

**REGULATIONS FOR VISITORS TO THE SITES  
MANAGED BY THE AUTONOMOUS INSTITUTE OF VILLA ADRIANA AND VILLA D'ESTE**

***Art. 1 – General rules***

Access to the sites managed by the Autonomous Institute of Villa Adriana and Villa d'Este (specifically: Villa Adriana UNESCO Site, Villa d'Este UNESCO Site, Sanctuary of Ercole Vincitore, Mensa Ponderaria and Plauzi Mausoleum) is subject to compliance with these Regulations.

Before entering the sites, individuals and their clothing (including bags, holdalls, backpacks and any other personal objects) may be subjected to security checks and inspections at the entrance.

With access to these sites and/or with the purchase of an admission ticket, the visitor accepts without reservation that, for reasons of security, body-checks, inspection of his/her clothes, backpacks, containers, bags or other objects he/she is holding may be carried out, in compliance with the law and the provisions of these Regulations. The Management reserves the right to deny entry to people who do not intend to comply with the checks and inspections referred to above and reserves the right to report the facts to the competent authority.

The Administration uses video surveillance systems for the sole purpose of guaranteeing security, safeguarding its assets and preventing unlawful acts. The images are viewed only and exclusively by the personnel in charge and by the judicial or police authorities.

The Management reserves the right, directly or through appointed third parties, to take photographs, films or other forms of recording of people's images within the relevant sites and these may be used by the Institute, or by third parties appointed by the Institute, for the promotion of exhibitions, conferences, projects and cultural events, for the production of information, editorial or advertising materials and, in general, for the pursuit of its institutional purposes, without the right to any compensation by the person filmed.

Visitors commit to respecting and ensuring compliance with the Regulations by minors and/or persons for whom they have legal responsibility. Visitors under the age of twelve must be accompanied by an adult during their entire stay within the Institute's sites and are considered subject to this adult's custody.

Group and school group leaders are responsible for ensuring compliance with the Regulations by the individual members of the group. People accompanying groups and school groups may be temporarily denied access to the Institute's sites in the event of repeated transgression of the Regulations. All groups and individual visitors must abide by the set visit itineraries.

During a visit, following alternative itineraries rather than those indicated by the specific signs and deterrents is not allowed.

Visitors are required to observe appropriate behaviour and promptly report any non-compliance or problems encountered to the staff on duty. It is therefore understood that the Administration is relieved of any responsibility for behaviour lacking in common sense by visitors and recommends that visitors be collaborative and socially responsible for themselves and others in compliance with the indications and guidelines provided. Under no circumstances will the Administration be liable for any damage to people or things caused by carelessness or failure to comply with the Regulations.

In case of disorderly conduct or failure to comply with one or more of the articles in these Regulations, a person may be removed from the sites without any obligation to refund the ticket.

Visitors are invited to take note of the fact that the itineraries within the relevant sites, which largely coincide with ancient walking surfaces, have varying height differences/heights and more or less marked irregularities. The utmost caution and attention must therefore be adopted. Any damage to people or things, resulting from a lack of diligent or prudent behaviour that does not comply with the provisions to be adhered to, is beyond any responsibility of the Administration; therefore, any claim for compensation against the Institute will be excluded. Furthermore, taking into account the fragile nature of the sites due to the historical provenance of the structures, any damage to people or things caused by fortuitous events and not caused by negligence is beyond the Administration's responsibility.

Please note the possible presence of loose animals (wild boars, stray dogs, etc.), which may have passed through the perimeter defences implemented by the Institute. We recommend that you keep your distance and pay due attention.

The use of comfortable shoes and caution is recommended.

In case of accidents, illness, losses, etc., contact the staff of the Institute. Please remember that members of staff trained to provide first aid are present within the Institute's sites.

#### ***Art. 2 – Ticket purchase and entering the sites***

The Institute's sites can be visited by members of the public who have a ticket. Purchasing an admission ticket implies total acceptance of the Regulations and excludes the possibility of raising any objections.

Tickets are not refundable in any way, except in the case of failure to open. In this case, the customer has the right to request a refund for the tickets within 7 days of publication of the notice. Once purchased, an admission ticket cannot be refunded under any circumstances (art. 74 Presidential Decree 633/72). Visitors must keep the ticket during their entire stay within the sites and show it if asked to by the ticket inspector.

In the event of bad weather, heavy rain, low temperatures, heatwaves or extreme events, the sites or one or more itineraries may be temporarily closed. In these cases, there will be no partial or total refund of the ticket and the ticket will be validated for another date. Visitors are responsible for finding out for themselves about any problems related to crowds or climatic or technical conditions that could limit the general use of the sites and services before purchasing a ticket. It is understood that the Management is relieved of any information that is incorrect or not properly received by visitors through non-institutional channels not managed by the Institute.

The Management reserves the right to close, or not to open, the Institute's sites in the event of adverse weather conditions or weather warnings communicated by national or local authorities. In this case, the day of the scheduled visit can be postponed to other days on which the sites are open, subject to availability, to be verified through the Agent responsible for ticketing services.

In the event of health emergencies and/or natural disasters, visitors are invited to visit the Italian Government and Institute's website for any updates and provisions pertinent to the use of places of culture.

Visitors can view all the instructions they need to adhere to in order to spend a day safely, by visiting the Institute's website <https://villae.cultura.gov.it/> and stay updated by calling +39 0774 5589 or via email to [va-ve@cultura.gov.it](mailto:va-ve@cultura.gov.it) or to the addresses dedicated to specific services, published in the contact info section of the aforementioned website.

There is a possibility that the maximum number of visitors admitted reaches saturation point. Reaching this limit could lead to a slowdown in admissions.

The ticket is valid for one day and allows only one admission.

### ***Art. 3 – Restrictions***

In the sites managed by the Autonomous Institute of Villa Adriana and Villa d'Este **the following is strictly prohibited:**

1. Adopting behaviour that does not comply with public safety regulations such as, for example, fights, vandalism, defamation, harassment, drug taking, drunkenness, rallies; in the same way the visitor must refrain from making statements, pronouncing sentences and using gestures, writing or clothing that may offend the decorum and honour of people and/or their religious faith, origin and nationality.
2. Carrying out street trading and any sales or leafleting activity.
3. Throwing any type of waste outside the appropriate containers.
4. Throwing any object inside the counters or into the pools and fountains.
5. Playing the radio or other sound instruments at high volume.
6. Getting too close to and touching frescoes, furnishings, archaeological surfaces and, in general, all property kept in the relevant sites.
7. Defacing floors, walls, ancient furnishings, frescoes, benches, statues, fountains, archaeological, artistic and monumental remains or any other surfaces, with sharp objects, markers, pencils, paint or other materials.
8. Consuming food outside of the specially designated places. Organising private lunches, corporate meetings or events within the sites under the Institute's jurisdiction, which is subject to authorisation by the Director pursuant to the Regulations for the temporary concession of spaces, adopted by Director's Decree no. 2 of 10 March 2023.
9. Introducing professional optical and audio equipment (cameras, microphones, sound mixers, etc.); taking photographs using a flash; taking photographs or making videos with selfie sticks, stands and professional equipment of any kind or using drones (Unmanned Aerial Vehicle System - UAVS) without the appropriate authorisation.  
Photographic or video recordings for professional or commercial purposes are subject to the Regulations adopted by Director's Decree no. 2 of 10 March 2023 published on the website <https://villae.cultura.gov.it/>. Namely, photographic and video recordings or sound recordings made by the public within the sites with cameras, mobile phones, video cameras or audio devices may not be used except for exclusively domestic and private purposes. Therefore, it is not possible to sell, grant use, broadcast, distribute, publish or use these materials in any way or for any reason.
10. Abandoning animals of any species on site.
11. Introducing unauthorised means of transport of any type (including electrical).

12. Bringing in bicycles, skateboards, scooters and other motor vehicles; using Nordic walking poles; using balls, toys and remote-controlled devices, etc.
13. Visiting the sites while dressed in scanty clothing and/or bare-chested or barefoot. The Management reserves the right to refuse entry to visitors who are not appropriately dressed.
14. Entering with bulky objects such as, for example, trolleys, backpacks, suitcases and heating devices and any other bulky materials, which must be left in an authorised deposit. An exception is made for strollers, prams or similar means of transport for children and disabled people. Consequently, the personnel in charge can limit access for any type of baggage or other container, as well as its contents.
15. Leaving bags, holdalls, backpacks and objects of any kind unattended; objects found unattended will be taken by authorised personnel to the Reception and Security Service, where they can be collected. In this case, the legitimate owner of these objects cannot make any complaint or request against the Institute, which declines any responsibility for theft or loss, both within the sites and in the car park.
16. Speaking loudly. Visitors should also take care to activate silent mode on their telephone ringtone during the visit; rushing or disturbing other visitors in any way; lying down in common spaces and green areas and using spaces that are not specified for children, dogs or other animals to play in.
17. Smoking outside the permitted spaces.
18. Picking any type of fruit or flower; capturing or disturbing the wildlife.
19. Lighting fires, throwing away lit cigarettes or behaving in any way that could create a fire risk.
20. Digging holes.
21. Climbing onto or up the walls, fountains, parapets and railings that protect against falls, the edges of pools of water and any ancient structure or furnishing; climbing trees and hanging from the branches.
22. Bathing in all pools of water.
23. Modifying, altering and/or damaging permanent structures, temporary installations, scenery/sets, lighting and audio systems, under penalty of a request for compensation for damages and a report being made to the competent authorities.
24. Entering areas that are delimited by barriers and deterrents of any kind or prohibited by specific signs; climbing over barriers, fences or ropes that mark out the sets for shows and temporary events promoted by the Institute; opening closed or partially closed gates, stopping on the edges of the excavations and lingering - in the event of strong winds and rainfall - under the trees or near the archaeological remains.
25. Entering wearing formal dress, masks and period costumes or similar.  
This type of access is subject to authorisation by the Director. For information, you can contact the email address dedicated to the service: [va-ve.fotomatrimoni@cultura.gov.it](mailto:va-ve.fotomatrimoni@cultura.gov.it)
26. Displaying flags and banners.
27. Carrying out sports or activities dedicated to mental and physical well-being, for individuals or groups, without prior authorisation.
28. Using laser pointers.

#### ***Art. 4 – Accessible itineraries***

On the website <https://villae.cultura.gov.it/> in the *Accessibility* section, you will find:

- For Villa Adriana and the Sanctuary of Ercole Vincitore: maps of obstacle-free itineraries;
- For Villa d'Este: a map of the golf car route for people with reduced mobility.

Continuous updates regarding the implementation of accessible routes are available on the same website. It is also possible to contact the Accessibility Manager via email: [va-ve.accessibilita@cultura.gov.it](mailto:va-ve.accessibilita@cultura.gov.it)

There are also information panels and tactile models, also accessible to people with visual disabilities.

***Art. 5 – Access for dogs***

While retaining the ban on introducing large animals and abandoning them on site, access is permitted to guide dogs that assist the disabled and admission for small and medium-sized dogs on a leash and with a muzzle or inside a pet carrier or a bag is allowed; animals admitted, that are compliant with vaccinations required by sector regulations, must be carried, if necessary, when inside the buildings and owners are obliged to be equipped with devices for collecting their droppings.

***Art. 6 – Lost objects***

In the event of loss of personal objects, the visitor is invited to report it to the staff of the Institute or via institutional email at [va-ve@cultura.gov.it](mailto:va-ve@cultura.gov.it), to find out whether the objects have been found.

Under no circumstances will the Institute be held responsible for the loss of personal property.

***Art. 7 – Criminal liabilities***

Please note that **the following actions are punishable as a criminal offence:**

- Any damage or infraction resulting from failure to comply with the provisions of articles 2 and 3 of these Regulations.
- Refusal by the visitor and/or accompanying person to indicate their identity and show their admission ticket to the security guard requesting to see it.
- Any violence or threat towards the security guard, other staff members or visitors.
- Any harassment towards visitors or other people present in the relevant sites.
- Any act contrary to decency.

***Art. 8 – Removal from the Institute***

In the event of violation of these Regulations, the Institute has the right to immediately remove the transgressors.

In any case, the Institute may take legal action in order to request compensation for damages, of any nature, caused to it.

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The Management reserves the right to modify - by communicating this through the Administration's institutional channels - opening hours and prices or these Regulations, in force from the date of publication on the website <https://villae.cultura.gov.it/>.