

**GENERAL RULES**  
**OF ACCESS AND BEHAVIOUR IN MUSEUMS AND CENTERS**

**AUTONOMOUS ORGANISATION OF MUSEUMS AND CENTRES**  
**EXCMO. CABILDO INSULAR DE TENERIFE**



In order to achieve a higher quality of visits to museums and centres, and guarantee the preservation and safety of the collection, the access and stay in these premises will be regulated by the following guidelines and instructions, without prejudice to those in accordance with the legislation:

- Children under 14 years of age are not allowed to visit the museums on their own. They must be accompanied by an adult all the time (1).
- Persons exceeding the determined capacity for each area may not enter the museum or centre, or its various dependencies (2).
- Organised group visits (10 to 30 people) will preferably take place from Tuesday to Saturday. In order to facilitate the visit and avoid any inconvenience that may arise from the presence of other large groups, it is recommended to make an appointment in advance by telephone.
- Groups of children under 12 must be accompanied by one adult for every 15 children.
- Last admission is 30 minutes before the museum is due to close. Please, note museum staff begin vacating the rooms 10 minutes before closing.
- The admission ticket must be retained during the visit, in case it is requested at any time during the visit.
- Please take the utmost care if you carry objects that are likely to cause damage to persons or property because of their characteristics (umbrellas, sharp objects ...) or volume (large bags, backpacks, packages ...).
- It is not allowed to access or stay:
  - barefoot, with wet clothing or footwear, with the naked torso and, in general with clothing in obvious poor condition or lack of personal cleanliness
  - wearing clothes or symbols that incite violence, racism or xenophobia in the terms foreseen in the Penal Code
  - in drunken state, or with notorious symptoms of altered behaviour, provocation or incitement to disorder, or anyone who disturbs the normal functioning of the museum

1 Rule incorporated by Decree No. 149/11, dated 24 November, of the Presidency of the OAMC, authorized by Agreement of the Governing Board of the OAMC, dated 22 November 2010.

2 Rule incorporated by Decree No. 149/11, dated 24 November, of the Presidency of the OAMC, authorized by Agreement of the Governing Board of the OAMC, dated 22 November 2010 Agreement of the Governing Board of the OAMC, dated 30 June 2009.

- Access with animals inside the museum facilities is not allowed, except for guide dogs; nor is carrying flammable or toxic products.
- Eating and / or consuming beverages outside the areas enabled for that purpose is not permitted
- Stepping into landscaped areas is not allowed
- Cell phones must be silenced during the visit to the Museum, as well as any other mechanism or device with open sound.
- Photography and filming, without the use of flash or tripods, is authorized for noncommercial purposes only.
- In order to facilitate the visit and guarantee the conservation and security of the collections, please follow the instructions of the receptionists and/or room guards at all times.
- No person who has demonstrated or manifested his or her refusal to comply with any of the rules of access or behaviour may enter or remain in the museum's facilities.
- The Museum is responsible for personal and material damages involuntarily caused to its visitors as a result of its activity, unless they are due to the fault of the injured party or a member of the Museum's staff or of a person for whom the Museum is civilly liable.
- Visitors may submit their suggestions or complaints, in addition to any of the means provided for in the Law on Administrative Procedures for Public Administrations in force:
  - In person, at the museum itself or at the registry of the Autonomous Organisation of Museums and Centres. Reception staff will provide the necessary means for you to make your suggestion or complaint at these offices.

-By post to the following address: Organismo Autónomo de Museos y Centros del Excmo. Cabildo Insular de Tenerife, c/ Ramón y Cajal nº 3, semisótano 2, 38003 Santa Cruz de Tenerife.

-By telematic means:

- through the portal [www.museosdetenerife.org](http://www.museosdetenerife.org)
- by email: [administración@museosdetenerife.org](mailto:administración@museosdetenerife.org)

- Items found in the museum's premises may be reclaimed by their owner by proving their identity and providing a brief description of the item in question, within one week.

Objects found and not claimed, within this period, will be send to the corresponding local office of lost objects.

- Disputes or litigious questions that may arise from the application of these rules and, in general, from the provision of services under the Autonomous Organisation of Museums and Centres' jurisdiction, shall be resolved in accordance with the rules of administrative law the Spanish legal system.

#### Specific rules for INTERNET ACCESS

- The viewing, use and access to web pages or programs with piracy contents, incitement to xenophobia or racism, incitement to bulimia or anorexia, illegal downloads, piracy and/or violation of computer security or any other activity punishable by the laws in force are not allowed. In particular, it is ABSOLUTELY FORBIDDEN to access, view, download or reproduce pages with pornographic content. Access to child pornography will be reported to the relevant authorities.
- Unaccompanied children under 14 years will not be allowed free use of the internet access / wi-fi zone without proper authorization, according to the model that will be provided at the reception desk of the Museum.

#### Specific rules for access to the INNER PLAZA of the Museum of Science and the Cosmos

The enclosure to which you access -although admission free- is an integral part of the Museum and, therefore, is subject to the following guidelines and instructions:

- It is not allowed to access or stay barefoot, with wet clothing or footwear, with bare torso, and in general with clothes in notorious poor condition or serious lack of personal cleanliness.
- It is forbidden to enter or remain in drunken state, or with notorious symptoms of altered behaviour, provocation or incitement to disorder, or anyone who alters the normal operation of the plaza.
- Access with animals inside the museum facilities is not allowed, except for guide dogs; nor is carrying flammable or toxic products.
- It is forbidden to enter with items that could cause harm to people or property.
- Access by bicycle or other vehicles is prohibited.
- The visitor will be responsible for any damage caused to the equipment and facilities.
- The visitor must take care not to litter the square, making proper use of the existing litter garbage cans.