

VENERANDA FABBRICA DEL DUOMO DI MILANO GUIDELINES FOR THE PREVENTION AND CONTROL OF COVID-19

These guidelines (hereinafter, for brevity, "**Guidelines**"), published on the website of the Veneranda Fabbrica del Duomo di Milano (hereinafter, for brevity, "**VFD**") at www.duomomilano.it (hereinafter, for brevity, "**Website**"), and displayed in the ticket offices and throughout all areas of the Historical Complex of Milan Duomo that can be visited – that is the Cathedral of Milan Duomo, the archaeological area of the Baptistery of San Giovanni alle Fonti, the Duomo Museum, the Duomo Rooftops, the Baptistery of St Stephen, the Church of Santa Maria Annunciata in Camposanto, the Church of San Gottardo in Corte in Palazzo – (hereinafter, for brevity, "**Historical Complex**"), constitute an integral and substantial part of the regulations (hereinafter, for brevity, "**Regulations**"), also published on the Website and displayed at the ticket offices and throughout the whole Monumental Complex. These Guidelines, in addition to the Regulations, are aimed at regulating the sale and use of tickets to access the Historical Complex (hereinafter, "**Tickets**"), and the rules of conduct that are to be observed during visits and access to the Historical Complex.

1. Tickets

- 1.1 The purchase of tickets online from the Website is strongly recommended in order to avoid the formation of unauthorised gatherings not permitted by law, as well as electronic payment so as to limit the use of cash as much as possible.
- 1.2 Each person who buys Tickets is obliged to read the Regulations, the Guidelines, and any further information and/or communication present on the Website and/or displayed at the Historical Complex, and is also required to inquire about any provisions adopted by national and/or regional Government Authorities.

2. Accessing and visiting the Historical Complex - Prohibitions

- 2.1 In order to access the Historical Complex, temperature measurement is mandatory, which will be carried out by persons charged with this task at each point of access. It being understood that access to those who do not undergo temperature measurement and/or have a temperature equal to or higher than 37.5°C (99.5° F) will not be permitted to enter. It is understood that in cases where access is prohibited, no refund of Tickets will be due by the VFD.
- 2.2 Access to the Historical Complex is prohibited to all persons subject to quarantine measures or who result positive for the virus.
- 2.3 Access is prohibited to all persons who present respiratory symptoms and/or fever.
- 2.4 Access to the Historical Complex will be, at the discretion of VFD, contingent upon the number of persons to whom access will be allowed and by time slots, in proportion to the size of the spaces. It is understood that no refund of Tickets will be due by VFD for any limitations.
- 2.5 Some of the Historical Complex's spaces and services may be, at the discretion of VFD, closed and/or suspended in order to allow for the correct management of the flow of visitors and/or for periodic and continuous sanitisation and cleaning. It is understood that no refund of Tickets will be due by VFD for any limitations and/or for the failure to use certain spaces and/or services and/or for the failure, total and/or partial, to access to the Historical Complex.
- 2.6 The times and/or visit routes of the Historical Complex may be, at the discretion of VFD, modified and/or adapted, in order to allow for the correct management of the flow of visitors and/or for periodic and continuous sanitisation and cleaning. It is understood that no refund of Tickets will be due by VFD for any limitations.
- 2.7 The use of lifts is limited to a maximum of 4 (four) people per ascent.

3. Rules of conduct

- 3.1 Throughout the Historical Complex, it is mandatory to comply with and respect the signs and indications of the staff for the purpose of managing the flow of visitors.
- 3.2 Throughout the Historical Complex, the use of masks is mandatory, ensuring that the mouth and nose are covered for the entire duration of the visit, it being understood that access to the Historical Complex is prohibited to subjects without masks.

- 3.3 Throughout the Historical Complex, it is mandatory to maintain and respect social distancing, with a physical distance of at least 2m (6.6ft) from other subjects present in the Historical Complex.
 - 3.4 Prior to accessing the individual areas and/or spaces of the Historical Complex and for the entire duration of the visit, it is mandatory to sanitise hands using the gel available in dispensers present throughout the visit routes and in the worshippers' areas.
 - 3.5 For the use of touchscreen devices (for example, automatic ticket machines and video guides), the wearing of gloves is mandatory. For this purpose, disposable gloves are available that can be used by visitors, if they do not have their own, at the ticket office of the Historical Complex.
 - 3.6 During the entire visit to the Historical Complex, it is mandatory to promptly report to the staff present the appearance of any symptoms of respiratory infection due to COVID-19 (e.g. fever, cough, cold, conjunctivitis).
 - 3.7 It is strongly recommended, during the entire visit to the Historical Complex, to: *i*) avoid touching the eyes, nose, mouth, and the face in general, with hands; *ii*) sneeze and/or cough into a disposable tissue (to be promptly disposed of) or into the crease of the elbow; *iii*) limit contact with shared surfaces (tables, railings, handles); *iv*) avoid contact with objects on display.
- 4. Audio guides, radio guides (whispers) and microphone systems (hereinafter, "Systems")**
- 4.1 Microphone and video guide devices available for hire are sanitised before and after every use and disposable headphones are provided. For the distribution of microphone systems, tourist guides must use disposable gloves available at the ticket offices of the Historical Complex.
 - 4.2 Tourist guides must connect to the transmitting device and use their own personal microphone that is to be connected to the transmitting device via a jack (e.g. for smartphone earphones or similar). Should a guide not have a personal microphone, one can be purchased from the ticket offices of the Historical Complex.
- 5. Storage of small items (hereinafter, "Locker")**
- 5.1 All personal objects must be placed inside suitcases, bags and/or rucksacks in the Locker.
 - 5.2 The Locker may be used by only one person. Multiple use is prohibited.
- 6. Special rules for tourist, parish and school groups**
- 6.1 Access to the Historical Complex to groups of more than 15 (fifteen) people, plus tourist guides and/or accompanying persons, is prohibited.

All further provisions indicated in the Regulations remain fixed and unaffected.

For any requests for assistance, please contact Duomo InfoPoint, located in the Sala delle Colonne, Piazza Duomo 14/A Milan 20122, Tel. +39 02 36169340, Email info@duomomilano.it.

Milan, 15 June 2020

Veneranda Fabbrica del Duomo di Milano