

ALL THE PRACTICAL INFORMATION ON ACCESS CONDITIONS AND VISITING THE MUSEUM

Below, you can see a series of frequently asked questions about the proper use of the museum's facilities, which will help to ensure the optimal conservation of the cultural assets held in the museum and to make the museum a safe environment for the public.

What objects are allowed on a visit to the Museum?

- Handbags whose dimensions do not exceed 40x30x10 cm, provided that they are used for the purpose for which they are intended and remain on the front of the body.
- Cameras (no flashlights or tripods may be used).
- Small folding umbrellas (less than 30 cm), which shall remain closed throughout the visit.
- Pushchairs.
- Any other object whose use is duly justified and which follows the Museum's security and public policy.

What objects are not allowed?

- Objects or substances that may pose a risk to the integrity of people or Museum property (sharp objects, knives, scissors, tools, etc.).
- Backpacks or suitcases of any size.
- Large umbrellas or sharp umbrellas.
- Food or drink (there are various catering options in the museum and specific areas for consumption, always outside the rooms with works of art).
- Water bottles (except for duly accredited tour guides in the exercise of their duties, pregnant women, people who are ill or have special needs, and in other duly justified cases).
- Toys, scooters, balls, or articles for entertainment.
- Any other object deemed by security personnel to pose a risk to works of art or people.

Can I enter the museum with an animal?

- For security reasons, pets are not admitted. Only assistance dogs, according to Law 2/2015, of 10 March, and emotional support dogs (duly justified) are allowed access.

Recommendations

- Conserving heritage is a shared responsibility, so we kindly ask our visitors to avoid any kind of behaviour that may pose a risk to the safety of people or works of art.
- It's important not to touch the works of art at any time and to maintain an appropriate safe distance from them.
- To ensure an enjoyable experience for all visitors, children under the age of 14 must remain under the supervision of an adult at all times.

- Visitors must heed the instructions of Museum staff at all times. In the event of non-compliance, the Museo Reina Sofía reserves the right to refuse entry or to expel visitors from the premises, which means that tickets will not be returned.