

## Nature and Purpose of the Museum

The National Archaeological Museum is a state-owned museum directly managed by the Ministry of Culture and Sport, under the aegis of its Directorates-General of Fine Arts through the Subdirectorates-General of State Museums.

The National Archaeological Museum was founded by a royal decree of Isabella II on 18 March 1867, and was inaugurated by Amadeus I on 9 July 1871. It was designed to be the country's first archaeological museum, both cause and consequence of the importance of its collections and their chronological and geographic variety. Given these characteristics, the assets in its care are an invaluable source of knowledge about the peoples and cultures that have existed on the Iberian Peninsula and in the larger context of Europe and the Mediterranean, from prehistory to the 19th century.

The museum's stated purposes are:

- To preserve, catalogue and exhibit the assets assigned to its permanent collection in an orderly manner
- To conduct research within its field and into its collections
- To periodically organise exhibitions related to its fields of specialisation
- To prepare and publish catalogues and monographs on the pieces in its collections and related themes
- To pursue activities that aim to share and teach others about its contents and themes
- To cooperate and forge ties with other museums and institutions in its field, both in Spain and abroad



\* The department responsible for the Customer Charter is the museum director's office.

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## Additional Information

### Opening Hours

#### Visiting hours:

- Tuesday to Saturday: 9.30 am -8 pm
- Sundays and holidays: 9.30 am -15 pm

#### Office hours:

- Monday to Friday: 9 am -14.30 pm

#### Library hours:

- Monday to Friday: 9 am -14.30 pm

#### Archive hours:

- Monday to Friday: 9 am -14.30 pm

#### Closed:

- Every Monday of the year
- 1 and 6 January
- 1 May
- 24, 25 and 31 December and one local holiday.
- The ticket office closes 15 minutes before the end of visiting hours.

### Prices

- General admission: 3.00 euros
- Reduced rate: 1.50 euros

#### Free admission:

Saturdays from 2 pm to closing time and Sundays. Admission is also free on 18 April (World Heritage Day), 18 May (International Museum Day), 12 October (Spanish National Holiday/Columbus Day) and 6 December (Spanish Constitution Day).

- For special admission terms, please ask the ticket office

### Address

Museo Arqueológico Nacional  
C/ Serrano, no. 13. 28001 Madrid  
Telephone: (34) 91 5 777 912  
Fax: (34) 914 316 840

Email: [secretaria.man@cultura.gob.es](mailto:secretaria.man@cultura.gob.es)

### Suscription and activities

<http://www.man.es/man/en/actividades/formulario-sus2018.html>  
<https://www.facebook.com/MuseoArqueologicoNacional.Espana/>  
<https://twitter.com/MANArqueologico>  
<https://www.youtube.com/user/MANArqueologico>

### Bookings:

Telephone: 915 780 203  
[visitasman.grupo@cultura.gob.es](mailto:visitasman.grupo@cultura.gob.es)

### Website

National Archaeological Museum:  
[www.man.es](http://www.man.es)  
Digital Network of Spanish Museum Collections (CERES):  
<http://ceres.mcu.es>  
Virtual office of the Secretary of State for Culture:  
<https://sede.mcu.gob.es>

### Getting Here

- Train: Recoletos station
- Buses: 1, 9, 19, 51 and 74 stop outside the museum; 5, 14, 27, 45 and 150 stop on Paseo de Recoletos; 21 and 53 stop at Colón; 2, 15, 20, 28, 52 and 146 stop at Plaza de la Independencia.
- Metro: Serrano (Line 4) and Retiro (Line 2) underground stations
- Public car parks: Plaza del Descubrimiento-Centro Colón.



### Accessibility for disabled persons

Fully accessible for persons with reduced mobility. The museum provides wheelchairs, multimedia guides with subtitles and screens in sign language, and a communication system equipped with hearing induction loops. Tactile maps of every floor and 17 tactile displays installed throughout the exhibition area.

# Customer Charter

2018-2021

## National Archaeological Museum



## Museum Services

### Permanent Exhibition

This exhibition occupies 40 galleries and allows visitors to explore the history of the Iberian Peninsula from prehistory to the 19th century, admire our ancient Egyptian, Near Eastern, Greek and numismatic collections, and learn about the history of the museum as an institution. The museum also contains a partial replica of the polychrome ceiling from the Cave of Altamira. Our display systems combine new technology with carefully presented artefacts, striving to uphold the principles of interactivity, experimental learning and aesthetic design while guaranteeing universal accessibility and sustainability.

### Temporary Exhibitions

In addition to the permanent exhibits, each year the museum organises temporary exhibitions which may be in-house productions or projects designed in partnership with other institutions.

### Cultural and Educational Activities

Throughout the year, the museum organises a variety of cultural, educational and didactic activities related to its exhibits. Our cultural initiatives include lectures, seminars, concerts and special guided tours, and in the area of education and learning we offer workshops for children and families.

**Library:** The museum houses a specialised library dedicated to archaeology, history, art history and museology. Access to the library, located on the fourth floor, is free subject to presentation of a national identity card, passport or equivalent photo ID, and we issue library ID cards to regular customers. If you have any queries about the library, please write to: [biblioteca.man@mecd.es](mailto:biblioteca.man@mecd.es).

**Archive:** Researchers who wish to consult documents held in the museum archive must request authorisation by writing to: [archivo.man@mecd.es](mailto:archivo.man@mecd.es).

**Photographic Archive :** Anyone interested in consulting the museum's photographic archive may request authorisation by writing to: [fotografia.man@mecd.es](mailto:fotografia.man@mecd.es).

**Researching the Collections :** The collections are made available to researchers upon written request sent to the museum.

**Venue Hire:** The museum has a comfortable, well-appointed events hall and lecture hall with all the technological equipment required for the activities they host: formal events, screenings, concerts, lectures, conferences, courses, etc. It also offers a temporary exhibition hall, the main foyer, the great halls and the grounds, all recently renovated and steeped in history and charm. To hire one of the spaces, customers must pay the fees established in the current legislation on publicly-owned venue hire.

### Other Services

Shop and bookshop	Cafeteria
Multimedia guides	Lockers and cloakroom
Baby changing tables and chairs	

## Specific Customer Rights

Visitors to the Museum are entitled to, among others, the following specific rights:

- The right to be treated with respect and courtesy by museum staff
- The right to be informed of the requirements and conditions governing their visit

- The right to adequate conditions of safety and cleanliness
- The right to free or discounted admission if they meet the requirements stipulated in the current legislation
- The right to access to public information, files and records, in accordance with the provisions of Law 19/2013, of December 9, on transparency, access to public information and good governance and the rest of the Legal Order (article 13.d of Law 39/2015, of October 1, on the Common Administrative Procedure of Public Administrations).
- Choose at all times if they communicate with the Administration to exercise their rights and obligations through electronic means.

## Our Commitment to Quality

- The museum will provide visitors with informative plans in Spanish, English and French about the contents and itinerary of the visit to the exhibition.
- The museum will inform the public of upcoming cultural, educational and didactic activities by post and email on a quarterly basis, and via the website and the digital screens in the museum's welcome areas on a monthly basis.
- The museum will conduct one full cycle of the "Exhibit of the Month" programme each year, over the course of nine months.
- Organize at least 25 cultural activities per year in collaboration with other institutions.
- Make at least 40 guided tours per year, aimed at different groups.
- Perform at least 25 workshops or other cultural, educational or didactic activities per year.
- The museum will organise at least two cultural activities per year in partnership with other institutions.
- The museum will respond to requests to participate in educational activities within a maximum of eight calendar days from the date of reception.
- The museum will respond to group booking requests within a maximum of eight calendar days from the date of reception.
- The museum will respond to researchers' requests for access to the museum's resources, access to the library/archive, and copies from the photographic archive within a maximum of eight calendar days.
- Respond to requests for rent or sale of photographic reproductions of Museum pieces within a maximum period of 10 working days from receipt.
- The museum will respond to complaints and suggestions received within a maximum of 15 business days from the date of reception.

## Monitoring Our Quality Standards

The museum will annually evaluate the quality of its services based on the statistics about:

- Complaints made annually due to the unavailability of brochures regarding total visits received.
- Information was provided about the museum's cultural, educational and didactic activities by post and email, and percentage of months in which this information was provided via the website and on digital screens in the museum welcome areas.
- Complete "Exhibit of the Month" cycles each year.
- Cultural activities organised in partnership with other institutions each year.
- Guided tours carried out a year, aimed at different groups.
- Workshops or other cultural, educational or didactic activities carried out in the year.
- Requests to participate in cultural activities that were answered within eight calendar days from the date of reception.

- Number of group booking requests that were answered within eight calendar days from the date of reception and percentage of the total.
- Number of requests from researchers to access the museum's resources, to access the library/archive, and for copies from the photographic archive that were answered within eight calendar days from the date of reception and percentage of the total.
- Requests for photographic reproductions of the pieces that have been answered within 10 working days of receipt and percentage of the total.
- Complaints and suggestions answered within 15 business days from the date they were received and percentage of the total.

## Redress Policy

Customers who believe that the museum has failed to fulfil the obligations set out in this charter may file a written report or complaint with the department responsible for said charter.

If non-fulfilment is verified, the museum director's office, which is responsible for the Customer Charter, will send a letter of apology to the citizen in question, explaining the reasons behind the problem and the steps taken to rectify it. The government of Spain has no pecuniary liability for any claims against non-fulfilment of the charter.

### Customer Participation

Museum customers are welcome to participate in the process of improving our services by:

- Submitting complaints and suggestions as they see fit, in accordance with the terms of this Customer Charter.
- Writing to the museum director's office.
- Joining the Cultural Association of Protectors and Friends of the Museum.

### Complaints and Suggestions

Customers may submit complaints and suggestions about our services, according to the procedure established in Royal Decree 951/2005 of 29 July (published in the Official State Gazette/BOE on 3 September), in the places and the manner described below:

- In person, by using the form available in the museum and at any of the central government's incoming or outgoing documents registers.
- By email, signed with the sender's digital signature and sent to the following address: [sugerencias.man@cultura.gob.es](mailto:sugerencias.man@cultura.gob.es)
- Through the virtual office of the Ministry of Culture and Sport: <https://www.mecd.gob.es/servicios-al-ciudadano-mecd/catalogo/mecd/varios.html>
- By ordinary post addressed to the museum director's office.

The responsible unit has a period of 20 working days to respond.

## Applicable Legislation

- Royal Decree 683/1993 of 7 May, regarding the reorganisation of the National Archaeological Museum, created by Royal Decree on 18 March 1867.
- Order ECD/868/2015 of 5 May (Official State Gazette/BOE of 13 May), which regulates public visits to state-owned museums supervised and managed by the Ministry of Culture and Sport.
- Order of the Ministry of the Presidency of 18 January 2000 (Official State Gazette/BOE of 26 January), which establishes the rates of services or activities subject to the fee for hiring venues in museums and other cultural institutions pertaining to the Ministry of Culture and Sport.