. Nazionale**
In front of Palazzo delle Esposizioni
- X. Navona**
Piazza Cinque Lune

ROMA

museum services

Ztema
progetto cultura