ADMITTANCE POLICY FOR GUIDED TOURS AND GROUPS

The museum is happy to be able to offer visitors safe premises that comply with the regulations on social distancing, hygiene and visitor numbers established by the Spanish health authorities.

Our staff are appropriately trained. Please follow their instructions and ask them if you have any queries.

1. GENERAL TERMS FOR ADMITTANCE WITH A GUIDE

All visitors who enter the museum with a guide (their own or the museum’s), must book in advance.

Guides hired directly by visitors must be professionals accredited by Museo Picasso Málaga, and who are authorized to lead guided tours at the Palacio de Buenavista building.

Guided tour groups must comprise a maximum of 11 people per group (including the guide). For school visits, this maximum number includes the person in charge of the group (teacher, monitor, etc.).

Museum offers discounts and/or free entrance for the following groups:

- People with accredited disabilities (along with the person accompanying them, when this is essential for their visit)
- Those registered as unemployed with SEPE (the Spanish state employment service)
- Youngsters up to and including the age of 16. (Under 13-year-olds must be accompanied by an adult)
- Card-holding students from Universidad de Málaga (UMA)
- Accredited teaching staff
- Members of ICOM

Visitors who benefit from any of the above should show the appropriate credentials on their arrival at the ticket office.

We recommend that tour groups arrive at least ten minutes early, to go through access control and ensure that their visit starts on time.

If the group arrives more than 15 minutes after the time booked for their visit, the museum reserves the right to modify or cancel the service, for reasons of internal organization and visitor numbers.

The time slots that regulate group visits may occasionally be subject to variations at peak visitor times. The group may be asked to move to another area due to visitor numbers.

Departure from the museum is via Plaza de la Higuera. Due to visitor access controls, tour groups are not permitted to exit and re-enter the museum.

Groups are kindly requested to help with smooth visitor flow, especially in Dialogues with Picasso rooms.

Please remember that the cloakroom service is temporarily unavailable, so do not bring bags into the museum.

Check for special closing and free-entry days and times here.
2. BOOKING, PAYMENT AND RETURNS POLICY

To enter the museum with a tour guide, it is essential to book ahead for your chosen day and time. This can be done as follows:

- General visitors. Please contact educacion@mpicassom.org or book directly [here](#).
- Schools. Please contact educacion@mpicassom.org or book using [this form](#).

Group bookings cannot be made for free-entry days. Please check the dates for these [here](#).

The entry time selected is shown on the booking document. It will not be able to enter at a different time to the one shown on this document.

Bookings that involve payment must be completed as per the instructions on your booking confirmation email.

The museum will refund the amount paid for the activity if it is unable to provide the service for its own internal reasons.

If for any reason you are unable to visit the museum, please contact us so that others can visit within that time slot. If cancellation it’s notified ahead of time, 24 hours, the amount will be refunded.

3. WHEN YOU ENTER THE MUSEUM

The entrance is through the main door of the museum on Calle San Agustín, 8.

School visits must arrive with their groups already organized, to facilitate admission and visitor flow at the door.

There is a special entrance next to the main door for people with reduced mobility, clearly indicated by a sign.

To enter the museum, please show your booking document, on paper or your phone, and please pay attention to the signs you will see when you arrive at the museum.

During your visit:

1. Wear a mask.
2. Hand sanitiser dispensers are freely available.
3. Exhibition rooms capacity is clearly indicated.
4. Please respect physical distancing rules.
5. To help preserve the artworks, please do not touch them, and keep a reasonable distance away.
6. Please respect other visitors and keep your phone on silent during your visit to exhibitions, films, and concerts.
7. Keep your booking document with you throughout your visit.
Additional visitors may join the group, if the total number does not exceed 11 (including those accompanying the group). They can buy their ticket at the museum’s ticket office.

Our cloakroom service is temporarily unavailable. Please bring only small bags, backpacks, etc., and carry them on the front of your body.

For school visits, only the accompanying teacher or monitor, etc., may bring a bag into the museum.

Own audio guides systems are allowed inside the museum. The tour guide hired by visitors must provide these devices.

4. GENERAL CONDITIONS FOR ADMISSION WITHOUT A GUIDE

Group visits without a tour guide are not permitted temporarily.