



## RULES OF CONDUCT AND ACCESS REGULATIONS FOR THE HISTORICAL COMPLEX OF MILAN DUOMO

These regulations (hereinafter, for the sake of brevity, the “**Regulations**”) are published on the Veneranda Fabbrica del Duomo di Milano’s website (hereinafter, for the sake of brevity, “**VFD**”) at [www.duomomilano.it](http://www.duomomilano.it) (hereinafter, for the sake of brevity, the “**Website**”) and available at the ticket offices and throughout the visitable areas of the Historical Complex of Milan Duomo – namely the Milan Duomo Cathedral, the Baptistery of San Giovanni alle Fonti archaeological area, the Milan Duomo Museum, the Milan Duomo Rooftops, the Baptistry of San Stefano, the Church of Santa Maria Annunciata in Camposanto, the Church of San Gottardo in Corte in Palazzo Reale, the Archive-Library, and the Candoglia Quarry (hereinafter, for the sake of brevity, “**Quarry**”) – (hereinafter, for the sake of brevity, the “**Historical Complex**”) and are aimed at regulating the rules of conduct and access regulations, including for cultural activities and events, which must be observed at the Historical Complex, also during visits.

The purchase of any type of admission ticket (hereinafter, for the sake of brevity, the “**Ticket**”), is in any case access, even free of charge, to the Historical Complex, and implies the unconditional acceptance for all legal purposes of these Regulations.

Each person who purchases the Ticket or participates in an Event or accesses the Historical Complex is obliged to read and accept these Regulations, the General Conditions of Sale also published on the Site and any further information and/or communication present on the Site and/or affixed in the Historical Complex, and is also obliged to inform themselves about any provision adopted by the national and/or regional Government Authorities.

The Regulations consist of five sections:

- Section I: dedicated to the general rules regarding the access methods to the Historical Complex;
- Section II: dedicated to the rules of conduct that are to be followed inside the Historical Complex;
- Section III: dedicated to further general information useful to those who are preparing to visit the Historical Complex;
- Section IV: dedicated to groups and the precise access methods to the Historical Complex dedicated to them;
- Section V: dedicated to visits to the Quarry.

### SECTION I

#### 1. General access regulations to the Historical Complex

- 1.1 With the exception of the Church of Santa Maria Annunciata in Camposanto, where only participation in religious services is allowed, access to the Historical Complex will be allowed only and exclusively to the purchaser of a Ticket (hereinafter, for the sake of brevity, individually the “**Customer**” or jointly the “**Customers**”) upon presentation of the Ticket itself, which must be valid, kept for the entire duration of the visit, and stamped on exit, where applicable.
- 1.2 Is strongly recommended to purchase the Ticket online at the Site, in order to avoid the formation of gatherings, and pay with electronic money, limiting the use of cash as much as possible.
- 1.3 Access to the Historical Complex is permitted without the obligation to wear respiratory protective devices, which remains strongly recommended.
- 1.4 Access to the Historical Complex is forbidden to all subjects who i) have tested positive for SARS-CoV-2 until recovery has been ascertained and ii) present respiratory symptoms and/or fever. No refund of the Ticket will be due by VFD in the above cases.
- 1.5 In order to know the opening hours, possible changes in dates, times, and other elements relating to the opening and/or closing of the Historical Complex, the Customer can access the Website or refer themselves to Duomo InfoPoint (desk located in 20122 Milan, Piazza Duomo, Cesata del Duomo, telephone +39 02-72023375, email [info@duomomilano.it](mailto:info@duomomilano.it)). Events, such as, by way of example and not limited to, adverse weather conditions, reasons of public safety and/or order, and/or other organisational or technical factors not attributable to VFD, could in fact force the latter to change, at its sole discretion, the opening and/or closing times, methods of access (including the ascent to and descent from the Milan Duomo Rooftops), the tour itinerary, the areas that can be visited, the time spent, or the events scheduled



at the Historical Complex. Any liability of VFD is excluded, for any reason whatsoever, in the presence of one of these situations, and any exception to this is now withdrawn by the Customer. It is understood that no refund of the Ticket will be due by VFD for any limitations and/or failure to use certain spaces and/or services and/or total and/or partial failure to access the Historical Complex.

- 1.6 VFD defines, at its sole discretion, based on the size and shape of the Historical Complex's areas, as well as in compliance with current legislation, the maximum volume of Customers who can be admitted to each of the areas forming part of the Historical Complex, any exception to this is now withdrawn by the Customer.
- 1.7 With specific reference to visits to the Milan Duomo Rooftops and the Quarry, in case of severe bad weather and/or in any case of adverse weather conditions, VFD, at its sole discretion, may suspend any activity also for safety reasons. Any liability of VFD is excluded, for any reason whatsoever, in the presence of one of these situations, and any exception to this is now withdrawn by the Customer.

## SECTION II

### 2. Rules of conduct

- 2.1 The Customer, in order to access the Historical Complex, must be dressed appropriately. In particular, bare-backed and/or low-cut clothing, shorts, miniskirts, and hats are not allowed inside the Milan Duomo Cathedral. In order to visit the Milan Duomo Rooftops and Quarry, the Customer must wear "comfortable" shoes, acknowledging from now on that VFD cannot be held responsible, for any reason whatsoever, for the consequences deriving from imprudent and/or negligent behaviour by the Customer, and any exception to this is now withdrawn by the Customer.
- 2.2 Customers give their consent to summary security checks before accessing the Historical Complex. Security checks may also be extended to bags, suitcases, rucksacks and/or other personal items carried by the Customer. These preventive measures are ordered exclusively by Public Security Authorities and are carried out by the personnel in charge of access surveillance and security at the Historical Complex.
- 2.3 The Customer, for their own safety, is required to pay the utmost attention within the Historical Complex to scrupulously comply with the notices and rules of conduct on display. Some areas of the Historical Complex, for historical and artistic reasons, have slippery, steep, precipitous, and difficult pathways and not all stairs are equipped with handrails. VFD cannot be held responsible, for any reason whatsoever, for the consequences deriving from imprudent and/or negligent behaviour by the Customer, and any exception to this is now withdrawn by the Customer.
- 2.4 To enter and stay inside the Historical Complex, the Customer must respect the sacredness of the places of prayer, respecting the silence and not disturbing the tranquillity of others, this includes activating the silent mode of mobile phones, avoiding loud voices, and depositing in advance in the appropriate areas, if present, suitcases, bags, bulky rucksacks, and umbrellas, for which VFD cannot be held responsible for any reason in the event of damage, loss, and/or theft, and which must be collected by and under the full responsibility of the Customer at the end of the visit.
- 2.5 Throughout the Historical Complex it is mandatory to follow and respect the signs and instructions of the staff for the purpose of managing visitor flows.
- 2.6 In the Historical Complex, by way of example and not exhaustive, the following items and/or objects of the same genre and/or same kind cannot be introduced into the Historical Complex:
  - in general, the weapons indicated under the combined provisions of the rules of the Criminal Code (articles 585 and 704) and of the Consolidated Law on Public Safety (article 30), of the legislation in force on the subject, and in particular of the law of 18 April 1975, number 110, and subsequent amendments and additions, such as, by way of example and not limited to, firearms and non-firearms, toy weapons, flammable materials, etc.;
  - specifically, amongst other things, pistols, firearms, explosive devices, explosive materials, pyrotechnic devices, smoke bombs, illuminating torches, toy weapons, and reproductions and imitations of firearms that may be mistaken for real weapons; compressed air or CO<sub>2</sub> weapons, such as handguns, ball guns, carbines, pellet guns; flare guns and starting pistols; bows, crossbows, and arrows; harpoon launchers and spear guns; slingshots and catapults; neutralising devices, such as



stun guns, paralyzing guns (tasers) and stun batons; tools for stunning and killing animals; chemical substances, gasses, and sprays capable of causing disabling or immobilising effects, such as mace, pepper sprays, capsicum sprays, tear gas, acid sprays, and animal repellents; cutting items, such as axes, swords, sabres, hatchets and cleavers, ice axes and ice picks, razor blades, Stanley knives, knives, and scissors, with the exception of: nail files and clippers, small scissors, small round-tip scissors, eyelash curlers, all that is contained in small, travel beauty cases for use by one person, umbrellas and parasols, extendable selfie sticks; objects with a sharp point or a pointed end; helmets or hard hats of any kind, even if carried by hand; laser pointers; balloons; sound-creating instruments (drums, trumpets, musical instruments of any kind), megaphones and other sound systems that emit or amplify sound; narcotic substances, poisons, noxious substances, flammable materials, with the exception of: sanitising gel products for personal use, deodorants of any kind of around 100g/169ml, lighters, perfumes up to 100ml in size, hair clips and pins of any type; paints or other staining materials, with the exception of writing and drawing instruments; drones; glass and ceramic objects, and any other object deemed dangerous by VFD;

- the consumption of food and drinks of any kind is forbidden, with the exception of water and medication;
- animals, not even if they are small (excluding guide dogs for the visually impaired and blind);
- banners, signs, flags, documents, drawings, printed or written materials, signs and symbols containing propaganda relating to political, ideological, sporting, or religious doctrines.

#### 2.7 Furthermore, in the Historical Complex, the following are expressly forbidden:

- the assumption of any behaviour contrary to public order and/or morality (including, for example, smoking, making telephone calls, talking aloud, sunbathing on the Milan Duomo Rooftops and/or on the parvis of the Milan Duomo Cathedral, accessing the Historical Complex partially and/or fully masked) and/or that could generate dangerous situations and/or put at risk, in any way, the personal safety of Customers or that of others, as well as the works of art, the architectural and archaeological structures (including, by way of example but not limited to, going beyond the railings, climbing on the architectural elements, and throwing objects);
- access and/or attempted access to restricted areas;
- the sale of goods, of any kind, by unauthorised parties and/or in unauthorised places, and the request for money or other goods without being authorised;
- access of unauthorised reporters and/or journalists with recording equipment, video cameras and/or photo cameras and/or in any case the execution by the Customer of any form of photographic and/or video recording at the Historical Complex, as well as the unauthorised transmission and/or recording of data for commercial purposes with mobile phones or other means; for this purpose, please refer to the dedicated webpage at <https://www.duomomilano.it/en/infopage/press-and-permits/112/>;
- filming in the Baptistery of San Giovanni alle Fonti, Santa Tecla, and the Baptistery of San Stefano without authorisation from the Superintendence of Archaeological Heritage;
- in general, photo, audio and video filming and/or shooting of the Monumental Complex, which are not intended for strictly personal use; for this purpose, please refer to the dedicated webpage at <https://www.duomomilano.it/en/infopage/press-and-permits/112/>;
- in the absence of a specific agreement with VFD, the presence of extras, spokespersons, and actors, the execution of interviews with public figures; for this purpose, please refer to the dedicated webpage at <https://www.duomomilano.it/en/infopage/press-and-permits/112/>;
- access in formal attire (by way of example, but not limited to, wedding dresses, full evening dress/tails, tuxedos, etc.), except for weddings celebrated inside the Milan Duomo Cathedral or on the occasion of events and ceremonies with Sacraments administered at the Milan Duomo Cathedral, and/or shoes with metal soles or materials that can damage the flooring, just as it is not advised to enter with heels or wear shoes that do not allow for correct walking, as there are, in some areas of the Historical Complex, very narrow and steep passages;
- the entrance and visiting of the Milan Duomo Rooftops for children under the age of 12 not accompanied by an adult (or a person who is at least 18 years old);
- entrance to the Milan Duomo Rooftops with strollers/pushchairs and prams that are not closed and not in use, with the exception of wheelchairs for the disabled;



- entrance to the baptismal pool of the Baptistery of San Giovanni alle Fonti and of the Baptistery of San Stefano, and the prolonged positioning of chairs on the original flooring of the Baptistery of San Giovanni alle Fonti, which can only be positioned in areas with new marble flooring (subject to the necessary authorisation from VFD).
- 2.8 The Customer is reminded that for people with motor and/or mental disabilities, access to the Milan Duomo Rooftops is subject to the presence of an accompanying person. Customers with motor disabilities who use the appropriate technical aids are able to go to the Milan Duomo Rooftops, having access, for technical reasons, exclusively to the area of Retrochoir, limited to the days in which the south lift is in operation, access being via the latter. Access to this is via the entrance in the façade.
- 2.9 Please also note that there are no toilets on the Milan Duomo Rooftops, in the Milan Duomo Cathedral, or in the main ticket office located in Piazza Duomo 14/A, 20122 Milan.

### SECTION III

#### **3. General information regarding access to the Historical Complex: audio guides, radio guides and microphone systems/whispers (hereinafter, for the sake of brevity, the “Systems”) and the storage of small objects (hereinafter, for the sake of brevity, the “Locker” or “Lockers”)**

- 3.1 The Customer can request the visit support Systems that can be rented on site (currently available in Italian, English, French, Spanish, German, Russian, Chinese, Japanese, Korean and Portuguese).
- 3.2 Systems are sanitized before and after each use and disposable headphones are provided. For the distribution of microphone systems, tour guides must sanitize their hands or use courtesy disposable gloves made available at the ticket offices of the Historical Complex.
- 3.3 The Systems must be returned at the end of their use. In the event of loss, tampering, or malfunction attributable to the Customers who used the Systems, a penalty of €100.00 (one hundred euros) will be applied, any exception to this is now withdrawn by the Customer, which must be paid by bank transfer to the bank details that will be communicated by VFD.
- 3.4 In order to access the Milan Duomo Museum, it is mandatory to deposit suitcases, bags, bulky rucksacks, and umbrellas in advance, and which must be collected by and under the full responsibility of the Customer at the end of the visit; a special Locker is therefore provided for the exclusive use of Customers to the Milan Duomo Museum.
- 3.5 In order to use a Locker for the storage of small objects, the Customer is required to sign a register with their data and the date and time of entry, as well as pay, in cash, a security deposit of €5.00 (five euros), following which they will be given a numbered key. The deposit will be returned to the Customer upon the restitution of the Locker key no later than 60 minutes after the signing of the register.
- 3.6 Use of the Locker has a maximum duration of 60 minutes – the estimated time to visit the Milan Duomo Museum, and also in consideration of public order needs – starting from the beginning of the visit.
- 3.7 In the event of failure to return the Locker key within and no later than the 60 minutes, the amount of €5.00 (five euros) paid by the Customer will be retained by VFD as a penalty, any exception to this is now withdrawn by the Customer. In the event of restitution after 120 minutes, VFD will apply an additional penalty of €2.00 (two euros) every 60 minutes, any exception to this is now withdrawn by the Customer.
- 3.8 For security reasons, items left after the opening hours of the Milan Duomo Museum will be removed and delivered to the Police. Any police intervention will be assessed in accordance with the law.
- 3.9 VFD declines any responsibility, for any reason whatsoever, in the event of loss, damage, or theft of the items stored in the Lockers.
- 3.10 The service can be suspended by VFD, at its sole discretion, due to organisational needs. Any liability by VFD is excluded, for any reason whatsoever, in the presence of one of these circumstances, and any exception to this is now withdrawn by the Customer.

### SECTION IV

#### **4. Specific rules for groups, including tourist, parish and school groups**

- 4.1 This section contains rules that, in addition to the rules of the previous sections, general in nature and applicable to anyone who enters the Historical Complex, are aimed at those who intend to present



themselves in organised groups with the presence of a guide and/or a accompanying person and/or a tour leader, who carry out activities relating to the explanation and illustration of the historical, artistic, and architectural attractions of the Historical Complex, and are equipped with a specific microphone system (hereinafter, the “**Groups**”).

- 4.2 Within the Groups, distinction is made between Groups organised by VFD and Groups organised by third parties, without prejudice, in any case, to the maximum limit of:
- a. 50 participants plus the guide and/or the tour leader for each of the Groups for entrance to the Milan Duomo Cathedral;
  - b. 30 participants plus the guide and/or the tour leader for each of the Groups for entrance to the Baptistery of San Giovanni alle Fonti, to the Terrace, to the Milan Duomo Museum and to the Church of San Gottardo in Corte in Palazzo Reale;
  - c. 10 participants plus the guide and/or the tour leader for each of the Groups for entrance to the Archeological Area and to the Baptistery of San Giovanni alle Fonti.

Being understood that, in the case of Groups visiting the Milan Duomo Cathedral and one of the other locations of the Historical Complex, the space with the lowest number of participants must be considered as the maximum limit, any exceptions as of now removed.

- 4.3 Where Groups have a number of people exceeding the limits indicated in point 4.2 above, without prejudice to the maximum limit of 50 participants for each of the Groups, they will be divided by personnel appointed by VFD in order to comply with the aforementioned limits.
- 4.4 Groups will not be allowed to stay in the Historical Complex for longer than that indicated below or than that communicated by the staff responsible for assisting with the visit: 120 minutes for the Milan Duomo Cathedral; 30 minutes for the Baptistery of San Giovanni alle Fonti archaeological area; 60 minutes for the Milan Duomo Rooftops; 90 minutes for the Milan Duomo Museum and the Church of San Gottardo in Corte in Palazzo Reale.
- 4.5 To access the Milan Duomo Cathedral, Groups must be equipped with Systems provided by VFD or with their own systems as long as they are not loudspeakers. VFD reserves the right to check and verify, at the Groups’ moment of entry to the Historical Complex, the suitability and/or regularity of these systems in relation to the purpose of their use within the Historical Complex, it being understood that in the event that the VFD finds the systems to be unsuitable and/or irregular, the same cannot be used within the Historical Complex.
- 4.6 Groups without a guide or leader can rent Systems of the “audio guide” type.
- 4.7 Collection of Systems provided by VFD:
- in order to be able to collect the Systems, it is necessary to print the voucher and confirmation received upon completion of online booking and present them at the Group Services desk, located in the Cesata del Duomo, under the following terms: with reference to Groups organised by third parties, no later than 15 minutes before the time indicated in the booking; with reference to groups organised by VFD, with regard to Large Groups (consisting of a minimum of 11 and a maximum of 50 participants, excluding the guide and/or accompanying person), to Educational Groups (consisting of a minimum of 6 participants and a maximum of 30 participants, including school Groups, religious Groups, subsidised Groups, excluding the guide and/or accompanying person) and the Scheduled Groups with Fixed Departure (consisting in a maximum of 30 participants) no later than 15 minutes prior to the time indicated in the booking; with regard to Small Groups (consisting of a minimum of 1 participant to a maximum of 10 participants, excluding the guide or accompanying person), no later than 5 minutes before the time indicated in the booking. It is recommended that guides and accompanying persons observe this advance collection time in order to avoid crowds and delays in entry;
  - the communication of any delay does not imply any form of guarantee as regards the availability of the Systems should other Groups arrive;
  - if necessary and if available, any additional Systems can be collected from the Group Services desk. Payment can be made simultaneously with the issue of the receipt. However, it will not be possible to request an invoice.
- 4.8 Return of Systems:
- with specific reference to the Audioguide, the same must be returned to the personnel appointed by VFD. In the event of non-return, loss, tampering, breakdown, even partial, attributable to the



Customer, a penalty of € 90.00 (ninety/00 euros) will be applied, to be paid in the manner in which the reservation was made, each exception as of now removed by the Customer and with express waiver of the Customer to advance any claim and/or request, for whatever reason, in this regard;

- with specific reference to School Groups, which are part of Educational Groups, VFD will be able to provide each Participant with a Tablet to be used during the specific guided tour, which must be returned at the end to the staff appointed by VFD. In the event of non-return, loss, tampering, breakdown, even partial, attributable to the Customer, a penalty of € 150.00 (one hundred and fifty euros/00) will be applied, to be paid in the manner in which the Reservation was made, each exception as of now removed by the Customer and with express waiver of the Customer to advance any claim and/or request, for whatever reason, in this regard.

4.9 VFD declines all responsibility, for any reason whatsoever, for the improper use of the supplied Systems.

## SECTION V

### 5. Specific rules for visiting the Quarry

- 5.1 This section contains rules that, in addition to the rules of the previous sections, general in nature and applicable to anyone who enters the Historical Complex, are aimed at those who intend to access the Quarry.
- 5.2 During visits to the Quarry, it is necessary to respect the orders of the tourist guides appointed by VFD as well as those of VFD's technical personnel and services. VFD declines any responsibility, for any reason whatsoever, for violation by the Customer of the orders given.
- 5.3 In order to confirm booking of the visit by VFD, the Groups must consist of a minimum of 10 Customers. In case of failure to reach the aforementioned minimum number of Customers, the booked guided tour will have to be cancelled, any exception to this is now withdrawn by the Customer. The amount paid during the booking will in this case be fully refunded within 14 days by crediting the card used for payment.
- 5.4 Groups consisting of a maximum of 20 Customers (including accompanying persons) are allowed, it being understood that in the case of larger Groups, these will be split up in compliance with the maximum amount indicated above for each of the Groups.
- 5.5 Bookings must be made at least 30 days prior to the desired date; the day and time of the visit will be communicated via email by VFD, which may, at its sole discretion, cancel the visit, even without notice, any exception to this is now withdrawn by the Customer. The amount paid for the booking will in this case be fully refunded by crediting the card used for payment or by bank transfer to the bank details indicated by the Customer.
- 5.6 The presence of at least one accompanying person responsible for each of the groups is required. In the case of children under the age of 15, the presence of at least 2 accompanying persons is required for each of the Groups. It is forbidden to leave or distance oneself from the established Groups for the entirety of the visit. VFD declines all responsibility, for any reason whatsoever, for the violation by the Customer of this provision.
- 5.7 In addition to the provisions that may be addressed or presented at the beginning of the visit, for the entire presence in the Quarry, it is forbidden to smoke, consume food or drinks of any kind, with the exception of water and medication. It is forbidden to have portable radios on or to use headphones or similar instruments.
- 5.8 Private vehicles will not be permitted at the Quarry, unless previously agreed with VFD.
- 5.9 VFD guarantees Groups that visit the Quarry the possibility to park their cars inside the areas adjacent to the Quarry.
- 5.10 The bins provided at the Quarry must be used to throw away paper or other rubbish.
- 5.11 It is forbidden to bring luggage and/or suitcases, with the exception of small bags or rucksacks.
- 5.12 VFD cannot be held responsible, in any capacity whatsoever, for objects owned by the Groups that are left in the facility.
- 5.13 The Quarry does not have pathways designed for visitors with walking problems, access to which is therefore prohibited.
- 5.14 Comfortable clothing and shoes suitable for walking on uneven surfaces are required for the visit of the Quarry. The use of heels or leather-soled shoes is not recommended.



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- 5.15 In case of bad weather or wind, during the visit of the Quarry, members of the Groups are advised to bring umbrellas and/or waterproof jackets.
- 5.16 Whilst visiting the Quarry it is absolutely forbidden to handle the work tools and/or artefacts of any of the workers present in the locations. VFD declines any responsibility, for any reason whatsoever, for violation by the Customer of the orders given.

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In the event that the Customer does not comply with the rules of conduct and access regulations, indicated in the Regulations, they will be accompanied to the exit of the Historical Complex by security personnel. VFD reserves the right to issue a fine to the aforementioned offenders ranging from €10.00 (ten euros) to €3,000.00 (three thousand euros) and, in cases deemed more serious, to also consult the Public Safety Authorities. VFD is relieved of any liability, for any reason whatsoever, in relation to non-compliance by the Customer to the rules set out in these Regulations, any exception to this is now withdrawn by the Customer.

For any requests for assistance, please contact Duomo InfoPoint, located in Sala delle Colonne in Piazza Duomo 14/A, 20122 Milan, telephone +39 02-36169340, email [info@duomomilano.it](mailto:info@duomomilano.it)

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Milan, 29 March 2023

Veneranda Fabbrica del Duomo di Milano