



Stupinigi

REGULATIONS FOR VISITOR ACCESS
TO THE MUSEUM AND EXHIBITION ROUTES

ARTICLE 1

The museum and exhibition routes of the Palazzina di Caccia di Stupinigi of the Fondazione Ordine Mauriziano (FOM) are open to the public upon payment of an admission fee and during established opening hours. Certain categories of users are entitled to a reduced admission fee or free entry.

ARTICLE 2

ENTITLED TO REDUCED ADMISSION:

- Visitors under 18 years of age
- Visitors over 65 years of age
- Groups of at least 15 people, with mandatory reservation
- Students aged 18 to under 26 (with valid university ID card)
- Ministry of Education staff (teachers), upon presentation of an ID or document certifying their status
- Accredited journalists registered with the professional association, holding a valid press card (ODG), with accreditation via the online procedures indicated on the website
- Members of the Armed Forces and Law Enforcement Agencies (military and civilian), upon presentation of a valid ID document, if not in uniform + 1 accompanying person
- Employees of the Ordine Mauriziano
- Members of associations and organizations affiliated with the Fondazione Ordine Mauriziano

ARTICLE 3

ENTITLED TO FREE ENTRY:

- Children under 6 years of age
- Visitors meeting the requirements of Law 104/92, with one family member or accompanying person
- Holders of the Abbonamento Musei / Torino Piemonte Card / Royal Card
- Licensed tour guides (Law 190/2023)
- Group leaders, including school groups, up to a maximum of 2 per 25 students
- Journalists on duty for the purpose of writing an article, by reservation as indicated on the website
- Directors and curators of Italian museums, upon presentation of a valid certification document
- CCR Venaria students
- Holders of a valid ICOM card for the current year
- Management staff of the Ministry of Cultural Heritage and Activities and Tourism, upon presentation of a valid certification document
- Participants in the “Nati con la cultura – Passaporto culturale” project

ARTICLE 4

It is possible to download a free application on your mobile phone that will provide audio support for the visit.

It is possible to download preparatory materials to support the visit.



ARTICLE 5

A guided tour service in Italian is available for individual visitors upon request on Saturdays, Sundays and public holidays, at fixed times as indicated on the website. Reservations can also be made by email at stupinigi@biglietteria.ordinemauriziano.it, with payment at the ticket office or in advance according to ticket office instructions.

For groups, in multiples of a maximum of 25 people, at the costs established for tours in Italian or other languages, advance payment is mandatory through the dedicated computerized system indicated at the time of booking. Reservations must be made at least 4 weeks in advance via email to stupinigi@biglietteria.ordinemauriziano.it.

Any cancellations will result in a retention of 80% of the amount paid if communicated through the same channels at least 15 days before the scheduled visit, or 100% if communicated from the 7th day before the visit. No refund is provided in case of no-show on the day of the visit. In case of delays exceeding 30 minutes, the presence of the guide is not guaranteed and no refund is due.

Groups may be accompanied by guides of their own choice, always within the safety limit of 1 guide per 25 people per group.

ARTICLE 6

The invoice relating to the payment of admission tickets and/or guided tours must be requested in advance. For accounting reasons, requests submitted at a later time cannot be accepted.

ARTICLE 7

Visitors are required to comply with the safety rules and behavioural regulations established by the Management and displayed along the museum route.

Guides and teachers must supervise the discipline of the groups and school classes entrusted to them.

ARTICLE 8

Access to visits outside the scheduled dates and opening hours is permitted only under specific authorisations.

ARTICLE 9

The FOM reserves the right, based on specific requests or organisational needs, to modify ticket prices, categories entitled to reduced or free admission, opening hours, and the visiting route.

ARTICLE 10

During the visit to the museum route, it is permitted to take photos and video recordings without flash and without tripod, exclusively for non-commercial purposes.

Any other acquisition, reproduction, and in particular use of images, including those of the exterior areas, is subject to the provisions of specific regulations in accordance with Law 633/91 and Legislative Decree 42/2004.



ARTICLE 11

Strollers are allowed.

ARTICLE 12

Dogs are allowed under the following conditions:

- They must be accustomed to sharing public spaces
- They must not cause disturbance or damage
- They must not be dangerous
- They must be kept on a leash and have hygienic waste bags
- Access to the museum is permitted only if they are already accustomed to environments with a high presence of people and other dogs; if necessary, visitors may need to wait before entering
- In the exceptional and unforeseeable event that a dog soils inside the museum, the owner is required to immediately carry out basic cleaning and is responsible for any resulting damages
- Guide dogs for visually impaired visitors are allowed unrestricted access

ARTICLE 13

Inside the museum it is not permitted to:

- Smoke
- Consume food and beverages
- Speak loudly
- Run
- Touch fixed and movable furnishings
- Walk outside the designated carpets where present
- Enter the rooms with backpacks (except pet carriers for dogs) or large personal bags

