

ENTRANCE TERMS AND CONDITIONS FOR GUIDED TOURS

The museum is delighted to offer secure facilities following guidelines of social distance, hygiene measures and, limitation of capacity established by the health authorities.

1. STANDARD CONDITIONS FOR ENTRY WITH A GUIDE

All visitors arriving at the museum with a guide (their own or the museum's) must make a corresponding booking.

Guided tours can be for between 1 and 11 people (guide included).

School guided groups must be accompanied by a person in charge (teacher, monitor, etc.). In this case, the maximum number will be up to 12 people. These groups must attend already created.

Personal guides employed by the visitor must be those professionals with accreditation from the Museo Picasso Málaga who are thus authorised to lead tours at the Palacio de Buenavista.

All school groups making a guided tour with a guide/educator from the museum must be accompanied by a person in charge.

Participants in a guided tour can benefit individually from a reduced price or free ticket if they are entitled to one. They will be requested to present the following document/letter of accreditation containing the following information at the Ticket Desk:

- Day and time of the tour
- Number of people in the group
- Names of the participants and person responsible for the group
- Identification of the relevant body
- Signature of the person in charge or stamp of the relevant body

Museum personnel have an adequate training, please attend their instructions or ask them to solve any doubt you have.

We ask groups with prior bookings to arrive at the museum at least 10 minutes before the start of the activity in order to pass through the security check and to ensure that the tour starts at the pre-agreed moment.

If the group arrives more than 15 minutes after the booked slot the museum reserves the right to change or cancel the activity for reasons of internal organisation and visitor numbers.

The time-slots covering group visits may be subject to occasional changes at moments of maximum visitor numbers. In the case of this arising, the group will be asked to move to other areas within the museum.

Museum exit must be done by the Plaza de la Higuera. For reason of numbers, groups cannot leave and re-enter the museum.

Groups are asked to collaborate ensuring visitor flow, particularly in the galleries of the Permanent Collection.

Remember that the cloakroom service is temporarily unavailable. Please visit us without packages.

For more information on opening hours, closing days and days with free entry for groups, please consult here.

2. BOOKING, PAYMENT AND REFUNDS POLICY

To attend the museum with a guide it is essential to book the day and time on the museum's website.

When making the booking:

- School groups must register as a client when making their booking and when paying. Or access by filling out the user field and password.
- In the case of any problems when booking, please contact: reservas@mpicassom.org.

Group bookings and ticket sales are not available for days when the museum offers free entry to all visitors. Please consult the website for these dates.

The entry time selected when booking appears on the booking confirmation document. Groups cannot enter at a different time or date to the one stated on that document.

Bookings requiring payment must be made following the indications in the booking confirmation e-mail.

Changes to the number of visitors can only be made by the client prior to payment.

Once the booking has been made in the stipulated time and conditions, refunds are not possible but it is possible to change the date of the visit to another within the same year.

In the case that a group cannot attend, please notify this as soon as possible as the entry slot can be used by other groups.

The museum will refund the amount of the contracted service in the event of not being able to provide it due to its own incidents, as well as due to advance communication by the client for the cancellation.

3. ENTRY TO THE MUSEUM

Groups must enter the museum via the main door on calle San Agustín number 8.

Visitors from school community should arrive at the museum entrance with groups already created to expedite the access and flow of visitors.

There is a specially adapted entrance for visitors with reduced mobility. Exit, by the Plaza de la Higuera.

Show your booking confirmation on the smartphone or printed considering the guidelines you will find at your arrival in the museum.

During the visit:

1. Face mask is required.
2. Hydroalcoholic gel dispensers are available.
3. The limited capacity in exhibition rooms is conveniently marked.
4. Respect social distance.
5. To ensure the safety of the artworks do not touch them and please keep a reasonable distance away from them.
6. Please put your mobile phone onto silence when visiting the exhibitions or when attending a film showing or concert in order to respect other visitors.
7. Please keep your ticket on you during your whole visit.

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In the case of the group not being a school one and not exceeding 11 participants (guide included), additional visitors can join by acquiring a ticket at the Box Office.

Groups with their own guide must present themselves to the head of the Box Office with their booking reference number. All other groups (with a museum educator or school groups) must similarly identify themselves to the educator.

Cloakroom service is temporarily unavailable. Please bring small packages (bags, backpack, etc.) to carry with you on the front of your body. It is therefore advisable that visitors do not bring backpacks on the day of their visit for greater agility.

In the case of a school visit, only the companion (teacher, monitor, etc.) may enter with a bag.

Guided tour equipment can be used in the museum's spaces. This equipment must be supplied by the contracted guide and is not available from the museum.

4. SPECIFIC ENTRY REGULATIONS ACCORDING TO VISITOR TYPE

VISITORS WITH FREE ADMISSION

Visitors entitled to free tickets are the following:

- Disabled visitors with official proof of status (and the accompanying person if that person is essential for the visit to take place)
- Officially unemployed people registered in the SEPE
- Visitors aged up to and including 16 (visitors aged under 13 accompanied by an adult)
- Students of Malaga University (UMA) with an official student's card
- Accredited teachers
- Members of ICOM

Proof of belonging to the category in question must be shown on arrival at the Ticket Desk. It must be shown by the group leader (teacher/monitor) and contain the following:

- Day and time of the tour
- Number of people in the group
- Names of the participants and person responsible for the group
- Identification of the relevant body
- Signature of the person in charge or stamp of the relevant body

The museum's own guided tour service is free for Andalusian school groups within school hours and is subject to availability.

See sections:

- Standard entry conditions with a guide
- Booking, payment and refunds policy

VISITORS WITH A REDUCED FEES

These visitors are the following:

- Visitors aged over 65
- Holders of the Carné Joven Euro
- Students aged between 17 and 26 with proof of status

Proof of belonging to the category in question must be shown on arrival at the Box Office. It must be shown by the group leader and contain the following:

- Day and time of the tour
- Number of people in the group
- Names of the participants and person responsible for the group
- Identification of the relevant body
- Signature of the person in charge or stamp of the relevant body

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VISITORS WITH A STANDAR TICKET

All those who do not correspond to the above two categories.

See sections:

- Standard entry conditions with a guide
- Booking, payment and refunds policy

5. STANDARD ENTRY CONDITIONS FOR NON-GUIDED GROUPS

Group visits without guide are not temporarily available