



RULES OF CONDUCT AND ACCESS REGULATIONS FOR THE MILAN DUOMO MONUMENTAL COMPLEX

These regulations (hereinafter, for the sake of brevity, the “**Regulations**”) are published on the Veneranda Fabbrica del Duomo di Milano’s website at www.duomomilano.it (hereinafter, for the sake of brevity, the “**Website**”) and are available at the ticket offices and throughout the visitable areas of the Milan Duomo Monumental Complex—that is Milan Duomo Cathedral, the Aquilonare Sacristy, the Baptistery of San Giovanni alle Fonti archaeological area, the Crypt of Saint Charles, the Milan Duomo Museum, the Milan Duomo Rooftops, the Baptistery of Santo Stefano, the Church of Santa Maria Annunciata in Camposanto, the Church of San Gottardo in Corte in the Royal Palace, the Archive-Library and the Candoglia Quarries (hereinafter, for the sake of brevity, the “**Quarry**”)—(hereinafter, for the sake of brevity, the “**Monumental Complex**”) and are aimed at regulating the rules of conduct and access regulations, also for cultural activities and events, which are to be observed in the Monumental Complex, also during visits.

The purchase of any type of admission ticket (hereinafter, for the sake of brevity, singularly the “**Ticket**” and jointly the “**Tickets**”) or the booking of a guided tour and/or for access to the Monumental Complex for the relevant tour (hereinafter, for the sake of brevity, the “**Tours**”) and, in any case, access, even free of charge, to the Monumental Complex, requires the unconditional acceptance for all legal purposes of these Regulations.

Each person who purchases a Ticket or books a Tour or participates in any type of event or however accesses the Monumental Complex is obliged to read and accept these Regulations, the General Conditions of Sale, also published on the Website and available in the Monumental Complex ticket offices, and any other ulterior information and/or communication present on the Website and/or affixed in the Monumental Complex, and is also obliged to inform him/herself of any provisions adopted by national and/or regional Governing Authorities.

The Regulations are composed of four sections:

- Section I: dedicated to the general rules regarding access procedures to the Monumental Complex;
- Section II: dedicated to the rules of conduct to be observed in the Monumental Complex;
- Section III: dedicated to groups and the precise procedures of access to the Monumental Complex dedicated to them;
- Section IV: dedicated to visits to the Quarry.

SECTION I

1. General rules for access to the Monumental Complex

- 1.1 With exception to the Church of Santa Maria Annunciata in Camposanto, where only participation in religious functions is allowed, access to the Monumental Complex will be permitted only and exclusively to the purchaser of a Ticket and/or to the person/people who have booked a Tour (hereinafter, for the sake of brevity, individually the “**Customer**” or jointly the “**Customers**”) and upon presentation of said Ticket, which must be valid, kept for the entire duration of the visit, and stamped on exit, where applicable.
- 1.2 Online purchase of the Ticket from the Website is highly recommended, so as to avoid the formation of crowds, and electronic payment, so as to limit the use of cash as much as possible.
- 1.3 Access to the Monumental Complex is forbidden to all those who present health problems and/or any symptoms, for example but not limited to, respiratory symptoms and/or fever. No refund of the Ticket will be due by the VFD in such cases.
- 1.4 In order to know the opening hours, possible variations to dates, times or other element related to the opening and/or closing of the Monumental Complex, the Customer can access the Website or contact Duomo InfoPoint (desk located in 20122 Milan, Piazza Duomo, tel. +39 02-72023375, email info@duomomilano.it). Events, such as, by way of example but not limited to, adverse weather conditions, reasons of public safety and/or order and/or other organisational or technical factors, not attributable to VFD, may force the latter to change, at its sole discretion, the opening and/or closing times, access procedures (including the ascent to and descent from the Milan Duomo Rooftops), tour itineraries, the visitable areas, the time permitted to stay or the events scheduled in the Monumental Complex. Any liability of VFD is excluded, in any capacity, in the presence of one of these situations, any exception to this is now withdrawn by the Customer.
- 1.5 VFD defines, at its sole discretion, based on the size and layout of the spaces in the Monumental Complex, as well as in compliance with current legislation, the maximum capacity of Customers



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admitted to each of the spaces that form part of the Monumental Complex, any exception to this is now withdrawn by the Customer.

- 1.6 With specific reference to visits to the Milan Duomo Rooftops and the Quarry, in any case of extreme 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, in any capacity, in the presence of one of these situations, 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 Monumental Complex, must be dressed appropriately. In particular, sleeveless and/or low-cut clothing, shorts, miniskirts and hats are not permitted inside the Milan Duomo Cathedral. For visits to the Milan Duomo Rooftops and the Quarry, “comfortable” shoes must be worn, acknowledging as of now that VFD cannot be held responsible, in any capacity, for the consequences deriving from any incorrect and/or negligent behaviour by the Customer, any exception to this is now withdrawn by the Customer.
- 2.2 The Customer gives his/her consent to brief security checks before accessing the Monumental Complex. Security checks may be extended to bags, luggage, rucksacks and/or other personal items brought by the Customer. These preventative measures are organised exclusively by Public Safety Authorities and are carried out by the personnel in charge of monitoring the entrances and of security at the Monumental Complex.
- 2.3 The Customer, for his/her own safety, is required to pay the utmost attention within the Monumental Complex, to scrupulously respect notices as well as the rules of conduct displayed. Some areas of the Monumental Complex, for historical and artistic reasons, present slippery, steep, and precipitous sections, difficult passageways and not all stairs are equipped with handrails. VFD cannot be held responsible, in any capacity, for the consequences deriving from the use of these areas and/or from any incorrect and/or negligent behaviour by the Customer, any exception to this is now withdrawn by the Customer.
- 2.4 To access and remain inside the Monumental Complex, the Customer must also respect the sacredness of the places of prayer, respecting the silence and not disturbing the tranquillity of others, also by putting mobile phones on silent mode, and avoiding raised voices.
- 2.5 Throughout the Monumental Complex, it is obligatory to comply with and respect signs and the instructions from personnel for the purpose of managing the flow of visitors.
- 2.6 In the Monumental Complex, by way of example but not limited to, the following items and/or items of the same genre and/or items of the same type are not permitted:
- in general, weapons indicated pursuant to the combined provisions of the rules of the Penal Code (Artt. 585 and 704) and of T.U.L.P.S. (*Testo Unico delle Leggi di Pubblica Sicurezza* or *Consolidated Act of Public Safety Laws*) (Art. 30), of the relevant legislation and in particular of the law of 18 April 1975, n. 110, and subsequent amendments and additions, such as, by way of example but not limited to, firearms and non-firearms, toy guns, flammable materials etc.;
 - specifically, *inter alia*, pistols, firearms, explosive devices, explosive materials, pyrotechnic artifices, smoke bombs, flashlights, toy weapons, reproduction or imitation firearms that could be mistaken for real weapons; compressed air or CO₂ weapons, such as handguns, pellet guns, rifles and ball guns; flare guns and starting pistols; bows, crossbows and arrows; harpoons and underwater guns; slingshots and catapults; neutralising devices, such as stun guns, paralyzing guns (tasers) and stun batons; instruments for stunning and killing animals; chemical substances, gases and sprays capable of producing disabling or immobilising effects, such as irritant sprays, tear gas, acid and animal repellents; cutting items, such as axes, swords, sabres, hatchets and cleavers, ice axes and ice picks, razor blades, Stanley knives, knives, 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 sticks for photographs (selfie sticks); objects with a sharp point, martial arts equipment with a sharp point or 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/16 ml, lighters, perfumes up to 100 ml in size (large size), hair clips and hair pins of any kind; paints and other staining materials, with the exception of writing and drawing instruments; drones; glass and ceramic



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objects, and any other item 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 small in size (excluding guide dogs for the visually impaired and blind);
- luggage, bags and large rucksacks;
- banners, placards, flags, documents, drawings, printed or written material, signs and symbols containing propaganda relating to political, ideological, sporting or religious doctrines.

2.7 Furthermore, in the Monumental Complex, it is absolutely forbidden:

- to engage in any behaviour contrary to public order and/or decency (including, for example, smoking, making telephone calls, speaking with a raised voice, sunbathing on the Milan Duomo Rooftops and/or on the parvis in front of Milan Duomo Cathedral, entering the Monumental Complex partially and/or fully masked and/or that may generate dangerous situations and/or put at risk, in any way, the personal safety of the Customer or that of other people, as well as the works of art, 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);
- to access and/or attempt to access restricted areas;
- the sale of goods, of any kind, by unauthorised parties and/or in unauthorised places and to request money or other goods without authorisation;
- access for 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 Monumental Complex, such as the unauthorised transmission and/or recording of data for commercial purposes via mobile phone or other instruments; for this purpose, please refer to the dedicated webpage at <https://www.duomomilano.it/en/regulations/press-and-permits/>;
- to film inside the Baptistery of San Giovanni alle Fonti and Santa Tecla and inside the Baptistery of Santo Stefano without authorisation from the Superintendence of Archaeological Heritage;
- in general, to carry out photographic, audio and video recordings of the Monumental Complex, that are not for personal use; for this purpose, please refer to the dedicated webpage at <https://www.duomomilano.it/en/regulations/press-and-permits/>;
- the presence of extras, spokespersons, and actors, and the execution of interviews with public figures in the absence of a specific agreement with VFD; for this purpose, please refer to the dedicated webpage at <https://www.duomomilano.it/en/regulations/press-and-permits/>;
- to enter in formal attire (by way of example but not limited to, wedding dresses, full evening dress/tails, tuxedos, etc.), with the exception of weddings celebrated inside the Milan Duomo Cathedral or during events and ceremonies with Sacraments administered at the Milan Duomo Cathedral, and/or footwear with metal soles or materials that can damage the flooring, just as it is not advised to enter with heels or shoes that do not allow for correct walking, as there are, in some areas of the Monumental 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);
- the 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;
- the entrance inside the baptismal pool in the Baptistery of San Giovanni alle Fonti and in the Baptistery of Santo Stefano, and the prolonged positioning of chairs on the original flooring in the Baptistery of San Giovanni alle Fonti, which can only be placed in areas with the new marble flooring (subject to the necessary authorisation from VFD).

2.8 The Customer is reminded that for people suffering from motor and/or mental disabilities, access to the Milan Duomo Rooftops and the Baptistery of San Giovanni alle Fonti is subject to the presence of an accompanying person. The Customer with a motor disability who uses the appropriate technical aids is able to go to the Milan Duomo Rooftops, having access, for technical reasons, exclusively to the Retrochoir area, which can be reached, in this case, by entering via the façade. For further information, please refer to <https://www.duomomilano.it/en/regulations/accessibility/> in the “Accessibility” section of the Website.

2.9 Furthermore, please be reminded that on the Milan Duomo Rooftops, inside the Milan Duomo Cathedral and in the main ticket office located in 20122 Milan, Piazza Duomo 14/A, there are no bathroom facilities.



SECTION III

3. Specific rules for groups, including tourist, parish and school groups

- 3.1 This section contains rules which, in addition to the rules in the previous sections, general in nature and applicable to anyone who enters the Monumental Complex, are addressed to those who intend to present themselves in organised groups with the presence of a guide and/or accompanying person and/or tour leader, who explains and illustrates the historical, artistic and architectural attractions of the Monumental Complex, and is equipped with a specific microphone system/whispers (hereinafter, the “**Groups**”).
- 3.2 Groups will not be allowed to remain in the Monumental Complex for longer than that indicated below or that communicated by the personnel 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; 30 minutes for the Crypt of Saint Charles; 60 minutes for the Milan Duomo Rooftops; 90 minutes for the Milan Duomo Museum and the Church of San Gottardo in Corte.
- 3.3 To access the Monumental Complex, Groups must have previously booked their Tour and/or purchased entrance Tickets and be equipped with the microphone system provided by VFD or have their own systems, provided they are not loud speakers. VFD reserves the right to appropriately check and verify, upon Groups entering the Monumental Complex, the suitability and/or regularity of such systems for their use inside the Monumental Complex, it being understood that should systems be found by VFD to be unsuitable and/or irregular, they cannot be used inside the Monumental Complex.
- 3.4 Groups without a guide or an accompanying person can rent either “audio guide” or “video guide” systems.
- 3.5 Collection of systems supplied by VFD:
 - in order to be able to collect the systems, it is necessary to print the voucher and confirmation that is received once the booking is completed and present them to the Group Ticket Office, within the terms set out in the booking. Guides and accompanying persons are advised to observe this ahead of the scheduled time so as to avoid crowding and delays in entering;
 - communication of a possible delay does not imply any form of guarantee regarding the availability of the systems should other Groups arrive;
 - if necessary and if available, any additional systems and Tickets can be collected from the Group Ticket Office. Payment can be made simultaneously with the issuing of a receipt from the ticketing system.
- 3.6 VFD declines all responsibility, in any capacity, in the event of improper use of the systems supplied.

SECTION IV

4. Specific rules for visiting the Quarry

- 4.1 This section contains rules that, in addition to the rules in the previous sections, general in nature and applicable to anyone who enters the Monumental Complex, are aimed at those who intend to access the Quarry.
- 4.2 During visits to the Quarry, it is necessary to respect the orders of the tourist guides appointed by VFD as well as those of the personnel and technical services likewise appointed by VFD. VFD declines all responsibility, in any capacity, in the event of violation by the Customer of the orders given.
- 4.3 The presence of a least one accompanying person responsible for the Groups is necessary. In the case of children under the age of 15, the presence of at least 2 accompanying persons is required per Group. It is forbidden to distance oneself from the established Groups for the entire duration of the visit. VFD declines all responsibility, in any capacity, in the event of violation by the Customer of this provision.
- 4.4 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 medications. It is forbidden to keep portable radios turned on or to use headphones or similar equipment.
- 4.5 Private vehicles will not be permitted to enter the Quarry, unless previously agreed with VFD.
- 4.6 VFD guarantees Groups that visit the Quarry the possibility of parking their vehicles in the areas adjacent to the Quarry; Customers must respect the highway code and VFD cannot be held responsible in any way for any potential damage and/or theft.
- 4.7 The bins provided in the Quarry must be used to throw away paper or other rubbish.
- 4.8 VFD cannot be held responsible, in any capacity, for personal items left in the facility by Groups.
- 4.9 The Quarry does not have pathways designed for visitors with walking difficulties, whose access is



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therefore prohibited.

- 4.10 Comfortable clothing and suitable shoes for walking on uneven surfaces are required at the Quarry. The wearing of heels or leather-soled shoes is not recommended.
- 4.11 In the event of bad weather or wind, it is recommended that members of the Groups bring umbrellas and/or waterproof jackets when visiting the Quarry.
- 4.12 During the visit to the Quarry, it is absolutely forbidden to handle the work tools and/or artefacts of any of the workers present on site. VFD declines any responsibility, in any capacity, in the event of violation by the Customer of the orders given.
- 4.13 It is forbidden to bring luggage and/or suitcases, with the exception of small bags and rucksacks.

In the event that the Customer does not comply with the rules of conduct and the access regulations indicated in the Regulations, he/she will be accompanied to the exit of the Monumental Complex by security personnel. VFD reserves the right, in situations deemed to be more serious, to also consult the Public Safety Authorities. VFD is relieved of any liability, in any capacity, in relation to non-compliance by the Customer of the rules in these Regulations, any exception to this is now withdrawn by the Customer.

For any requests for assistance, it is possible to contact Duomo InfoPoint, located in Sala delle Colonne in 20122 Milan, Piazza Duomo 14/A, Tel. +39 02-36169340, email info@duomomilano.it.

Milan, 25 March 2024