



## TERMS AND CONDITIONS

These regulations (hereinafter, "the Regulations") are published on the website of the Veneranda Fabbrica del Duomo di Milano (hereinafter, "VFD"), [www.duomomilano.it](http://www.duomomilano.it) (hereinafter, the "Website"), and displayed at the ticket booths and throughout the entire visitable area of the Duomo di Milano Monumental Complex – comprised of: the Cathedral, the archaeological area of the Baptistry of San Giovanni alle Fonti, the Museo del Duomo, the Duomo's Terraces, the Baptistry of Santo Stefano, the Church of Santa Maria Annunciata in Camposanto, and the Church of San Gottardo in Corte di Palazzo Reale of Milan (hereinafter, the "Monumental Complex"). Its objective is to regulate the sale and purchase of tickets to the Monumental Complex (hereinafter, the "Ticket"), the rules of conduct that must be observed during the course of a visit, and the procedure for making group reservations for access to the Monumental Complex.

The purchase of a Ticket or, in any case, entry to the Monumental Complex, implies unconditional acceptance of the Regulations as provided by law.

The Regulations are divided into four sections:

- Section I: establishes general rules regarding the methods of entry to the Monumental Complex,
- Section II: is dedicated to the rules of conduct that must be respected within the Monumental Complex,
- Section III: provides additional general information useful to those who are preparing to visit the Monumental Complex,
- Section IV: is dedicated to groups and to the precise methods of entry to the Monumental Complex specific to them.

### SECTION I

#### 1. Tickets for the Monumental Complex

Tickets for entry to the Monumental Complex are divided into two main types: the Ordinary Ticket and the "Fast-Track" Ticket for access to the Terraces; with the exception of the Church of Santa Maria Annunciata in Camposanto in which it is permitted exclusively to attend religious functions, access to the Monumental Complex is granted exclusively to the holder of a Ticket (hereinafter, the "Guest") belonging to one of the above types or upon presentation of the same Ticket, which must be valid, preserved for the entire duration of the visit, and stamped on the way out, where required.

##### 1.1 Ordinary Ticket<sup>1</sup>:

- 1.1.1 The Ticket can be purchased on the Website, at one of the specialised ticket booths (hereinafter, the "Ticket Booths"), through the authorised vendor Ticketone S.p.A., or through entities directly authorised to sell by VFD. The list of authorised entities is duly publicised on the official VFD website.
- 1.1.2 The price of the Ticket corresponds to that printed on it; the vendor may apply pre-sale charges and/or service fees. The VFD will in not be held responsible in any way for the application of said surcharges. All prices are VAT exempt with the exception of concert tickets. To be issued a free or reduced-price Ticket, the Guest must present a valid form of identification or other card (disability, tour guide, tour leader, military personnel) which demonstrates the necessary requirements to the personnel in charge of verification. The cardholder must be present at the time of collection and must follow the instructions and operating procedures requested by staff at the Ticket Booths. Each card entitles the collection of one free ticket only. Pricing policies used to define the free and/or reduced-price categories are unquestionably defined by the VFD or are stipulated through special agreements with Institutions and Associations.
- 1.1.3 Payment of the Ticket can be made via wire transfer or debit/credit card on the Website or the website of the authorised vendor and also in cash at the Ticket Booths.
- 1.1.4 Depending on the method of purchase used, the Ticket will be issued in one of the following forms:
  - paper format if purchased at a Ticket booth;

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<sup>1</sup>Ordinary Ticket: the following Ticket categories belong to the Ordinary Ticket type: *i*) Duomo Pass Lift (grants access to the Duomo, Museum, Rooftops by lift, and Archaeological Area), *ii*) Duomo Pass Stairs (grants access to the Duomo, Museum, Rooftops by stairs, and Archaeological Area), *iii*) Culture Pass (grants access to the Duomo, Museum, and Archaeological Area), *iv*) Stairs to the Rooftops, *v*) Lift to the Rooftops, *vi*) Duomo, *vii*) Museum, *viii*) Duomo and Archaeological Area, *ix*) Archaeological Area.



- electronic format (downloadable voucher via email, passbook or other tools) if purchased on the internet through an authorised vendor and/or through the Website with the option of advance purchase.
  - 1.1.5 The Ticket, if not validated, is valid for three days after the chosen date of the visit. Cumulative tickets are valid for three days after the first validation and are valid for a single access to the places included in the ticket price.
  - 1.1.6 The Ticket cannot be modified or reimbursed, not even in the event that the Guest decides not to visit the Monumental Complex for personal reasons, for example but not limited to, organisational issues and/or issues related to wait times.
  - 1.1.7 Admission times, access, shops and ticket office schedules may change during special liturgical celebrations, by notice of Local Authorities or Public Service Authorities, due to organisational needs of the Veneranda Fabbrica del Duomo di Milano, or in case of adverse weather conditions; Guests have no right to be reimbursed for their tickets in these circumstances.
- 1.2 “Fast-Track” Ticket for access to the Terraces<sup>2</sup>:
- 1.2.1 The "Fast-Track" Ticket, for which the regulations specified in art. 1.1. are also valid, can be purchased exclusively on a seasonal basis, the timetable of this service will be decided every year by the VFD and communicated on its official website. Outside of the 10am-5pm timeframe, Guests can access the Monumental Complex during the usual hours of visitation through the normal entrance routes.
  - 1.2.2 The "Fast-Track" Ticket grants access to a specific security lane and makes it possible to reach the Duomo's Terraces more rapidly, with less waiting time than compared to Guests who have purchased an Ordinary Ticket. All individuals are still subject to the same security rules and procedures, regardless of ticket type.
  - 1.2.3 Guests in possession of the "Fast-Track" Ticket can hire an audio guide for their visit to the Monumental Complex at a discounted rate and are entitled to a discount on a specific selection of products at the Duomo Shop, the official Duomo di Milano store, open every day from 8am to 6:30pm at Piazza del Duomo 14/a.
- 2. Ticket Booth hours of operation**
- 2.1 Ticket Booths authorised to sell the Ticket are indicated below, along with their hours of operation:
    - "Ticket Booth 1" at Piazza Duomo 14/A, Sala delle Colonne (open: everyday from 8am to 6pm, and automated ticket booths from 8am to 6:30pm),
    - "Ticket Booth 2" at Palazzo Reale - Piazza del Duomo, 12 within the Museo del Duomo (open: everyday from 8:45am to 6pm, closed Wednesdays), and
    - "Fast-Track Ticket Booth" in Piazza Duomo, southern side of the Cathedral (seasonal opening depending on the supply of Fast-Track tickets).
  - 2.2 In the event that the Ticket is purchased through a non-authorised third party or that it is stolen, counterfeit, illegible (for reasons not attributable to VFD), copied, or obtained in violation of these Regulations, the Guest will be denied access to the Monumental Complex or, if already inside, will be escorted out by designated personnel.
  - 2.3 To confirm visiting hours or to learn of any potential changes in dates, schedules, or other aspects related to the opening of the Monumental Complex, the Guest can access the Website or visit the Duomo Info Point (located in Milan at Piazza Duomo 14/A, tel. 02-72023375). Events such as adverse weather conditions, issues of safety or public order, or other organizational or technical reasons beyond the control of VFD could, in fact, force VFD to make changes to the visiting hours, methods of access (including the ascent and descent to the Terraces), durations of visits, or events scheduled within the Monumental Complex. VFD is not responsible in the event of one of these situations.

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<sup>2</sup> Fast-Track Ticket for access to the Terraces: the following Ticket categories belong to the "Fast-Track" ticket type for access to the Terraces: *i*) Fast-Track Terraces (grants access to the Terraces via the fast-track) and *ii*) Fast-Track Pass A (grants access to the Terraces, the Museo del Duomo, and the Church of San Gottardo in Corte via the fast-track, as well as entry through the southern door of the Duomo and access to the Archaeological Area - Baptistry of San Giovanni alle Fonti, plus use of the cloak-kimono for entry to the Duomo free of charge (to be picked up at the Fast-Track Ticket Booth)).



## SECTION II

### 1. Rules of conduct

- 1.1 The Guest, in order to enter the Monumental Complex, must be dressed modestly. Specifically, sleeveless or low-cut garments, short pants, mini-skirts, and hats are not permitted within the Duomo.
- 1.2 The Guest consents to a cursory security check before entering the Monumental Complex. Security checks may also extend to bags or other personal objects being carried by the Guest. These preventative measures are overseen exclusively by Public Safety Authorities and are carried out by personnel authorised to monitor entryways and security. Failure to consent to the security checks will lead to access to the Monumental Complex being denied.
- 1.3 Inside the Monumental Complex, the Guest, for his or her own safety, must be sure to respect notices as well as the rules of conduct displayed within. Certain areas within the Monumental Complex, for historic/artistic reasons, may be slippery, steep, uneven, and difficult to walk on in certain points and not all stairways are equipped with a handrail. VFD will not be held responsible for the consequences of accessing these areas and/or any careless or negligent behaviour on the part of the Guest.
- 1.4 When inside the Monumental Complex, the Guest must also respect the sacred nature of the places of worship, maintaining silence and not disturbing the tranquillity of others, also by silencing mobile phones and by being sure to leave any suitcases, bags, large rucksacks, or umbrellas in the designated spaces, from which they must be picked up again at the end of the visit.
- 1.5 The following objects and/or objects of this kind and/or objects of this type are not permitted within the Monumental Complex, for example but not limited to:
  - in general, weapons indicated in the combined provisions of the norms of Penal Code (art. 585 and 704) and of the t.u.l.p.s (Law on Public Security) (art.30), of the current legislation governing this matter and in particular of the 18 April 1975 law, n.110, and subsequent modifications and integrations, by way of example, but not limited to, fire arms and other weapon, including toys, and flammable materials, etc.;
  - specifically: handguns, firearms, explosive devices, explosive materials, fireworks or firecrackers, smoke bombs, torches, toy guns, reproductions or imitations of firearms that could be mistaken for real ones; compressed air or CO2 guns, such as pistols, rifles, BB guns, or pellet guns; flare guns and starter pistols; bows, crossbows, and arrows; harpoon guns and spear guns; slingshots and catapults; neutralising devices, such as stun guns, tasers, and electric-shock batons; devices for stunning and euthanising animals; chemical substances, gases and sprays capable of disabling or immobilising, such as irritant sprays, tear gas, acids, and animal repellents; cutting tools, such as axes, spades, sabres, hatchets and cleavers, ice picks and ice-breakers, razor blades, utility knives and box cutters, knives, and scissors, with the exception of: nail files and nail clippers, small scissors with rounded tip, eyelash curlers, the contents of travel-size personal care kits, handheld parasols, and extendible mono-pods for digital cameras and mobile phones; objects with a sharp point, martial arts equipment with a sharp point or with multiple sharp points; protective helmets of any kind, not even if carried; laser pointers; balloons; noise making instruments (drums, trumpets, musical instruments of any kind), megaphones and other amplifiers; psychotropic substances, poisons, noxious substances, inflammable materials with the exception of personal hand sanitizing gels, all kinds and types of deodorant in approx. 100g/169g formats, lighters, perfumes in up to 100ml bottles (large size); barrettes, hair clips and pins of any kind; paints or other coloured materials with the exception of writing and drawing tools; consumption of food and drink of any kind, with the exception of pharmaceuticals, even if stored within glass containers is forbidden;
  - animals, even if small (with the exception of seeing-eye dogs);
  - and banners, fliers, posters, wind socks, documents, drawings, printed or written material, signboards and symbols containing political, ideological, athletic, or religious propaganda.
- 1.6 Furthermore, the following are also strictly prohibited within the Monumental Complex:
  - any conduct that is contrary to public order and/or public decency (including, for example: smoking, talking on the phone, sunbathing on the Terraces or parvis, wearing a mask) and/or that could create a dangerous situation and/or in anyway put the personal safety of the Guest or anyone else at risk, as well as that of the works of art and the architectural and archaeological structures



(including leaning out over the parapets, climbing on the architectural elements, or throwing objects);

- entering and/or attempting to enter reserved areas;
- the sale of objects by unauthorised vendors or in unauthorised areas and asking for money or other goods without authorisation;
- entry by unauthorised reporters or journalists with recording devices, cameras and/or video-cameras and/or, in any case, the taking of pictures and/or videos by the Guest within the Cathedral during church services, in areas reserved for worshippers, on the Terraces, and on the high parvis, as well as the unauthorised commercial transmission and/or recording of data via mobile phones or other instruments;
- recording videos of the Baptistry of San Giovanni alle fonti and Santa Tecla and the Baptistry of Santo Stefano without authorisation from the Superintendence of Archaeological Heritage;
- the presence of actors, extras, or spokespeople, as well as the conducting interviews of public figures unless specifically authorised by VFD;
- entering in ceremonial attire (for example, but not limited to: wedding dress, tuxedo, tailcoat, morning dress, etc.), with the exception of wedding ceremonies performed within the Cathedral or on occasion of events and other ceremonies with sacraments administered within the Duomo; and/or wearing footwear with a metal sole or one made of a material that could damage the flooring, as is discouraged entry with high heels or any other kind of footwear that does not facilitate perfect walking, given the presence, in certain areas of the Monumental Complex, of very steep and narrow passages;
- entry to and visitation of the Terraces to children under 12 years old not accompanied by an adult (or by someone at least 18 years of age);
- entering the Terraces with strollers or prams that are not closed;
- entering the baptismal font of the Baptistry of San Giovanni alle Fonti and the Baptistry of Santo Stefano alle Fonti and the prolonged placement of chairs on the original floor of the Baptistry of San Giovanni alle Fonti, which can only be positioned in the areas with new marble flooring (upon authorisation by VFD).

1.7 We remind Guests that access to the Terraces by those afflicted with a physical or mental disability is permitted only if accompanied by another adult. Guests with physical disabilities who make use of specific technical equipment, can, for technical reasons, reach the Terraces exclusively by way of the area behind the choir, and only on days in which the southern elevator is functioning. In this case, the latter can be reached by entering through the front entrance.

1.8 We also remind Guests that there are no restrooms on the Duomo's Terraces.

1.9 In the event that a Guest does not respect the "Rules of Conduct" specified here in Section II, he or she will be escorted out of the Monumental Complex by authorised security personnel. VFD reserves the right to fine the aforementioned offenders anywhere from €10 (€ten/00) to €3,000 (€three thousand/00) and, in situations deemed particularly serious, also to contact the Public Safety Authorities. VFD is relieved of any responsibility in the event of failure to respect the regulations indicated in this section.

1.10 Should access to the Monumental Complex be denied on grounds of non-compliance with the rules of conduct, no reimbursement of the Ticket will be granted to the Guest.

### SECTION III

#### **1. Recorded audio guides, live audio guides and headset systems (hereinafter, the "Systems")**

1.1 Guests can request a System to enhance their visit, available for hire on location (at present available in Italian, English, French, Spanish, German, Russian, Chinese, Japanese, Korean and Portuguese).

1.2 The System must be returned at the end of the visit. In the event that the System is lost, tampered with, or broken by the user of the System, a fine of €100 (€one hundred/00) will be applied.

#### **2. Storage for small objects (hereinafter, the "Locker")**

2.1 Before entering the Museo del Duomo, it is mandatory that suitcases, bags, large rucksacks, and umbrellas be left in the specific Lockers for small objects made available exclusively to Guests of the Museum, and from which these objects must then be picked up at the end of the visit.



- 2.2 In order to use the Locker for small objects, the Guest is required to sign a register with his or her personal information and time of entry and to leave a deposit of €5, after which he or she will be given a numbered key. The deposit will be returned upon return of the Locker key within 60 minutes of signing the register.
- 2.3 Use of the Lockers is for a maximum duration of 60 minutes - the estimated time of a visit to the Museum, also in consideration of requirements of public order - from the start of the visit.
- 2.4 In the event that the key to the Locker is not returned at the end of the 60 minutes, the €5 deposit left by the Guest will be kept as a fine. If the key is returned after 120 minutes or more, an additional fine of €2 will be added for each 60 minute period or fraction thereof.
- 2.5 For security reasons, any objects left behind after the Museum has closed will be handed over to law enforcement officials. The eventual involvement of law enforcement officials will be evaluated according to law.
- 2.6 VFD declines any and all responsibility in the event of loss, damage, or theft of objects left in the Lockers.

## SECTION IV

### 1. Specific regulations for tourist, church, and school groups (hereinafter, "Groups")

This section contains regulations that, in addition to those in the previous sections, which are general in nature and apply to anyone who enters the Monumental Complex, are addressed specifically to those who intend to visit the complex in Groups. For the purposes of this section of the Regulations, a Group is considered at least 6 and at most 50 people (excluding the tour guide and/or the escort and children under 6 years of age).

- 1.1 Mandatory Reservations (hereinafter, the "Reservation") and the option to modify or cancel the Reservation.
  - 1.1.1 Groups are required to reserve the date and time of their visit by accessing the Booking section of the Website. The on-line Reservation service provides the chance to select the day and time of the visit to the Monumental Complex and to reserve technology for the visit. It is possible to modify or cancel the Reservation via the website [www.booking.duomomilano.it](http://www.booking.duomomilano.it) up until the day before the Reservation.
  - 1.1.2 To make a reservation it is necessary to:
    - register as a member;
    - be at least 18 years old;
    - consent to the processing of data pursuant to Article 13 of the GDPR (General Data Protection Regulation 2016/679),
    - expressly accept these Regulations.
  - 1.1.3 Without a booking on the website [www.booking.duomomilano.it](http://www.booking.duomomilano.it), the purchase of more than 10 tickets for each single sales transaction will not be permitted. This restriction is not applicable in the following cases:
    - the request of issuance is presented by a qualified guide/qualified tourist guide (for any Italian province) who must show her/his identification card to the ticket office;
    - the request is accompanied by a list of the participants on the organization's letter headed paper and shown to the ticket office;
    - the request is presented by an institution approved by the Veneranda Fabbrica;
    - The order is prepaid through the customer service and TicketOne call center, TOSC, and orders online through approved portals;
    - Specific authorization by the Veneranda Fabbrica.
  - 1.1.4 Only Groups organised by VFD have priority access, compatible with the organisational needs of the Monumental Complex;
  - 1.1.5 The booked Groups have the right to enter through a dedicated entrance, with priority in respect to other visitors, exclusively for the simultaneous access of the participants; in case of deferred access, the right of priority will not be guaranteed.
  - 1.1.6 It is possible to make a Reservation from the one hundred and eightieth day (6 months) prior to the date of the visit. It is not possible to make an online reservation within 24 hours of the day of the visit. No reservation can exceed a maximum of 50 people per escort/guide.
  - 1.1.7 The Reservation is valid upon completion of the guided procedure. VFD reserves the right to



modify, at any moment, due to organisational reasons or unforeseen events of any kind, the possibility of making a Reservation during certain time periods or certain times of day.

1.1.8 The Reservation may be subject to cancellation due to religious services or other unforeseen or organisational needs on the part of VFD; any such changes will be communicated as soon as possible by authorised personnel via email or through the contact information left at the time of the Reservation.

## 1.2 Entry to the Monumental Complex:

1.2.1 The new regulation of entryways to the Monumental Complex for Groups is aimed at facilitating the most efficient access to the Monumental Complex on the part of worshippers and guests, respecting it as a place of worship, according to which:

- Groups made up of at least 5 and at most 50 Guests can enter the Duomo;
- Groups made up of at least 5 and at most 50 Guests can access the Terraces;
- Groups made up of at least 5 and at most 25 Guests can visit the Grande Museo del Duomo. Every 15 minutes, a maximum of 25 Guests can enter;
- in the Baptistry of San Giovanni alle Fonti, Groups can be made up of a minimum of 5 and a maximum of 30 Guests. Every 30 minutes, a maximum of 30 Guests can enter;
- in the Baptistry of Santo Stefano, Groups can be made up of a maximum of 15 Guests.

1.2.2 Groups are not permitted to remain within the Monumental Complex for a time exceeding that indicated hereunder or that communicated by the personnel in charge of visitor assistance: for the Duomo: 120 minutes; for the archaeological area: 30 minutes; for the Terraces: 60 minutes; for the Grande Museo del Duomo and the Church of San Gottardo in Corte: 90 minutes.

1.2.3 To enter the Cathedral, Groups must be equipped with Systems provided by the VFD or with Systems of their own.

## 1.3 Systems:

1.3.1 Organised Groups must be equipped with Systems, which can be hired through the booking section of the official Website when making an online Reservation. Groups equipped with their own Systems (only live audio guides are permitted) may use them within the Cathedral, making sure to note this in the booking section of the Website.

1.3.2 Groups without a guide or an escort can hire a recorded audio guide system.

### 1.3.3 Picking up the Systems:

- in order to pick up the Systems, it is necessary to print the voucher and confirmation that one receives once the Reservation is finalised and to present them at the Group reception point, located in the Sala delle Colonne, approximately 15 minutes before the reserved time. Guides and escorts are advised to respect this early arrival time so as to avoid crowding and delays at the entrance;
- communicating a potential delay does not, however, imply any kind of guarantee in terms of the availability of the Systems in the event that other Groups arrive;
- Systems can be collected according to the times and methods indicated by the VFD on its official website;
- in case of necessity and if available, additional Systems can be picked up at the Group reception point. A receipt will be given at the time of payment. An invoice cannot be issued.

### 1.3.4 Returning the Systems:

- the Systems must be returned at the Group reception point. For late returns exceeding 15 minutes, a predetermined fine of €1/hour will be applied;
- in the event that the System is lost, tampered with, or damaged by the user of the System, a fine of €100 + VAT will be applied if due, to be paid at the Group Office.

1.3.5 VFD declines all responsibility in the event that the provided Systems are used improperly.

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For any request of assistance, one can visit the Duomo Infopoint, located in the Sala delle Colonne at Piazza Duomo 14/A, 20122 Milan, Tel. 02-36169340, email [info@duomomilano.it](mailto:info@duomomilano.it).



VENERANDA FABBRICA DEL DUOMO DI MILANO

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Veneranda Fabbrica del Duomo di Milano