



“Coronavirus” Emergency

Modalities, procedures and rules for visits to the Apostolic Palace and the Gardens of the Pontifical Villas of Castel Gandolfo

Dear visitors!

Due to the health emergency caused by the COVID-19 infection and for a period, the duration of which is still difficult to determine, visits to the Apostolic Palace and Gardens of the Pontifical Villas of Castel Gandolfo will be organised according to the criteria briefly described below.

These rules are necessary to ensure that your visit can take place in the best and safest conditions. Therefore *they prevail over the ordinary conditions* reported in the individual sections of our official website (www.museivaticani.va).

For this reason, we invite you to take due note of them before making your reservation and to keep them in mind during your visit to our collections.

Our Office of Services and Public Relations remains at your disposal to provide useful assistance and to answer your questions (email: accoglienza.villepontificie@scv.va).

The Pope’s Summer Residence and Gardens await you with pleasure!

1. OPENING HOURS

The opening hours to the public will be the following:

- Monday and Friday: from 08.30 a.m. to 02.00 p.m., with last entry at 01.00 p.m. (exit from the exhibition halls and the Gardens begins at 01.30 p.m.).
- Saturday and Sunday: from 10.00 a.m. to 07.30 p.m., with last entry at 06.00 p.m. (exit from the exhibition halls and the Gardens begins at 07.00 p.m.).

2. ACCESS

To have access to the Apostolic Palace and Gardens of the Pontifical Villas of Castel Gandolfo, it is possible to book your visit via the official ticket office portal at tickets.museivaticani.va, or, subject to availability, to purchase your entry ticket directly at the ticket office situated at the Apostolic Palace of Castel Gandolfo.

Access will be restricted, and phased in intervals.

At the moment of booking, it will be necessary to choose your preferred entry time among those available.

To enter the Apostolic Palace and Gardens of the Pontifical Villas of Castel Gandolfo it is obligatory to wear a mask covering the nose and mouth. The mask must be worn for the entire duration of the visit.



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Each visitor will be subjected to a body temperature check using suitable thermometric instruments. The control is mandatory.

Access will be denied to all those with a body temperature of 37.5° C or more.

Within the Apostolic Palace and Gardens of the Pontifical Villas of Castel Gandolfo it will be necessary to maintain an interpersonal distance of **over 1 metre** and to **avoid gatherings**. The *Guard Corps* will ensure that the rule is respected scrupulously. **Visitors are reminded to observe carefully the health rules, intended to guarantee the health and safety of all and set out at the end of this document. It is the duty of every visitor to read these rules carefully before the visit, and then to observe them for the duration of their stay within the Apostolic Palace or Gardens of the Pontifical Villas of Castel Gandolfo.**

At the time of booking the visit - or of purchasing the entry ticket at the ticket office (Palace entrance) - it is understood that all people who have access to the Pontifical Villas will have read, understood and fully accepted all these rules, without exception.

Every violation will be brought to the attention of the competent Authorities. Those who do not follow the rules may be required to leave.

3. VISIT TO THE APOSTOLIC PALACE

On the day of the visit you must observe with extreme precision the time on the booking voucher (for example: those who have booked for 10.00 a.m. may enter no earlier than 10.00 a.m. and no later than 10.15 a.m.). Once the selected fifteen-minute phase has passed, the *Guard Corps* staff who is responsible for checking the voucher will be able to prevent access to the Palace and, in this case, **no refund will be available**.

Visits will be possible in groups made up of a **maximum of 20 people** (plus guide). It will be the responsibility of the guide to ensure that interpersonal distance is maintained between the members of the group, and the observance of all the other current rules and regulations.

The Directorate of the Museums will also organise guided tours entrusted to their own educational workers, again for groups of 20 people. It will be possible to book them in advance upon request by email at accoglienza.villepontificie@scv.va

The use of radio headset systems (*group tour*) will not be permitted. Therefore, tour guides are recommended to moderate their tone of voice during explanations in order not to disturb other visitors.

For the visit to the Apostolic Palace it will be possible to use the audioguide service free of charge. The scrupulous sanitisation of the equipment shall be guaranteed.



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4. VISIT TO THE GARDENS OF THE APOSTOLIC VILLAS OF CASTEL GANDOLFO

Aside from the Apostolic Palace, it will be possible to admire the botanical and architectural beauty of the Gardens of the Pontifical Villas in the following ways:

- **Guided tours on foot:** for pre-constituted groups made up of a maximum of 25 people, organised by the Directorate of the Vatican Museums and entrusted to their own educational workers. Booking is **obligatory**, via the official ticket office portal at tickets.museivaticani.va. The duration of the guided tour is two hours.
- **Walk in the Gardens:** for individual visitors or groups made up of a maximum of 25 people, who will be accompanied in the Gardens by staff of the *Guard Corps*. The duration of the walking tour is around 60 minutes. It is possible to book the walking tour of the Gardens via the official ticket office portal at tickets.museivaticani.va or at the ticket office located in the Apostolic Palace of Castel Gandolfo.

Visitors are reminded that also in this case it is obligatory to arrive wearing a mask covering the nose and mouth, which must be worn throughout the entire visit.

As in the case of access to the Apostolic Palace, each visitor will be subjected to a body temperature check using suitable thermometric instruments. **The control is mandatory.**

Access to the Gardens will be denied to all those with a body temperature of 37.5° C or more.

Both for the guided tour and for the walking tour, visitors are advised to arrive 15 minutes prior to the beginning of the visit booked. Once the guided tour or walk has commenced, it will not be possible to participate in the visit. **The ticket will not be refunded in any case.**

5. RESTAURANT SERVICES

In the Gardens of the Pontifical Villas of Castel Gandolfo there will be a refreshments point where visitors may select a *picnic menu*.

It will be possible to book the picnic menu via the official ticket office portal at tickets.museivaticani.va, or purchase it on the day of the visit.

The service will be available at the end of the walk in the Gardens, in five distinct phases beginning at: 11.30 / 12.30 / 13.30 / 14.30 / 15.30.

The picnic will last for 45 minutes, at the end of which it will be necessary to leave the Gardens of the Pontifical Villas, accompanied by the *Guard Corps*. Between one phase and another the thorough sanitisation of the area will be guaranteed by the catering service concessionary company.



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Only a **quota** of the seats will be made available to ensure that the interpersonal distance between tables is maintained.

The lunch buffet service is temporarily suspended.

APPENDIX

Healthcare rules for the containment of COVID infection *(as dictated by the Directorate of Health and Hygiene of the* *Governorate of Vatican City State)*

1) Obligatory use of masks

Masks serve to reduce the risk that the wearer may infect others, as they stop a good part of the tiny droplets emitted from the mouth and nose when we cough, sneeze, talk. The use of the mask therefore helps to limit the spread of the virus, but it must be adopted in addition to hand washing and respiratory hygiene measures (sneezing and coughing in the crook of the elbow). Even with the mask, the safety distance (over 1 metre) must be maintained.

How to use the mask:

- Before putting on the mask, wash your hands with soap and water or with an a hydro-alcoholic solution.
- Cover your mouth and nose with the mask, ensuring that it fits closely to the face.
- Avoid touching the inner part of the mask while putting it on.
- If the mask becomes damp, it is advisable to substitute it with a new one and not to re-use it; indeed, masks are single-use only.
- The mask should be removed by the elastic loops, without touching the front; it must be disposed of immediately in the undifferentiated waste.

Surgical masks should in any case not be used for more than one day.

It is advisable to wear the mask also in open spaces if frequented by several people, in any case continuing to maintain the safety distance of more than 1 metre.

2) Frequent hand washing

Washing and disinfection of the hands are decisive to prevent infection. They must be washed with soap and water for at least 20 seconds. If soap and water are not available, it is possible to use a hydro-alcoholic disinfectant gel.



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Disinfectant gel dispensers will be available inside the Museums.

3) Avoid touching the eyes, nose and mouth with hands

The virus is mainly transmitted through the respiratory tract, but it can also enter the body through the eyes, nose and mouth. Therefore, avoid touching your face with unwashed hands. If your hands come into contact with surfaces contaminated by the virus, they can cause infection.

4) Avoid close contact with other people

Maintain an interpersonal distance from other people of over 1 metre.

5) Use of elevators

The use of elevators will normally be reserved for people with mobility difficulties or particular health conditions that make it advisable.

Normally it will be permitted only to ascend by elevator, other than in particular conditions that would imply use also for descent.

Access to the elevator cabin will normally be possible for just one person at a time.

Disabled visitors may enter elevators with a companion.

6) Avoid sharing bottles and glasses