

GROUP VISIT AND TOUR POLICY

1. School and other groups must **book their visit in advance** by contacting the Museum Visitor Services (+39 011 8138564-565). Visitor Services can be contacted by e-mail (prenotazioni@museocinema.it) only to request information or make a reservation enquiry. Confirmation of reservations by telephone only. The booking calendar is valid for 6 months.
2. Reservations will be scheduled, subject to verification of availability in the chosen time slots, for groups of **15 to 25 persons** plus 1 accompanying person per group (2 chaperones plus special needs teachers for school groups).
3. Reservation for school groups is free of charge if made and paid for by an educational institution or recognised institution. In the case of bookings for other groups or made by brokers (travel agency, tour operator, etc.), a **booking fee** of € 10 will be charged, to be paid within 7 working days of the booking date. In the event of a non-payment, the reservation will be considered unconfirmed and therefore forfeited. The amount for admission tickets and any guided tour or educational activity must be paid within 7 working days of the date of the visit. In the event of a missed reservation, there is no reimbursement for the reservation fee.
4. School groups of 15 or fewer students will be charged a **minimum fee** of the chosen fee × 15 students.
5. Groups of 15 or fewer visitors will be charged a **minimum fee** of 15 admission tickets at the group rate.
6. When making a reservation, each group must have a designated **group leader** who will be responsible for handling check-in procedures at the Museum ticket office. Teachers accompanying their school groups will be held responsible for maintaining proper behaviour and conduct of their group while in the Museum.
7. **Late arrival** may result in loss of the allocated time slot and entry may not be guaranteed.
8. A **reservation form** is available for each type of visit. For public bodies, the reservation form must be completed, signed, and returned for acceptance by the Museum Visitor Services within 10 days after receipt. No changes in reservation details are to be made except by prior agreement. Unauthorized changes will result in cancellation of the reservation.
9. As for **e-invoices**, fill in all the required information using the attached form. E- invoices must be requested at the time of booking.
10. **Payment** of group visits - with or without guided tours - must be completed 10 days **before** the date of the visit. The Museum will issue an e-invoice within the deadline, adding a stamp duty for amounts exceeding € 77.47, excluding the Public Administration. There is no refund for no-shows or communication errors made by the user. Cancellations or a change in the number of participants will result in a total or partial refund only if the museum is informed at least 5 days before the day of the visit. No refunds are possible after such date. Cancellations must be made on the appropriate form (downloadable at www.museocinema.it/educa.php) and sent to disdette@museocinema.it at least one working day before the tour. Failure to cancel or cancellation after the deadline will incur a cancellation fee of € 50.00, except in cases of force majeure (natural disasters, road accidents, adverse weather conditions).

11. Educational tour services are provided only by the **Museum concessionaire** (Rear soc. coop. – pursuant to the provisions of Decree Law 112, letter e) and Law 113 of 29 October 1999; Decree Law 433/92 converted in Law 4 on 4 January 1993 in reference to art. 117 letter e) of the Code of Cultural Heritage, Concessionaire Contract (prot. 160 / 2016 MNC).
12. In addition to the Concessionaire, the following **qualified persons** may conduct guided tours within the scope of their respective competences:
 - *Tourist guides with credentials issued by the Piedmont Region* (L.R. 18 luglio 1989, n. 41; L. 26 novembre 2001, n. 33; D.Lgs. 22 gennaio 2004, n. 42; Circolare MIBACT-UDCM Rep. Decreti 11 dicembre 2015, n. 565);
 - *Accompanying teachers* or their assistant(s) registered with the Ministry of Education and in service at the school of the group taking the museum tour.

Museum staff and authorized associates/consultants are permitted to conduct any type of guided tours.

13. **No guided tours** may be conducted by third parties unless so authorized by the Museum, regardless of the type and size of the group. Tourist guides and teachers conducting a visit with their group must register at the Museum ticket office.
14. Groups must not **crowd other groups** present in the Museum. To facilitate visitor flow through the Museum, groups are not permitted to remain in areas occupied by another group.

Torino, 31st July 2024