

TERMS OF ADMISSION FOR GUIDED TOURS AND GROUPS

The museum offers a comfortable and safe visit in accordance with health regulations.

Our visitor attendance staff is trained. Please follow its instructions and ask them if you have any queries.

1. GENERAL TERMS OF ADMISSION WITH A GUIDE

All visitors entering in-group modality (their own, museum's or without one), must book for them.

Tour guides hired by visitors must be registered professionals who are accredited by Museo Picasso Málaga and authorized to give guided tours in the Palacio de Buenavista.

Guided tours can be given to groups of 1 to 25 maximum per group, including the guide. For school visits, this maximum includes the person in charge of the group (teacher, monitor, etc.)

The Museum offers free and reduced-price tickets for the following:

- Persons with an accredited disability (with the person accompanying them, if this is essential for them to be able to visit.)
- Unemployed persons registered with SEPE
- Children up to and including the age of 16. (Children under 13 must be accompanied by an adult)
- Students at Universidad de Málaga (UMA) with a student's card
- Accredited teachers
- Members of ICOM

Visitors able to benefit from these discounts must show the relevant accreditation on their arrival at Groups Ticket Office.

The Museum recommends groups arrive at least 10 minutes before schedule, to go through access control points and ensure their tour starts on time.

If the group arrives more than 10 minutes after the time booked for their visit, the museum reserves the right to modify or cancel it, for reasons of internal organization and capacity.

The time slots for group visits may be subject to variations at times of maximum visitor numbers. If there are capacity issues, the group may be asked to move on to another area.

Groups should leave the building via Plaza de la Higuera. For capacity control reasons, they may not exit and re-enter the Museum.

Groups are kindly asked to collaborate with visitor circulation, particularly in the permanent collection exhibition rooms.

Remember that our cloakroom service is temporarily unavailable. Please do not bring baggage with you.

Check [here](#) for opening hours, special closing days and free entry days.

2. BOOKING, PAYMENT AND RETURNS POLICY

It is essential to book ahead for your chosen day and time before your visit. This can be done via the following channels:

- General visitor groups: contact reservas@mpicassom.org
- School groups: contact educacion@mpicassom.org or request a visit with this [booking form](#)

No group bookings can be made for free entry days. You can check these dates [here](#).

The admission time you have chosen for your visit is shown on your booking document. You will not be allowed in at a different time or on a different day.

To pay for your booking, you must follow the instructions on the booking confirmation email.

Once payment has been made, you can only be reimbursed if the Museum is unable to provide the service you booked due to its own internal issues.

3. ADMISSION TO THE MUSEUM

Enter the museum through the main door, on Calle San Agustin, 8.

School visits must arrive together in their group, to help with access and visitor flow at the entrance.

For those with reduced mobility issues, there is a separate entrance with a sign, next to the main door.

To enter the museum, please show your booking sheet, either in print or on your phone. Please check the signs you see when you arrive at the Museum.

During your visit:

- Hand sanitizer gel dispensers are freely available.
- To preserve the artworks, please do not touch them and keep a reasonable distance away from them.
- For the sake of your fellow visitors, please put your phone on "silent" during your visit to the exhibition rooms, screenings, and concerts.
- Keep your booking confirmation sheet with you at all times.

Any additional visitors (up to a maximum group of 25, including those accompanying them), may join the group by buying their tickets at the Group Ticket Office.

The cloakroom service is temporarily unavailable. Please bring only handbags or small backpacks, etc., and wear them on the front of your body.

On school visits, only the person accompanying the group may enter with a bag (teacher, monitor, etc.).

Audio guides may be used inside the Museum. They must be provided by the hired tour guide.