

VISITORS GUIDELINES



The Fondazione Museo delle Antichità Egizie di Torino aims to enhance, promote, manage, and adapt the structure, functions, and exhibitions of the Museo Egizio and its collection, as well as to promote and enhance all museum activities.

Inside the building, visitors are encouraged to behave with the utmost respect and to follow these rules of conduct throughout the entire museum area (both inside and outside):

GENERAL PROVISIONS

- Visitors must comply with the general instructions displayed on the museum signage.
- The audio guide is free and accessible via personal smartphones. Personal headphones may be used. An audio guide device may be provided only to individual visitors, subject to availability. Audio guide devices are not available for school groups or children under 5 years old.
- Small personal items can be stored in dedicated lockers provided to the public free of charge, subject to availability. Lockers can't be used to store cabin baggage nor large pieces of luggage. Umbrellas, scooters, or similar items cannot be stored.
- For organized schools groups (and summer camps) booked in advance, backpacks and bags must be placed in the designated metal containers reserved.
- The use of lockers is limited to the duration of the museum visit: deposits exceeding the visit time or beyond museum opening hours will incur a penalty starting from €20 per locker. The Museum Management declines all responsibility for theft of belongings left unattended within museum premises.
- Any objects found in the museum after closing hours will be handed over to the Council's Lost and found service" (Via Meucci, 4 – Turin).
- Children under 14 may not enter or remain in the museum unless accompanied by a person over 18 years old.
- The building is fully accessible and allows entry and visits for individuals with limited mobility.
- Visitors should maintain a moderate tone of voice in the exhibition rooms and mute their mobile phones.
- Any accidents or unusual events must be immediately reported to museum staff.
- Museum Management must authorize in advance professional photo and video shootings.

FORBIDDEN ACTIVITIES:

- Touching the artifacts, except for blind and visually impaired visitors, who will receive a special badge granting the exploration of selected objects in the collection through touch.
- Bringing and consuming food and drinks or using the café areas for packed lunches.
- Smoking, including the use of electronic cigarettes.
- Bringing animals into the museum, except for guide dogs for the visually impaired and therapy animals (upon presentation of an official certificate issued by the competent authorities).
- Making video calls and/or using speakerphone.
- Running or sitting on the floor or staircases.
- Bringing any type of luggage, trolley, large bags, or scooters into the exhibition rooms.
- Engaging in any promotional or paid services.
- Using photographic flashes or other sources of artificial light.
- Using augmented reality devices in the exhibition rooms.
- Engaging in actions that could compromise the safety of people and property.

Any conduct in violation of the above rules will result in the visitor's removal from the museum by staff or law enforcement. Request for damages compensation may apply. The removed person shall have no claim to any rights, without prejudice to other legal provisions protecting the Fondazione Museo delle Antichità Egizie

TICKETING

- Tickets are sold for single entry and must be kept until the end of the visit, as they may be checked at the exit.
- All purchased tickets and related services are non-refundable and can't be amended or postponed; unused tickets/services are considered void.
- The official museum ticket is purchased online. On-site ticketing service may be available, depending on on-line ticket sales level.
- The ticket office closes 60 minutes before the museum's closing time.
- Vouchers for discounts or free admission always require the validation of a document supporting the visitor's eligibility. Visitors with disabilities are granted free entry upon presentation of a valid certification.

GROUPS AND GUIDED TOURS

- Online reservations are not available for groups of 7 or more people, even if booking general admission tours set in specified time slots. If such conduct is detected, the Museum may cancel the reservations.

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- Group reservations must be made using the Museum's official forms. Reservations submitted in any other format or on altered forms will not be accepted.
- A "group subject to mandatory reservation" is defined as a party of at least 7 and no more than 25 people.
- Groups on guided tours must use the Museum's official radio guide system, provided for a fee by the Museo Egizio. No other radio guide systems are allowed.
- "Self-guided groups" may enter independently, but no one is allowed to lead such groups inside the Museum, even if they hold official tour guide qualifications.
- The estimated tour duration is approximately 90 minutes. If a guided tour is expected to last longer, this must be declared at the time of booking. After the guided tour ends, single visitors may continue exploring independently until the Museum's closing time.
- To ensure smooth operations in the exhibition halls, authorized guides are required to follow the Museum's recommended tour route and avoid stopping in passageways.
- At the time of booking, contact details for a designated group representative must be provided.
- Guided tours are conducted by Egyptology-specialized staff from the Museum's authorized concessionaire. Officially certified tour guides may lead visitors within the Museum's rooms only after registering at the "radio guide" desk to obtain a badge.
- Conducting guided tours without prior registration is strictly prohibited, regardless of the group size. The badge issued for guiding is non-transferable and must be visible for the entire duration of the visit.
- Licensed tour guides are entitled to free entry only when performing their professional duties, i.e., accompanying pre-booked groups. Requests for free admission for educational purposes must be submitted at least 72 hours in advance via email to info@museitorino.it.
- Advance payment via credit card is required for tickets and guided tour services. Bank transfer payments are subject to invoicing and are available only to Italian public institutions or in special cases pre-approved in writing by the Museum.
- Please note the following: all guided tours booked online are held in **Italian**. The only guided tour available online is "TRAVELLING IN ANCIENT EGYPT" (in English), general admission tour with a limit of 25 participants. To book a private guided tour in foreign languages, please call our Booking Office +39 011 4406903 or send an email to: info@museitorino.it
- The Museum actively works to prevent "secondary ticketing."
- Each reservation is confirmed upon receipt of full payment. Failure to pay within the communicated deadline will result in the cancellation of the booking, and the time slot will be return available for new reservations.
- To ensure fair access for all visitors, it is strictly forbidden to block tickets, services, or time slots for future use ("allotment").
- During high attendance visitor periods, the Museum reserves the right to decline multiple or staggered booking requests. If a request is accepted, an advance booking fee of €10 per group will be required, payable within one week of the booking request. All reserved tickets and services must be paid for within the deadline stated in the booking form. Failure to complete the payment will result in automatic cancellation of the reservation.

SCHOOLS AND GUIDED TOURS

- Schools must make reservations by phone (tel. +39 011/4406903). Online reservations for school groups are not possible on the museum's website, even for general admission visits. If such conduct is detected, the Museum reserves the right to cancel the reservations.
- Groups on guided tours must use the Museum's official radio guide system.
- The teacher accompanying the class is responsible for the students and the radio guides in their custody and must not leave the class for the entire duration of the educational activities.
- School groups are not permitted to enter on Mondays.
- At the time of booking, the contact details of a representative - who will be present during the visit - must be provided.
- Guided tours without prior registration are strictly prohibited, regardless of the number of participants. The guide badge is non-transferable and must be worn visibly until the end of the visit.
- Guide and educational assistance services are provided by the Museum's authorized staff, specialized in Egyptology, or by the class teacher, provided they register in advance at the dedicated radio guide desk.
- When booking an entry for a school group, even though a third person or a tour operator, complete and accurate school information must be provided, including: name, address, phone number, institutional email, number of participating students, and the name of the accompanying teacher. The Museum reserves the right to verify the accuracy of the school information provided at any time. Any discrepancies will be considered as "allotment" and will result in the cancellation of any existing reservations for future dates.
- Schools requesting the electronic invoice must give all necessary details during reservation. (For Italian Public Administration only: details and CIG codes must be provided at least 30 days before the visit date. The invoices must be accepted at least 3 days before the visit, failing which the reservation will be canceled. The reservation will be confirmed only after the acceptance of the invoices. If the invoice is

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rejected beyond the timeframe necessary the reservation will be forfeited and automatically canceled, and the time slot will return available for purchase).

- Advance payment by credit card is required for reserved services and tickets. Payment by bank transfer is subject to mandatory invoicing and is reserved for Italian Public Administration entities or special cases pre-agreed in writing with the Museum.
- To ensure fair access for all, the allocation of services, tickets, and time slots ("allotment") is strictly prohibited.
- In case of multiple or staggered requests, the Museum reserves the right to refuse booking requests during peak periods.