

GENERAL ACCESS CONDITIONS FOR GROUPS

- Group visits are for groups with a minimum of 8 and a maximum of 30 people.
- For group visits, those people who are part of the group cannot individually benefit from free or reduced-price admission, even if they meet any of the established requirements.
- All groups must carry out their visit accompanied by a teacher/lecturer/group leader. Group visits do not include guides from the Museo.
- There is no time limit established on the length of the group visit. Therefore, a group can remain at the Museo for as long as they wish. However, for capacity reasons, groups are not allowed to leave and re-enter the Museo.
- Groups are asked to help facilitate the movement of other visitors, especially in the exhibition room devoted to the painting *Guernica* and adjoining areas.
- The timetable structure controlling group visits occasionally may be subject to changes when visitor numbers reach peak levels. Therefore, due to the maximum capacity of the exhibition rooms, a group may be asked to move on to other areas or exhibitions.
- General information on the Museo's opening times, days of closure and days or slots for free group access at <http://www.museoreinasofia.es/en/visit/opening-hours-and-ticket-prices>

Bookings and payment

- To access the Museo as part of an organised group, a prior booking with the day and time of the visit is essential. Bookings can be made: online at <http://www.museoreinasofia.es/visita/visita-grupos>, by phoning +34 917 911 330, or by writing to the Visitor Assistance Centre at museoreinasofia@clorian.com.
- No bookings are taken for the Retiro Park venues (Palacio de Cristal and Palacio de Velázquez).
- When making your booking:
 - ⋮ You must first register as a client in order to make or access a purchase/booking, completing the username and password fields.
 - ⋮ If you have forgotten your username and/or password, please contact us by phoning (+34) 917 911 330 or via email at museoreinasofia@clorian.com.
 - ⋮ For any questions regarding your booking/purchase, please contact museoreinasofia@clorian.com.
- No group bookings or ticket purchases can be made on days with free general admission. Please check the free admission days on the Museo Reina Sofía website.
- The access time selected when making a booking or purchase is stated on the booking or ticket purchase document. Access is not permitted at a time or date other than the one indicated on the said document.
- Groups can make bookings at least 72 hours (3 days) prior to the time of their visit.
- Bookings must be paid for 48 hours (2 days) prior to the date of the visit, otherwise they will be cancelled automatically.

- For visits scheduled two months or more in advance, the booking and payment (where applicable, according to the group type) must be made simultaneously or at least 24 hours before the visit.
- Bookings can be modified or cancelled. Should you need to cancel, please do so as far in advance as possible in order for other groups to take advantage.
- No refunds will be made for reasons beyond the control of the Museo.

Accessing the Museo

- Group members will be identified with coloured stickers, depending on whether they will be giving talks in the exhibition rooms. These will be given out by the information and visitor assistance staff at the corresponding access control point. Security staff may break up groups without appropriate identification.
- Up to a maximum of five additional visitors who are accompanying a group but are not included in the group booking may join the said group, provided it does not exceed 30 people. These visitors must purchase an individual ticket and will be identified at the information point through the sticker system.
- The use of the group guide system (radio-guides) is compulsory for groups made up of visitors over 12 years of age who are going to receive explanations in the exhibition rooms. These wireless devices enable interference-free explanations from guides and teachers and avoid the need for raised voices. They should not be confused with audioguides (wireless devices for listening to pre-recorded explanations of some of the works in the Collection and exhibitions, whose use is optional and individual).
 - ⋮ The equipment may be personal, or rented at the Museo's audio-guide desk, located at the entrance to the Nouvel Building. It can also be reserved by phoning (+34) 91 7741000, ext. 2057, or online through the Museo Reina Sofía website when making either a booking or purchasing tickets.
 - ⋮ The cost of these devices is €1 per person, with the guide/lecturer's transmitter provided free of charge. This sum will be paid directly at the audio-guide desk. Receipts can be requested at the same desk upon payment, or be requested by phone, if you have a prior booking.

Specific conditions, according to group types

GROUPS WITH FREE ADMISSION

All groups considered among the following categories:

- Students studying at any stage of education, compulsory or non-compulsory:
 - ⋮ Infant education
 - ⋮ Primary education
 - ⋮ Secondary education
 - ⋮ Sixth form
 - ⋮ Vocational education
 - ⋮ University students
 - ⋮ Adult education centres
 - ⋮ Immigrant education centres
 - ⋮ Art schools
 - ⋮ Academies
 - ⋮ Master's and post-graduate courses
 - ⋮ Teachers
- People with disabilities
- Working teachers, in accordance with the current education law.

Entrances:

- Groups of students up to 12 years of age: C/ Santa Isabel, 52 (Sabatini Building)
- Groups of students aged 12 and over: C/ Ronda de Atocha, 2 (Nouvel Building)

- Groups of people with disabilities: C/ Santa Isabel, 52 (Sabatini Building). This entrance is wheelchair accessible. To avoid steps, enter the Sánchez Bustillo square from Santa Isabel street, or go around the square with the Museo building to the left.

Standard conditions for education groups and people with disabilities

- The group must be at the corresponding entrance 15 minutes before the booked time, presenting the booking confirmation to access the Museo. Confirmation can also be collected at the Ticket Offices by providing the confirmation number issued with the booking.
- These groups must submit an accreditation letter at the Ticket Office, stating the:
 - ‡ Day of the visit
 - ‡ Number of group members
 - ‡ Name of the person or persons in charge of the group
 - ‡ CIF (Fiscal ID Number) of the centre
 - ‡ Signature of the person in charge of the centre
 - ‡ Course and name of the teacher or teachers, in the case of education groups.
- For their convenience, students are advised not to bring backpacks on the day of their visit.

GROUPS WITH REDUCED-PRICE ADMISSION

Groups made up of people with accreditation showing they belong to cultural collectives, for instance associations, institutions, foundations, and post-graduate schools with links to museums, cultural heritage and fine arts, all of which primarily aim to promote art and museums.

- ‡ Cultural centres
 - ‡ Foundations
 - ‡ Associations
 - ‡ Institutions
- Entrance: C/ Ronda de Atocha, 2 (Nouvel Building).
 - Price for groups with reduced-price admission (price per person):
 - ‡ Collection plus temporary exhibitions: €5
 - ‡ The purchase of tickets by telephone or online incurs an additional fee of €0.40 per ticket for administration costs.
 - This group type must book or purchase tickets directly online, through the Museo Reina Sofia website, within a minimum of 48 hours (2 days) before the day of the visit. Should payment not be made within this time period, the booking will be cancelled automatically.
 - The group must be at the entrance 15 minutes before the booked time, presenting the payment confirmation to access the Museo, or showing the confirmation number issued with the booking at the Ticket Offices.
 - Accreditation for reduced-price groups must be shown at the Ticket Offices by submitting a letter of accreditation with the following details:
 - ‡ Day of the visit
 - ‡ Number of group members
 - ‡ Name of the person or persons in charge of the group
 - ‡ Identification of the association or CIF (Fiscal ID Number)
 - ‡ Signature of the person in charge of the association
 - Free admission for professional guides will be provided at the Express Ticket Office, with prior accreditation.

GROUPS WITH GENERAL ADMISSION

For groups made up of tourist agencies, professional groups, or other group types.

- Entrance: C/ Ronda de Atocha, 2 (Nouvel Building).

- Price for tourist groups (per person)
 - ⋮ Collection plus temporary exhibitions: €8
 - ⋮ The purchase of tickets by telephone or online incurs an additional fee of €0.40 per ticket for administration costs.
- This group type must book or purchase tickets directly online, through the Museo Reina Sofía website, within a minimum of 48 hours (2 days) before the day of the visit. Should payment not be made within this time period, the booking will be cancelled automatically.
- The group must be at the entrance 15 minutes before the booked time, presenting the payment confirmation to access the Museo, or showing the confirmation number issued with the booking at the Ticket Offices.
- This group can gain direct access by submitting the purchase confirmation, with the validation of the corresponding barcode, at the desks run by the Information Staff.
- Free admission for professional guides will be provided at the Express Ticket Office, with prior accreditation.

GROUPS WITH A PASS-VOUCHER

An individual ticket for visiting the Museo which does not require any form of payment at the entrances.

- A signed agreement with the Museo Reina Sofía is required.
- Passes must be purchased beforehand.
- To access with a group, bookings must be made through the Museo Reina Sofía website, stating the day and time of the visit.
- Group access point: C/ Ronda de Atocha, 2 (Nouvel Building).
- Price per person:
 - ⋮ Ticket to the Collection plus temporary exhibitions: €9 per person
- Tickets may be collected at the Ticket Offices 15 minutes before the booked time by presenting either the booking confirmation or the confirmation number issued with the booking.
- Free admission for professional guides will be provided at the Express Ticket Office, with prior accreditation.
- For more information regarding the pass-voucher, please contact servicio.comercial@museoreinasofia.es

Further information about group access:

Tel: (+34) 917 911 330. Email: museoreinasofia@clorian.com