

# 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](http://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**") and of the General Condition of Sale (hereinafter, the "**GCS**") also published on the Website and displayed at the ticket offices and throughout the whole Monumental Complex. These Guidelines, in addition to the Regulations and the **GCS**, 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 and accept the **GCS**, 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 Access to the Historical Complex is allowed without the obligation to wear respiratory protection devices, which is strongly recommended.

2.2 Access to the Historical Complex is forbidden to all subjects who tested positive for SARS-CoV-2 until recovery is ascertained.

2.3 Access is forbidden to all subjects with respiratory symptoms and/or fever.

2.4 No refund of the Ticket will be due by VFD in the previous cases.

2.5 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.

2.6 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.

2.7 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.

## 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 Prior to accessing the individual areas and/or spaces of the Historical Complex and for the entire duration of the visit, it is recommended to sanitise hands using the gel available in dispensers present throughout the visit routes and in the worshippers' areas.

3.3 For the use of touchscreen devices (for example, automatic ticket machines and video guides), the wearing of gloves is recommended. 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.

3.4 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

sanitize their hands or 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**

7.1 Access to the Duomo Cathedral and to the Duomo Rooftop is prohibited to groups of more than 30 (thirty) people, plus tourist guides and/or accompanying persons.

7.2 Access to the Duomo Museum and to the Chiesa di San Gottardo in Corte is prohibited to groups of more than 25 (twentyfive) people, plus tourist guides and/or accompanying persons.

7.3 The group organiser is obliged to compile a programme of the activities planned as much as possible.

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All further provisions indicated in the Regulations and in the GCS, remain fixed and unaffected. For any requests for assistance, please contact Duomo InfoPoint, Tel. +39 02 36169340, Email [info@duomomilano.it](mailto:info@duomomilano.it).

Milan, 19th October 2022

Veneranda Fabbrica del Duomo di Milano