



ESSENZA MUSEUM VISIT

RULES AND REGULATIONS



Essenza Opening times

The museum is open all year round from Thursday to Monday from 10.00 to 18.00.

Opening times and days may vary and will be displayed in detail on the information board in the reception area and on the website.

Tickets

Access to the museum is only permitted with a valid admission ticket. Every ticket allows only one access and is not reusable, once you leave the museum it is not possible to return (the day and time are printed on the ticket). Tickets issued by the ticket office in Pisticci are valid for 2 hours on the date of issue. During the museum tour the staff are authorised to ask to see admission tickets: therefore we ask you to keep it carefully until the end of your visit. Ticket sales at local ticket offices stop issuing tickets one hour to half an hour before the museum closes. For prices and opening times please see the detailed information on the welcome page of the website.

Tickets can be bought directly at the museum, from the "ciaoticket" website or from "ciaoticket" sales points.

Admission tickets are as follows:

- Standard: 9 euro (for children under the age of 6, disabled people with an accompanying person, two teachers for school groups, an accompanying person for every group of 20 people, tour guides and registered journalists admission is free)
- Reduced: 6 euro (under 18s, holders of the Passaporto Matera 2019 (purchased by the 31st of December 2019, visits are possible until the 30th of June 2020), over 65s, residents of Pisticci and groups of more than 20 people)
- with a guide: 18 euro (by reservation only and with groups of more than 10 and less than 20 people). In Italian or English.
- with a guide in other languages: not ITA/ENG by reservation only and to be defined with the group.

Access to minors who are not accompanied by parents or other responsible adults is not permitted.

Once admission has been paid (ticket) there is no provision to replace or refund the same.

In the event of User cancellation, in compliance with the provisions of Legislative Decree no. 185 article 7 paragraph 1 letter b) of the 22nd of May 1999, right of withdrawal does not apply.

Payment can be made in cash up to an amount of Euro 2,900,00, or by credit card (Visa, Mastercard).

Parking

Just before the gate there are 4 parking places. Inside the gate buses, cars, caravans, campers, bicycles, motorbikes and motorcycles must park in the designated areas. From the car park to the Museum visitors must proceed on foot with the exception of disabled people who have a reserved parking space adjacent to the front entrance of the Museum. In the event the internal car park is full it is possible to use external public parking.

Waste

Paper, cans, bottles or other waste cannot be left in the Museum except in the special containers outside.

Lucano actively contributes to the implementation of a separate collection system; they have a waste recycling policy that respects the environment therefore we ask you to comply with the rules relating to separating paper, plastic, organic materials and undifferentiated waste.

Animals

Animals are not permitted with the sole exception of guide dogs for the blind and service-dogs to assist disabled people.

Food and drink

For reasons of hygiene and the safety of the works on display and spaces, eating and drinking are not permitted in the exhibition rooms or in areas where this is not expressly provided for. Smoking is strictly forbidden inside the entire Essenza area and once you have entered the driveway area.

Access is not permitted with bags, backpacks, suitcases, umbrellas or any other objects that could put the integrity of the museum at risk. In the event of rain we ask you to use the umbrella stands (located in the Shop warehouse) and leave them outside the building.



Taking photographs

It is possible to obtain digital images or carry out professional photo shoots, shoot films or television programmes by submitting a specific authorisation request, subject to payment of the relative production rights.

Mobile phones and other mobile devices

In the exhibition rooms we ask you to turn the sound off on mobile phones or other mobile devices. Use of all devices must be discreet so as not to disturb the visit.

Exhibitions

Exhibition routes have been established to indicate itineraries, ensure the safety of the works on display and to encourage the flow of the public; therefore it is necessary to stick to the paths and not to cross any barriers put in place. The entrance to the Museum is beside the cafeteria and the exit is the access to the Shop. The personnel of Essenza are at the disposal of visitors to provide general information relating to itineraries, the works on display and museum offerings; they are also responsible for the safety of the works on display and good progress of visits.

Tour Guides

The right to exercise the profession of tour guide inside Essenza is guaranteed exclusively to authorised guides in compliance with current regulations. Essenza personnel have the faculty to request unauthorised subjects to interrupt their explanations, and if necessary to request the assistance of competent authorities. For information on any admissions concessions please see the website of the museum concerned.

Guided Tours

Guided tours can only be carried out by authorised parties in possession of one of the following accreditations: tour guide, teacher as a guide to the class they are accompanying, authorised external guide, museum personnel or other subjects authorised by the management of the museum. Explanations must be given in a tone of voice that does not disturb or distract other visitors; the use of any kind of amplification is not permitted. This also applies during school visits accompanied by teachers in the event the teachers provide explanations on the exhibition. The use of laser pointers to indicate works on display or details of the same are prohibited during explanations.

Group behaviour

It is appropriate and necessary to remain in a group and follow the guide without shouting or speaking in a loud voice or run or play especially for children; in general respectful and polite behaviour is required so as not to cause any damage to the works on display or disturb other visitors.

School groups

Teachers can use the information and programmes available on the website to organise their group visits in the most effective way in relation to the school curriculum and the level of education of the students. Teachers are responsible for the behaviour of the students entrusted to them. It is their task to ensure that their students behave in a way that is consistent to the provisions of these regulations.

Public order and security of the premises and works on display

In the event of inappropriate behaviour the surveillance staff have the right to ask individuals or groups of visitors to identify themselves in order to protect the works on display and the tranquillity of visitors. In the event behaviour that is incompatible with these mandatory requirements persists, the staff will have the right to remove those responsible for such behaviour from the museum, while the management reserves the right to take all appropriate and adequate measures and actions. In case of an alarm visitors are required to strictly follow the instructions of the museum staff. If the building must be evacuated it is necessary to proceed in a disciplined and orderly manner and comply with instructions given by personnel. In the event of large crowds and any situation that could compromise the safety of people or property a temporary ban on access could be put in place or any necessary measure could be adopted to ensure the safety of people or things depending on the circumstances.

Refunds

Tickets purchased are not refundable. Refunds are only allowed in the event an event is cancelled by the organisers or due to force majeure, at the incontestable discretion of Essenza. In the latter case refund requests can be sent via e-mail by writing to info@essenzalucano.it. Assessment and verification procedures will be activated within 15 days.



Room Rental

The museum has 2 multimedia rooms:

- the "tasting" room: 20 seats, and a 32 inch LED TV.
- the "master-class" rooms: 40 seats and an ultra HD 75 inch smart TV.

Renting the "tasting" room does not allow access to the museum but only provides the right to use the room unless otherwise agreed.

REFRESHMENTS

The "refreshments" area inside the museum is open in accordance with the times and days indicated for the Museum.

The refreshments area is located inside the Museum near the entrance.

At the moment there is no provision to provide any other refreshments other than those in the Vending machines for drinks and coffee (still and sparkling water, Coca-Cola, Fanta, Sprite, Lemon Tea and Peach Tea)