



MUSEI
IN COMUNE
ROMA

**Service Quality
Charter 2026**

ROMA

SUMMARY

• FONDAMENTALS OF THE SERVICE QUALITY CHARTER	4
Introduction.....	4
What is Service Quality Charter.....	5
Legal references.....	5
General fundamentals.....	6
Suggestions and complaints.....	7
Monitoring and User Satisfaction Survey.....	7
Validity and updating.....	7
• QUALITY STANDARDS - ESSENTIAL SERVICES	9
Welcome and Ticket Services.....	9
Roma MIC Card.....	10
Card Roma Pass 72 hours e Roma Pass 48 hours.....	10
Cloakroom.....	10
Attendant service.....	10
Signage system.....	11
Web portal.....	11
Educational activity.....	11
Bookshop, reproductions of art, gift, publishing.....	12
Café, refreshment & catering.....	12
Temporary exhibitions.....	12
060608 Call Center.....	12
Extraordinary opening for special events.....	13
Cleaning and maintenance.....	13
Weed control.....	13

• ANNEX 1:

LIST OF MUSEUMS OF THE NETWORK	15
Musei Capitolini	16
Musei Capitolini Centrale Montemartini.....	17
Mercati di Traiano Museo dei Fori Imperiali	18
Museo dell'Ara Pacis	19
Museo di Scultura Antica Giovanni Barracco.....	20
Museo della Civiltà Romana.....	21
Museo delle Mura.....	22
Museo di Casal de' Pazzi.....	23
Villa di Massenzio	24
Museo della Forma Urbis.....	25
Casa Museo Alberto Moravia	26
Museo Carlo Bilotti Aranciera di Villa Borghese	27
Museo della Repubblica Romana e della memoria garibaldina.....	28
Museo di Roma.....	29
Museo Napoleonico.....	30
Galleria d'Arte Moderna.....	31
Museo Pietro Canonica a Villa Borghese.....	32
Museo di Roma in Trastevere.....	33
Musei di Villa Torlonia.....	34
Planetario	35
Museo Civico di Zoologia	36

• ANNEX 2:

ROLE, FUNCTIONS AND TASKS OF THE MANAGING COMPANY	38
--	-----------

• ANNEX 3:

VALIDATION MATRIX OF STANDARDS	40
---	-----------

• ANNEX 4:

MUSEUMS' MAP	42
---------------------------	-----------



MUSEI CAPITOLINI
CENTRALE MONTEMARTINI

FUNDAMENTALS OF THE SERVICE QUALITY CHARTER

INTRODUCTION

The Roma Capitale Museum Network is composed by several sites (Annex 1: list and description of services in each museum) and art collections of great historical and artistic significance. They are subject to several institutional activities of study, conservation and research, and also have a common project of elaboration, production and cultural valorization.

The Network coordinates human, technological and financial resources in order to offer to Users the following services: cultural activities and exhibitions of great significance, welcoming, ticketing and attendant services, educational services and activities, publishing and merchandising services.

The Managing Company is in charge of managing and enhancing the museums of the Network by organizing events, exhibitions, conferences, concerts and educational tours and workshops (Annex 2: the Managing Company).

WHAT IS THE SERVICE QUALITY CHARTER

The Service Quality Charter of the Roma Capitale Museum Network follows the ICOM definition of the museum as “a not-for-profit, permanent institution in the service of society that researches, collects, conserves, interprets and exhibits tangible and intangible heritage. Open to the public, accessible and inclusive, museums foster diversity and sustainability. They operate and communicate ethically, professionally and with the participation of communities, offering varied experiences for education, enjoyment, reflection and knowledge sharing” (ICOM) that focuses their interest on society and its users.

The Charter lists the general principles, a description of the available services in the Network, a list of Museums with basic information (address, website, telephone numbers, opening hours, admission fees, available services, accessibility to people with disabilities), the role of the Managing Company, the matrix of the indexes for the validation of the standards. The purposes of the document are the promotion of the available services, the transparency in the relations between the Roma Capitale Museum Network and users, and the qualification of the services offered. The Network aims at satisfying the needs of users by identifying the most appropriate actions in order to be able to consistently include new and various needs. The adaptation of services to the Service Quality Charter standards will be achieved within six months from the date of entrustment to the Managing Company.

LEGAL REFERENCES

This Charter follows the principles contained in the following documents:

- Code of Professional Ethics ICOM-UNESCO adopted by the 15th General Assembly of ICOM (International Council of Museums), in Buenos Aires, Argentina, on November 4th, 1986.
- Prime Minister's Directive issued on January 27th, 1994: “Principles on the supply of public services”.
- Prime Minister's Directive issued on October 11th, 1994: “Principles for the setting up and operation of Public Relations Offices”.
- Article 11 of Legislative Decree No. 286 of 1999.
- Decree of the Ministry of the Cultural Heritage and Environmental Conservation issued on May 10th, 2001 – Guideline on technical-scientific criteria and standards of functioning and development of museums.
- Code of Cultural Heritage and Landscape, approved with Legislative decree January 22nd, 2004, no. 42.
- Article 2, paragraph 461, 2008 Finance Law.
- Legislative Decree 33/2013 amended by Legislative Decree 97/2016, Reorganization of the rules regarding the right of civic access and the obligations of publicity, transparency and dissemination of information by public administrations, art. 32.

- Ministerial Decree February 21st, 2018, n. 113, Adoption of uniform minimum quality levels for publicly owned museums and cultural sites and activation of the National Museum System, Annex 1.
- CIVIT Resolution 88/2010, Guidelines for the definition of quality standards (art.1, paragraph 1 of Legislative Decree December 20th, 2009, n.198) and CIVIT Resolution 3/2012, Guidelines for the improvement of tools for the quality of public services.
- Regional Law November 15th, 2019, n.24, (Provisions on cultural services and cultural enhancement).
- Regional regulation November 3rd, 2022, n. 16.

It is understood that any amendments, supplements or re-enactments to the above regulation must be considered as transposed..

GENERAL FUNDAMENTALS

The Service Quality Charter is based on the following principles:

Equality and impartiality

All users should be able to access the services offered by the Network under the same conditions.

Equality means the ban on any unjustified discrimination. Therefore, all necessary initiatives will be implemented in order to adapt the service provision arrangements to the needs of users with disabilities.

Continuity

The services should be provided on continuous and regular basis by keeping to the announced opening hours. In the event of interruption, the Roma Capitale Museum Network will inform users in advance and to take all necessary measures to minimize possible inconveniences.

Participation

All users can forward comments, set out proposals or make suggestions to improve the services. The Roma Capitale Museum Network will provide feedback about the user's reports and suggestions within one month.

Courtesy

All Users will be treated with courtesy and respect. Staff must be identifiable, helpful and trained to respond promptly and correctly to any information and/or inquiry.

Effectiveness and efficiency

The Roma Capitale Museum Network will strive to continually improve the effectiveness and efficiency of the services it provides, through the adoption of the best technological, organizational and procedural solutions available.

Clearness and intelligibility of the messages

The Roma Capitale Museum Network is committed to using simple, clear and understandable language in all its communications with users.

SUGGESTION AND COMPLAINTS

In order to protect users in compliance with this document, an office of the Service Quality Charter has been established by the Managing Company. This office verifies systematically and continually including through the involvement of users, compliance with the standards, users' satisfaction and the possibilities for further improvements to assess the quality of the services. Users' suggestions and complaints concerning the services described in this Charter are welcome and can be addressed to:

Ufficio Carta dei Servizi di Zètema Progetto Cultura S.r.l.

Via Attilio Benigni 59 - 00156 Roma

tel. 06 820771;

ufficiocartadeiservizi@zetema.it

or by filling in a form on the website of the Network.

All suggestions and complaints (letters, email, etc.) will be replied to within 30 days of receipt (terms of law).

MONITORING AND SATISFACTION SURVEY

Indicators, i.e. quantitative and temporal parameters are fixed in order to allow users to verify the factors on which the quality of services pursued by this Charter depends (Annex 3: Validation matrix of standards).

In addition, quali-quantitative research is carried out periodically to survey the users' satisfaction level regarding the quality of services provided. The collected data are published yearly on the official websites: www.museiincomuneroma.it and www.zetema.it.

VALIDITY AND UPDATING

The Service Quality Charter will be applied as of its publication and represents a contractual commitment in all effects on behalf of Roma Capitale Museum Network.

This version may be updated every two years.



MUSEO CARLO BILOTTI
ARANCIERA DI VILLA BORGHESE

QUALITY STANDARDS ESSENTIAL SERVICES

The Roma Capitale Museum Network offers the services listed below. For a list of services available in each museum, see the individual sheet (Annex 1: List of the Museums in the Network).

WELCOME AND TICKET SERVICE

Information in Italian and in English are displayed in the ticket office, about:

- price of tickets;
- price of videoguides and audioguides;
- information and price about Roma Mic card (sale and renewal);
- free entrances and concessions tickets;
- visitor admission regulations;
- notice of possible disruptions.

It is possible to have information about the museum, its events and the Roma Capitale Museum Network from the staff, also in English. Information leaflets are available in Italian and in English (for Musei Capitolini also in French, Spanish and German) with some historical and artistic information, map and available services. During cultural events and exhibitions, the price of tickets may vary. Some temporary exhibitions may have an added cost to the ticket, even for visitors entitled to gratuity, as specified in the Municipal Resolution. Before the visit, please visit the museums' websites or call the 060608 Call Center.

For exhibitions hosted in the Palazzo and Villa Caffarelli at Musei Capitolini, in the Temporary Exhibition Space of Ara Pacis and in the Temporary Exhibition Space of Museo di Roma, visitors may buy tickets only for the exhibition.

Information on opening hours and events held in the Roma Capitale Museum Network are provided by 060608 Call Center, web portal, Tourist Infopoints and ticket offices.

ROMA MIC CARD

The Roma Mic card offers unlimited access for 12 months in the Roma Capitale Museum Network and in the historical and artistic sites of the Superintendence and concessionary ticket for the exhibition spaces with separate ticketing. It is aimed at adult residents and temporary residents in Rome and its Metropolitan Area, and students of public and private universities in the City. The card is nominative and must always be accompanied by a document of recognition, giving the opportunity to go directly to the entrance of the Museum, without passing through the ticket office. Discounts are available for museum cafés, bookshops and shops. The Roma Mic card is valid twelve months after release and can be quickly and easily renewed online, in a museum's ticket office or in a Tourist Infopoint.

CARD ROMA PASS 72 HOURS & 48 HOURS

The Roma Pass card offers economic facilities and services to simplify the visit of the City. The Roma Pass 72 hours is valid for 72 hours from the first activation and includes first two entrances to museums and/or archaeological sites, and/or experiences. The Roma Pass 48 hours has 48 hours of validity from the first activation and includes the first entry to the museum and/or archaeological site, and/or experience. For all subsequent museums and/or archaeological sites, reduced admission is required. In addition, during the entire validity of the card, you have free unlimited access to the urban public transport and to the network of guarded toilets PStop. Dedicated booking for some museums/archaeological sites and discounts for exhibitions, attractions and affiliated tourist services.

CLOACKROOM

The self-service cloakroom is included in the price of the ticket. In order to protect the artworks, the staff may ask visitors to leave in the cloakroom bulky bags, rucksacks, umbrellas, and any other potentially dangerous items. Any complaint should be made as soon as items are collected by filling in the complaint form. Items deposited in the self-service cloakroom should be collected before the museum closing time.

ATTENDANT SERVICE

Attendant service staff provides visitors with information - including in English – on museum routes, services and events, and supervises compliance with the museum's regulations. In the museums a vigilance service is guaranteed, with constant and direct control of the collections, even during exhibitions, congresses and other cultural activities.

SIGNAGE SYSTEM

Immediate identification of the Museums in the Network is facilitated using a unified logo and image. All museums are recognizable from the outside by the presence of banners and/or plaques of each museum where opening hours are indicated. All museums in the System have signage in Italian and English for essential services such as toilets, and - if present - lifts, cafeteria, and bookshops.

WEB PORTAL

The Roma Capitale Museum Network has an Internet portal www.museiincomuneroma.it. Moreover, each museum has its own website. Updated information is available for each museum in Italian, English, French, and Spanish about the museum's location and its collections, routes by themes and rooms, current, scheduled, and archived exhibitions and events, educational activities, practical information, special openings and closings, news and notices.

Through the portal and individual museum sites, it is possible to subscribe to the monthly newsletter of the Museum Network, purchase tickets to museums, exhibitions and hosted events, as well as the Roma Mic card, official museum guides and exhibition catalogues, and high-resolution images of the collections. Virtual tours of the Museums, the free MiC Roma app and paid apps for the Musei Capitolini, Mercati di Traiano Museo dei Fori Imperiali and Museo dell'Ara Pacis are also available online. The Roma Capitale Museum Network is also on Facebook, X, Instagram, YouTube, Flickr and TikTok, in addition to Spreaker and the main podcast platforms.

EDUCATIONAL ACTIVITIES

Educational information tools (panels and captions) related to the permanent collections are in Italian and English.

The Roma Capitale Museum Network offers educational visits and workshops dedicated to schools of all levels and private groups upon reservation. Educational visits are available in Italian, English, French, German and Spanish. Educational activities for schools in the City of Rome and Metropolitan Area of Rome are free of charge, subject to availability. For Museums with higher turnout, it is recommended to book the whispers service for better enjoyment of educational activities.

For visitors with disabilities, free guided tours are available in Italian, by reservation, on set dates according to a monthly calendar. For deaf visitors, in some museums, there are presentation videos about the museum history and collection in LIS (Italian Signs Language), with Italian subtitles. For further information on educational activities, please visit www.museiincomuneroma.it or contact the 060608 Call Center.

BOOKSHOP, REPRODUCTION OF ART, GIFT AND FANCY GOODS, PUBLISHING

Guides are available in the various museums at the museum bookshop often coinciding with the ticket office.

The main bookshops of the Roma Capitale Museum Network offer a special set of volumes dealing with archaeology, ancient art, modern art, history of art in general, as well as contemporary art, architecture, children's books in both Italian and English. In particular, a specific series of publications has been produced, with official educational guides, scientific catalogues and thematic books, with texts edited by the Capitoline Superintendence, official postcards and stationery. The bookshop is open with the same opening hours as the museum. The bookshop staff speak Italian and at least another language.

CAFÉ, REFRESHMENT & CATERING

For timetables, please consult the museums' websites, in the "Visit" section. All staff of the cafés have a basic knowledge of English and HACCP procedures and requirements. Some museums have food and beverage vending machines.

TEMPORARY EXHIBITIONS

Every year the museums of the Network organize and host exhibitions with the help of experts from several fields and in collaboration with public and/or private institutions. In exhibitions, some rooms may seem particularly dark and dimly lit, but this is due to artwork conservation needs.

060608 CALL CENTER

The 060608 Call Center is the information service of the City of Rome specifically designed for tourism and culture in the city. It is open every day of the year, from 9.00 am to 7.00 pm, available in five different languages (Italian, English, French, German and Spanish) and offers information on tourism, events, shows and tourist reception of the city of Rome. The service also provides booking for educational activities, selling (by credit card) tickets for museums, temporary exhibitions and events, and the Roma Pass 72 hours and Roma Pass 48 hours. The tourist information service is also available online at www.060608.it.

EXTRAORDINARY OPENING FOR SPECIAL EVENTS

The Corporate Events Office provides for the extraordinary opening of museums in the Network to host cultural events, guided tours, conferences and other cultural initiatives. For information, please visit www.museiincomuneroma.it and contact the 060608 Call Center.

CLEANING AND MAINTENANCE

The Managing Company is directly responsible for the cleaning service. Maintenance works are scheduled within 24 hours of reporting a fault for the 060608 Call Center and to the electronic ticket offices. For all other faults, interventions are carried out according to the requests of each museum official.

WEED CONTROL

Weeding service includes cutting grass, plant waste collection, hedge and tree maintenance (if present). The interventions are scheduled monthly in agreement with Capitoline Superintendence.



ANNEX 1: LIST OF THE MUSEUM NETWORK

The Roma Capitale Museum Network includes the sites listed below, to which the Service Quality Charter applies. The Roma Capitale Museum Network could be equipped with new venues and the implementation of services in compliance with the Service Quality Charter standards will be updated within six months of the date of entrustment to the Managing Company.

- **MUSEI CAPITOLINI**
- **MUSEI CAPITOLINI CENTRALE MONTEMARTINI**
- **MERCATI DI TRAIANO MUSEO DEI FORI IMPERIALI**
- **MUSEO DELL'ARA PACIS**
- **MUSEO DI SCULTURA ANTICA GIOVANNI BARRACCO**
- **MUSEO DELLA CIVILTÀ ROMANA** (temporarily closed due to restoration works)
- **MUSEO DELLE MURA**
- **MUSEO DI CASAL DE' PAZZI**
- **VILLA DI MASSENZIO**
- **MUSEO DELLA FORMA URBIS**
- **CASA MUSEO ALBERTO MORAVIA**
- **MUSEO CARLO BILOTTI ARANCIERA DI VILLA BORGHESE**
- **MUSEO DELLA REPUBBLICA ROMANA E DELLA MEMORIA GARIBALDINA**
- **MUSEO DI ROMA**
- **MUSEO NAPOLEONICO**
- **GALLERIA D'ARTE MODERNA**
- **MUSEO PIETRO CANONICA A VILLA BORGHESE**
- **MUSEO DI ROMA IN TRASTEVERE**
- **MUSEI DI VILLA TORLONIA**
- **PLANETARIO**
- **MUSEO CIVICO DI ZOOLOGIA**



ARCHAEOLOGICAL



CONTEMPORARY ART



MODERN ART



SCIENTIFIC



MUSEI CAPITOLINI

Piazza del Campidoglio, Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- Card Roma Pass 72 hours e Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- bookshop, reproductions of art, gifts, publishing
- café, refreshment & catering
- educational activities
- videoguides in Italian, English, French, German, Spanish and Russian
- audioguide for kids in Italian, English and French
- whispers audio systems available upon reservation
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance
- weed control (Giardino Caffarelli)

ACCESSIBILITY

- videoguide in LIS (Italian Signs Language) with Italian subtitles, available online
- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- tactile route and Braille guidebooks on request
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes, from Via delle Tre Pile n.1(required calling to +39 06.67102071).

Two wheelchairs are available in the museum for visitors who have difficulty in walking.

MUSEI CAPITOLINI CENTRALE MONTEMARTINI



Via Ostiense, 106 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- Card Roma Pass 72 hours e Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- bookshop, reproductions of art, gifts, publishing
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance
- weed control

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

MERCATI DI TRAIANO MUSEO DEI FORI IMPERIALI



Via IV Novembre, 94 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- Card Roma Pass 72 hours e Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- bookshop, reproductions of art, gifts, publishing
- snacks and drinks vending machines
- educational activities
- videoguides in Italian, English, French, German and Spanish
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance
- weed control (Giardino delle Milizie)

ACCESSIBILITY

- videoguide in LIS (Italian Signs Language) with Italian subtitles, available online
- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Lungotevere in Augusta (corner via Tomacelli) Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- Card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- bookshop, reproductions of art, gifts, publishing
- café in Piazza Augusto Imperatore
- educational activities
- videoguides in Italian, English, French, German and Spanish
- whispers audio systems available by reservation
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

MUSEO DI SCULTURA ANTICA GIOVANNI BARRACCO



Corso Vittorio Emanuele, 168/a Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- corner shop of editorial products concerning the museum in the welcome area
- educational activities
- audioguide in Italian and English
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- tactile routes and Braille guidebooks on request
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Only the ground floor is accessible with a multimedia area featuring a virtual tour of the museum. Entrance from Vicolo dell'Aquila (please, ring the doorbell).



MUSEO DELLA CIVILTÀ ROMANA

Piazza Giovanni Agnelli, 10 Rome

Temporarily closed
due to restoration works.



Via di Porta San Sebastiano, 18 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Free admission.

SERVICES

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum in the welcome area
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

No.



Via Egidio Galbani, 6 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Ingresso gratuito.

SERVICES

- welcome area
- changing table
- educational activities
- guided tours can be booked through the 060608 Call Center
- promotion and communication

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- tactile resources on request
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).
-

ACCESS FOR DISABLED PEOPLE

Yes. Toilets are not accessible by wheelchairs.



VILLA DI MASSENZIO

via Appia Antica, 153 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum in the welcome area
- snacks and drinks vending machines
- educational activities
- organization of events and exhibitions
- promotion and communication
- guided tours can be booked through the 060608 Call Center
- cleaning and maintenance
- weed control

ACCESSIBILITY

- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes.



Viale di Parco del Celio 20 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- bookshop, reproductions of art, gifts, publishing
- café at the Casina del Salvi
- educational activities
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance
- weed control (Parco del Celio)

ACCESSIBILITY

- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

CASA MUSEO ALBERTO MORAVIA



Lungotevere della Vittoria, 1 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Free admission.

For further information please visit the specific section of the website.

SERVICES

- guided tours
- promotion and communication
- booking required
- cleaning and maintenance.

ACCESS FOR DISABLED PEOPLE

No.

MUSEO CARLO BILOTTI ARANCIERA DI VILLA BORGHESE



Viale Fiorello La Guardia, 6 - Viale dell'Aranciera, 4 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- corner shop of editorial products concerning the museum
- café at the Casina del Lago
- educational activities
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- tactile tour on request
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.

MUSEO DELLE REPUBBLICA ROMANA E DELLA MEMORIA GARIBALDINA



Largo di Porta San Pancrazio, Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Free admission.

SERVICES

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum in the welcome area
- educational activities
- guided tours can be booked through the 060608 Call Center
- organization of events and exhibitions
- promotion and communication
- cleaning and maintenance

ACCESSIBILITY

- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Piazza Navona, 2 - Piazza San Pantaleo, 10 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- café and catering
- attendance service
- educational activities
- audioguide in Italian, English and French
- promotion and communication
- bookshop, reproductions of art, gifts, publishing
- organization of events and exhibitions
- multimedia room
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



Piazza di Ponte Umberto I, 1 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- corner shop of editorial products concerning the museum in the welcome area
- educational activities
- audioguide in Italian, English and French
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes, from Via Giuseppe Zanardelli,1 (required calling to +39 066874240). A wheelchair is available in the museum for visitors who have difficulty in walking.



Via Francesco Crispi, 24 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- corner shop of editorial products concerning the museum
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- reference room
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance
- weed control (inner courtyard)

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes, from via Zucchelli, 7 (required calling to +39 06.4742848 or +39 06.4742909). A wheelchair is available in the museum for visitors who have difficulty in walking.

MUSEO PIETRO CANONICA A VILLA BORGHESE



Viale Pietro Canonica, 2 (Piazza di Siena) Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- welcome area
- card Roma Pass 72 hours and Roma Pass 48 hours
- attendance service
- corner shop of editorial products concerning the museum in the welcome area
- snacks and drinks vending machines
- educational activities
- promotion and communication
- organization of events and exhibitions
- guided tours can be booked through the 060608 Call Center
- cleaning and maintenance
- weed control (inner garden)
-

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. Only on the ground floor. Toilets are not accessible by wheelchairs.



Piazza Sant'Egidio, 1/b Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- bookshop, reproductions of art, gifts and- publishing
- educational activities
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes, from Piazza S. Egidio,1. (required calling to +39 06.5897123). A wheelchair is available in the museum for visitors who have difficulty in walking.



MUSEI DI VILLA TORLONIA

Via Nomentana, 70 Rome (Villa Torlonia)
ticket office at Casino Nobile and Serra Moresca

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing (the ticket office is at Casino Nobile and Serra Moresca)
- Roma Mic card
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- attendance service
- bookshop, reproductions of art, gifts and publishing (at Casino Nobile)
- corner shop of editorial products concerning the museum (at Serra Moresca)
- snacks and drinks vending machines (at Casina delle Civette)
- educational activities
- audioguides in Italian, English and French
- promotion and communication
- organization of events and exhibitions
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance

ACCESSIBILITY

- museum presentation video in LIS (Italian Signs Language) with Italian subtitles
- tactile routes and Braille guidebooks on request
- dedicated educational activities by reservation (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

The Musei di Villa Torlonia are accessible; the temporary exhibition space in Casino dei Principi is partially accessible. It is possible to enter inside the Villa by car, only with disabled sticker, in order to reach the museums and the temporary exhibition space. The entrance for the cars is from Via Nomentana, 70. Parking is not allowed.



Piazza Giovanni Agnelli, 10 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- Card Roma Pass 72 hours e Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, gifts and publishing
- educational activity
- promotion and communication
- organization of events
- booking and presale online or through the 060608 Call Center
- cleaning and maintenance

ACCESS FOR DISABLED PEOPLE

Yes.



via Ulisse Aldrovandi, 18 Rome

TIMETABLE

Please visit the specific section of the website.

TICKETS

Paid admission.

For further information please visit the specific section of the website.

SERVICES

- reception and ticketing
- Roma Mic card
- Card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- changing table
- snacks and drinks vending machines
- educational activities
- bookshop
- promotion and communication
- maintenance

ACCESSIBILITY

- dedicated educational activities by booking (tactile-sensory and LIS guided tours).

ACCESS FOR DISABLED PEOPLE

Yes. A wheelchair is available in the museum for visitors who have difficulty in walking.



MERCATI DI TRAIANO
MUSEO DEI FORI IMPERIALI

ANNEX 2: ROLE, FUNCTIONS AND DUTIES OF THE MANAGING COMPANY

The Managing Company, Zètema Progetto Cultura S.r.l. was founded in 1998. Today the society is owned by Roma Capitale.

Its mission is to integrate the cultural and tourist services of Roma Capitale to encourage an optimal use of the historic and artistic heritage and of the cultural events of the City.

Zètema Progetto Cultura S.r.l. is in charge of planning, maintaining, preserving and cataloguing on behalf of the Capitoline Superintendence, of the management of the Roma Capitale Museum Network and public spaces dedicated to events, culture and incoming tourism.

Zètema provides in the Roma Capitale Museum Network, the following services:

- reception, welcome area and ticketing
- Roma Mic card
- card Roma Pass 72 hours and Roma Pass 48 hours
- cloakroom
- attendance service
- bookshop, reproductions of art, gifts and publishing
- café, refreshment and catering
- educational activities
- promotion and communication
- organization of events and exhibitions
- 060608 Call Center information and booking service
- cleaning and maintenance
- weed control
- projecting and managing the web site www.museiincomuneroma.it

The Managing Company, i.e. Zètema Progetto Cultura S.r.l., is in charge of all the services that might be given in concession, as well. The Managing Company undertakes to complete the adjustment of new activities to the standards of the Service Quality Charter within six months from the date of entrustment. Some exhibitions hosted in the Roma Capitale Museum Network are not organized by the Managing Company.



MUSEI DI VILLA TORLONIA
SERRA MORESCA

ANNEX 3: STANDARDS VALIDATION MATRIX

ASPECT	INDEX	STANDARD
Musei in Comune	Users	≥ 1% user per space/same period in the previous year
Musei in Comune websites	web/social media users	≥ 1% web users / same period in the previous year
n. 2 periodic events	Users satisfaction surveys*	≥ 2,20 general averages
Corporate events	Users satisfaction surveys*	≥ 2,20 general averages
Audioguides Videoguides	Rental	≥ 1% n. rented audioguide per visitors / same period in the previous year
Bookshop	Sale	≥ 1% receipts per visitors/same period in the previous year
Cafes	Production	≥ 1% receipts per visitors/same period in the previous year
Cleaning	Complaints	≤ 0,1% n. complaints per users/same period in the previous year
Quality	Complaints	≤ 0,1% n. complaints per users/same period in the previous year
	Response time	≥ 99% replies to complaints within 30 days from receipt date
	Users satisfaction survey*	≥ 2,20 general averages
Maintenance	Production	100% observance of the planned program (indicate the number of interventions)
Educational activities	Production	≥ 99% n. guided tour programmed by the Superintendence
	User satisfaction survey*	≥ 2,20 general averages
Exhibitions	Production	≥ 99% observance of the planned program
	User satisfaction survey*	≥ 2,20 general averages

*To each service taken into consideration is given a numeric value between 0 and 3. In this scale of value the minimal requisite to evaluate the service as sufficient is 2,20.



ROMA CAPITALE MUSEUM NETWORK

1. MUSEI CAPITOLINI

piazza del Campidoglio

2. MUSEI CAPITOLINI CENTRALE MONTEMARTINI

via Ostiense, 106

3. MERCATI DI TRAIANO MUSEO DEI FORI IMPERIALI

via IV Novembre, 94

4. MUSEO DELL'ARA PACIS

lungotevere in Augusta (angolo Via Tomacelli)

5. MUSEO DI SCULTURA ANTICA GIOVANNI BARRACCO

corso Vittorio Emanuele, 166/a

6. MUSEO DELLA CIVILTÀ ROMANA (closed)

piazza Giovanni Agnelli, 10

7. MUSEO DELLE MURA

via di Porta San Sebastiano, 18

8. MUSEO DI CASAL DE' PAZZI

via Egidio Galbani, 6

9. VILLA DI MASSENZIO

via Appia Antica, 153

10. MUSEO DELLA FORMA URBIS

viale di Parco del Celio, 20

11. CASA MUSEO ALBERTO MORAVIA

Lungotevere della Vittoria, 1

12. MUSEO CARLO BILOTTI ARANCIERA DI VILLA BORGHESE

viale Fiorello La Guardia, 6

13. MUSEO DELLA REPUBBLICA ROMANA E DELLA MEMORIA GARIBALDINA

Largo di Porta San Pancrazio

14. MUSEO DI ROMA

piazza Navona, 2

15. MUSEO NAPOLEONICO

piazza di Ponte Umberto I, 1

16. GALLERIA D'ARTE MODERNA

via Francesco Crispi, 24

17. MUSEO PIETRO CANONICA A VILLA BORGHESE

viale Pietro Canonica, 2

18. MUSEO DI ROMA IN TRASTEVERE

piazza Sant'Egidio, 1/b

19. MUSEI DI VILLA TORLONIA

via Nomentana, 70 (ticket office at Casino Nobile and Serra Moresca)

20. PLANETARIO

piazza Giovanni Agnelli, 10

21. MUSEO CIVICO DI ZOOLOGIA

via Ulisse Aldrovandi, 18



ARCHAEOLOGICAL



CONTEMPORARY ART



MODERN ART



SCIENTIFIC

ROMA CAPITALE MUSEUM NETWORK



