

VISITOR RULES AND REGULATIONS

To make your visit to VIVE – Vittoriano and Palazzo Venezia and its collections as enjoyable as possible, VIVE has established a few simple rules that all visitors are required to observe.

Dress code

Visitors are required to wear clothing appropriate to the institutional, historical and artistic significance of the sites.

Visitors wearing swimwear, no shirt, no footwear, excessively revealing clothing, masks, historical costumes or any other form of dress deemed disrespectful to the dignity of the sites by VIVE staff will not be admitted.

Brides and grooms wearing wedding attire are permitted to enter.

Pets and guide dogs

Animals, including small pets, are not permitted inside the VIVE.

Guide dogs accompanying visually impaired visitors are permitted, provided they are kept on a lead and wear a muzzle.

Animals used for therapeutic purposes (pet therapy) are also permitted, provided that appropriate certification issued by a doctor from a public healthcare facility is presented.

Weapons and/or hazardous materials

Helmets, firearms of any kind, knives, scissors, metal tools and any other materials deemed hazardous by VIVE staff are not permitted inside the VIVE.

Armed visitors are not permitted to enter, even if they hold a valid firearms licence.

Law enforcement officers on duty are exempt from this prohibition.

Lifts

Lifts are intended exclusively for transporting people and must not be used as goods lifts.

The Vittoriano has two historic internal lifts, which are operated by authorised staff and provide access for visitors with reduced mobility. Visitors may use the lifts with the assistance of staff, accessing them from the Ara Coeli side entrance to the Monument (currently the exit from the visitor route).

Palazzo Venezia has three internal lifts for authorised staff and visitors with reduced mobility. Their use by visitors is regulated by staff on duty.

Luggage, backpacks and bags

Visitors may not enter the VIVE with suitcases, wheeled luggage, other luggage, backpacks, bags, parcels or containers larger than 40 × 35 × 15 cm, or with any item that VIVE staff deem liable to compromise the safety or protection of the site.

Toilets

The toilets at the Vittoriano are located on the fourth floor and are accessed through a turnstile. Use is free of charge for admission ticket holders and café customers; all other visitors are required to pay a fee of €1.00.

Accessible toilets for visitors with disabilities are located on the mezzanine floor. The toilets on the fourth floor are equipped with baby-changing facilities.

The toilets at Palazzo Venezia are located near the Giardino Grande, the Cybo Apartments and the *Lapidarium*. Use is free of charge for visitors holding a valid admission ticket.

All toilets are accessible to visitors with reduced mobility. The toilets on the Piano Nobile are equipped with baby-changing facilities.

Flags, signs and banners

Visitors may not enter the VIVE carrying flags, signs or banners of any kind.

The standard identification signs used by authorised tour guides are exempt from this prohibition.

Sticks and walking aids

Sticks are not permitted, except where required as mobility aids by visitors with reduced mobility.

Bicycles, skates, scooters and other personal mobility devices

Bicycles, skates, scooters and other personal mobility devices are not permitted inside the VIVE.

Visitors wishing to cross the Giardino Grande at Palazzo Venezia with a bicycle or scooter must dismount and walk alongside it.

Food and drink

Food and drink may be consumed in the designated café-restaurant areas of the Vittoriano.

In the outdoor areas of the Vittoriano, visitors may consume water but may not stop or sit down for the purpose of eating or drinking. Containers and other waste must be disposed of appropriately and must not be left behind.

In the Giardino Grande at Palazzo Venezia, visitors may consume food and drinks, provided that all waste is disposed of in the designated bins and the area is left clean and tidy.

Drawing at the VIVE

The VIVE welcomes visitors wishing to draw or paint the outdoor areas of the Vittoriano and Palazzo Venezia.

To draw or paint inside the buildings, visitors must submit a request to: vi-ve@cultura.gov.it

Fountains

Visitors must not enter or climb into the fountains.

Throwing any object into the VIVE fountains is prohibited.

Photography and filming at the VIVE

Photography and/or filming are permitted without prior authorisation provided that they involve no physical contact with cultural property, do not expose it to artificial light sources and do not involve

the use of tripods, monopods, telescopic selfie sticks or similar equipment. Such photography and filming must be carried out for non-commercial purposes, including study, research, freedom of expression or creative expression, and the promotion of knowledge of cultural heritage.

Photography and filming by journalists in the exercise of their right to report are likewise permitted without prior authorisation.

Visitors wishing to bring tripods for cameras or video cameras must submit a request to:

vi-ve.foto@cultura.gov.it

Photography and/or filming for commercial purposes requires specific authorisation from the VIVE. Applicants must complete the relevant form available on the VIVE website under the “Commercial Area” section.

Smoking

Smoking is permitted exclusively in the café-restaurant area of the Vittoriano and in the Giardino Grande at Palazzo Venezia.

Microphones, radios and audio equipment

Radios and/or other audio equipment must not be played at high volume.

The use of amplified microphones is prohibited.

Visitors are requested to keep their voices at a moderate level.

Lost property

Visitors who lose personal belongings should report the loss to the nearest security desk, whose staff will check whether the item has been found, or send an email to: **vi-ve@cultura.gov.it**

Umbrellas

Umbrellas may be used in the outdoor areas of the Vittoriano and in the Giardino Grande at Palazzo Venezia.

Umbrellas are not permitted inside the VIVE exhibition rooms, with the exception of small folding umbrellas, provided that they are closed and stored in a pocket or bag.

Pushchairs

Pushchairs are permitted. Staff at the entrance will inform visitors of the lifts available at both the Vittoriano and Palazzo Venezia and indicate the easiest route to reach them.

Visitor routes

Visitors may not enter areas cordoned off by barriers or other deterrent devices, climb over fences, barriers or deterrent devices, or open gates or doors that are closed or left ajar.

Visitors may not climb or stand on walls, fountains or any historic structure or furnishing.

Leaning over parapets or railings is prohibited.

Running is prohibited.

Visitors are advised to pay close attention to floor surfaces and steps at all times, particularly in wet weather.

Visitors with physical, cognitive or sensory disabilities

Accessibility is a priority for the VIVE.

VIVE staff are available to assist visitors with disabilities or reduced mobility and to provide information about accessible routes and the use of lifts and dedicated facilities.

Laser pointers

The use of laser pointers of any kind is prohibited inside the VIVE.

Complaints

Visitors may submit complaints by email to: vi-ve@cultura.gov.it

Waste

All waste must be disposed of in the designated bins.

Touching works of art

Touching works of art is prohibited.

An exception is made for visitors taking part in VIVE Tactile Tours.

Wi-Fi

Wi-Fi is not available in any area of the VIVE.