



“Coronavirus” Emergency Modalities, procedures and rules for visits to the Vatican Museums and Gardens

Dear visitors!

Due to the health emergency caused by the COVID-19 infection and for a period, the duration of which is still difficult to determine, visits will be organised according to the criteria briefly described below.

These rules are necessary to ensure that your visit can take place in the best and safest conditions. Therefore *they prevail over the ordinary conditions* reported in the individual sections of our official website (www.museivaticani.va).

For this reason, we invite you to take due note of them before making your reservation and to keep them in mind during your visit to our collections.

Our Office of Services and Public Relations remains at your disposal to provide useful assistance and to answer your questions (email: help.musei@scv.va).

The Pope’s Museums await you with pleasure!

1. OPENING HOURS

From Monday 14 September 2020, the opening hours to the public will be the following:

- Monday – Tuesday – Wednesday – Thursday: from 09.00 a.m. to 20.00 p.m., with last entry at 06.00 p.m. (exit from the museum and exhibition sectors at 07.30 p.m.).
- Friday – Saturday: from 09.00 a.m. to 10.00 p.m., with last entry at 08.00 p.m. (exit from the museum and exhibition sectors at 09.30 p.m.).

The extraordinary openings on the last Sunday of the month are suspended.

2. ACCESS

To have access to the Museums, it is **obligatory to book** your visit via the official ticket office portal at tickets.museivaticani.va.

In this period booking will be free of charge (usual tariff of 4 Euros, not applied).

Access will be restricted, and phased at 30-minute intervals.

At the moment of booking, it will be necessary to choose your preferred entry time among those available.

On the day of the visit you must observe with extreme precision the time on the booking voucher (for example: those who have booked for 10.00 a.m. may enter no earlier than 10.00 a.m. and no later than 10.30 a.m.). Once the selected entry period is over, the *Guard Corps* staff



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who is responsible for checking the voucher will be able to prevent access to the Museums and, in this case, **no refund will be available**.

Only for the guided tours organised by the Directorate of the Vatican Museums (see point 3) and for the visits to the Vatican Gardens on foot or by open bus (see point 6) are visitors requested to arrive **15 minutes in advance** of the time on the voucher, so as to enable the necessary reception procedures and to guarantee the punctual departure of the tour.

To enter the Vatican Museums and Gardens it is obligatory to wear a mask covering the nose and mouth. The mask must be worn for the entire duration of the visit.

Each visitor will be subjected to a body temperature check using suitable thermometric instruments. The control is mandatory.

Access will be denied to all those with a body temperature of 37.5° C or more.

Within the Museums it will be necessary to maintain an interpersonal distance of **over 1 metre** and to **avoid gatherings**. The *Guard Corps* will ensure that the rule is respected scrupulously. **Visitors are reminded to observe carefully the health rules, intended to guarantee the health and safety of all and set out at the end of this document. It is the duty of every visitor to read these rules carefully before the visit, and then to observe them for the duration of their stay within the Museums or the Vatican Gardens.**

At the time of booking the visit it is understood that all people who have access to the Museums and who receive the booking voucher will have read, understood and fully accepted all these rules, without exception.

Every violation will be brought to the attention of the competent Authorities. Those who do not follow the rules may be required to leave the Museums.

3. GUIDED TOURS AND GROUP VISITS

From 14 September 2020, the criteria for entry into the Vatican Museums for those who wish to participate in a guided tour will undergo some variations, briefly described here below.

Tours of the Vatican Museums will be possible for groups made up of a **maximum of 20 people** (plus guide). It will be the responsibility of the guide to ensure that the interpersonal distance is maintained between the members of the group, and of all other rules and regulations in force.

It will be possible to use radio-transmitter systems (*group tour*) the use of which will be mandatory for all groups of more than 10 visitors. The only apparatus admitted will be that provided by the official concessionary company, and it will be distributed at specific points inside the Vatican Museums.

The Directorate of the Museums will continue to organise the usual **guided tours of the Vatican**



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Museums and the Vatican Gardens for individual visitors, entrusted to its own educational workers, always in groups made up of a **maximum of 20 people**. It will be possible to book your visit at the official ticket office portal at tickets.museivaticani.va.

Please note that, in this case, visitors are required to arrive **15 minutes before** the time shown on the voucher, so that they can carry out the necessary reception operations and thus ensure compliance with the departure time of the tours.

With regard to the **guided tours of the archaeological areas**, in addition to the guided tour of the *Necropolis of the Via Triumphalis*, the guided tour of the Vatican Gardens will once again be available in conjunction with the *Necropolis of the Via Triumphalis*. For each visit a maximum of **20** visitors may participate. At the end of the tour of the Gardens and the *Necropolis of the Via Triumphalis*, a **non-guided** visit of the Vatican Museums will be permitted.

Please note that the visits to the Excavations of St. John Lateran have been temporarily suspended.

Also on the official ticketing portal it will be possible to book a guided tour of the Vatican Gardens and the **areas of the Vatican Museums normally closed to the public**, with an **exclusive guide**: *Niccoline Chapel*, *Bramante’s Staircase* and *Cabinet of Masks*. The visits with exclusive guide are available only for pre-arranged groups of a maximum of 10 visitors and will be conducted by an educational worker, assigned by the Directorate of the Museums.

It will also be possible to book a **guided tour in conjunction with the Happy Hour service** at the Courtyard of the Carriages. In the case of bad weather the location of the *Happy Hour* service will be at the internal pizzeria area. A maximum of **20** visitors may participate.

4. AUDIOGUIDES

It will be possible to hire audioguide systems, provided by the official Vatican Museums licensee.

They may be hired either on site or, preferably for hygiene reasons, through the official ticket office portal at tickets.museivaticani.va at the moment of booking the visit.

The licensee will guarantee the scrupulous sanitisation of the equipment.

5. ACCESS TO SAINT PETER’S BASILICA

The exit that provides direct access from the Sistine Chapel to Saint Peter’s Basilica will **remain closed** until further notice.

6. VISIT TO THE VATICAN GARDENS

In addition to the traditional visits to the Vatican Gardens on foot, it will be possible to book

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a new visit to the Vatican Gardens alone by the ecological panoramic open bus, which does not include passage through the Museums. A total of 12 places will be available for each trip, in order to ensure the necessary interpersonal distance.

For both visits, participants are reminded to arrive **15 minutes in advance** of the time on the voucher, so as to enable the necessary reception procedures and to guarantee the punctual departure of the tour.

The open buses will depart from the entrance to Vatican City State entitled “Petriano” in Largo del Sant’Uffizio (see the map:

<https://www.google.it/maps/place/Cancello+Petriano/@41.9014972,12.4550827,18z/data=!3m1!4b1!4m5!3m4!1s0x132f60661b9f55eb:0x401a8ffe1fa0e588!8m2!3d41.9014972!4d12.456177>)



Museum staff will be present on-site to offer useful assistance.

The specific rules are given on the booking voucher.

Visitors are reminded that in this case it is obligatory to arrive wearing a mask covering the nose and mouth, which must be worn throughout the entire visit.

As in the case of access to the Museums, each visitor will be subjected to a body temperature check using suitable thermometric instruments. The control is mandatory.

Access to the open bus will be denied to all those with a body temperature of 37.5° C or more.

Please also note that you will not be allowed access to the open bus with luggage (suitcases, bags, packages and containers in general) of dimensions greater than cm. 40 x 35 x 15. There is no cloakroom service.

The **utmost punctuality** is recommended. Once the open bus has started its tour it will not be possible to participate in the visit. **The ticket will not be refunded in any case.**



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7. RESTAURANT SERVICE

Inside the Vatican Museums it will be possible to stock up on drinks and snacks from the vending machines located along the route. The concessionary company will guarantee the most effective sanitation of the machines.

Until further notice, the bar, cafeteria and restaurant service will be provided exclusively in the *Bistrot* located in the Courtyard of the Pine Cone and in the *Caffetteria Le Carrozze* located in the Square Garden. Other refreshment points will remain closed to the public.

The bar, cafeteria and restaurant service will observe the following opening hours:

- ***Bistrot La Pigna***
From Monday to Thursday: 09.30 a.m. - 05.00 p.m.
Friday and Saturday: 09.30 a.m. - 09.00 p.m.
- ***Caffetteria Le Carrozze***
From Monday to Thursday: 10.00 a.m. - 08.00 p.m.
Friday and Saturday: 10.00 a.m. - 09.00 p.m.

Only a **quota** of the seats will be made available to ensure that the interpersonal distance between tables is maintained.

The bar, cafeteria and restaurant service will be provided exclusively at the table.

Food and drink may not be taken away.

It will be possible to book lunch via the official ticket office portal at tickets.museivaticani.va. Lunch will be served at the table in two distinct moments: at 12.00 p.m. and at 1.30 p.m. **Each lunch period will last for a fixed period of 45 minutes, at the end of which it will be necessary to leave the table.** Between one lunch period and the next, the thorough sanitisation of the area will be guaranteed by the catering service concessionary company.

During the extended openings on Friday and Saturday, it will be possible to book the aperitif (*happy hour*) service, again through the official booking system, in two distant times: at 6.00 p.m. and 7.30 p.m. **The service will last for 60 minutes, at the end of which it will be necessary to leave the table.** Between one *happy hour* period and the next, the thorough sanitisation of the area will be guaranteed by the catering service concessionary company. **Service will be at the table, with a fixed menu. The buffet service is temporarily suspended.**



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APPENDIX

Healthcare rules for the containment of COVID infection (as dictated by the Directorate of Health and Hygiene of the Governorate of Vatican City State)

1) Obligatory use of masks

Masks serve to reduce the risk that the wearer may infect others, as they stop a good part of the tiny droplets emitted from the mouth and nose when we cough, sneeze, talk. The use of the mask therefore helps to limit the spread of the virus, but it must be adopted in addition to hand washing and respiratory hygiene measures (sneezing and coughing in the crook of the elbow). Even with the mask, the safety distance (over 1 metre) must be maintained.

How to use the mask:

- Before putting on the mask, wash your hands with soap and water or with an a hydro-alcoholic solution.
- Cover your mouth and nose with the mask, ensuring that it fits closely to the face.
- Avoid touching the inner part of the mask while putting it on.
- If the mask becomes damp, it is advisable to substitute it with a new one and not to re-use it; indeed, masks are single-use only.
- The mask should be removed by the elastic loops, without touching the front; it must be disposed of immediately in the undifferentiated waste.

Surgical masks should in any case not be used for more than one day.

It is advisable to wear the mask also in open spaces if frequented by several people, in any case continuing to maintain the safety distance of more than 1 metre.

2) Frequent hand washing

Washing and disinfection of the hands are decisive to prevent infection. They must be washed with soap and water for at least 20 seconds. If soap and water are not available, it is possible to use a hydro-alcoholic disinfectant gel.

Disinfectant gel dispensers will be available inside the Museums.

3) Avoid touching the eyes, nose and mouth with hands

The virus is mainly transmitted through the respiratory tract, but it can also enter the body through the eyes, nose and mouth. Therefore, avoid touching your face with unwashed hands.



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If your hands come into contact with surfaces contaminated by the virus, they can cause infection.

4) Avoid close contact with other people

Maintain an interpersonal distance from other people of over 1 metre.

5) Use of elevators

The use of elevators will normally be reserved for people with mobility difficulties or particular health conditions that make it advisable.

Normally it will be permitted only to ascend by elevator, other than in particular conditions that would imply use also for descent.

Access to the elevator cabin will normally be possible for just one person at a time.

Disabled visitors may enter elevators with a companion.

6) Avoid sharing bottles and glasses