

# Visiting conditions

Regulations

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Dear visitor,

Cristóbal Balenciaga Museoa is a public institution legally constituted as a Foundation, which has the mission to promote, disseminate and cultivate the importance of the person and personality of the couturier-creator Cristóbal Balenciaga Eizaguirre, born in Getaria, in the world of fashion, haute couture and dress design, from the perspective of his above all artistic, but also technical and entrepreneurial contribution.

The Museum needs your help to ensure the conservation of its cultural assets, personal safety and a quality visit for everybody.

The Management has therefore drawn up the following rules setting out the conditions of visits to the Cristóbal Balenciaga Museum during its opening times, whether ordinary or extraordinary, which apply to all people entering the building to visit its collections or to participate in its activities.

Visitors failing to observe said rules could be warned of the need to obey them by the Museum staff, who can take the appropriate steps to ensure that the visit proceeds correctly in the event of their indications being ignored.

Thank you for your collaboration.

# Admission

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1. To enter the Museum, visitors must have a valid entrance ticket, which must be shown to the Museum staff on their way in, or at any time during the visit if requested to do so.

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  2. The price of the tickets, and the conditions for obtaining either free or reduced price admission, as well as the Museum services and activities, are approved by the Cristóbal Balenciaga Foundation board of trustees and are clearly posted both in the Museum and on its [website](#)<sup>?</sup>.

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  3. Visits to the Museum are free of charge during the hour before closing, according to the time indicated for each season. This is separate from the other applicable conditions of free admission.

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  4. Visitors can access the museum up to 30 minutes before the stipulated closing time. Groups will be admitted up to 1 hour before closing.

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  5. Those eligible for reduced price or free admission must present valid official proof at the ticket desk.

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  6. Once validated, tickets may not be used a second time to gain entrance to the museum.

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  7. Tickets for the Museum are personal and cannot be used by another person.

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  8. Children must be accompanied by an adult during the visit. Children under the age of 14 are not allowed in unaccompanied.

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  9. The conditions of admission to the auditorium and/or other spaces for activities other than exhibitions will be established in each case, depending on the characteristics and times of the activities. Visitors will be duly informed by means of the website and the other Museum information media.
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10. A Museum ticket must be purchased for admission to the shop located inside the building.
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11. Animals are not allowed into the Museum, except in the case of guide dogs or those providing mobility assistance.
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12. The Museum does not have space for storing scooters, tricycles, folding bicycles, etc., and it will therefore not be possible to bring such items into the Museum, or to leave them outside.
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13. No food or drink can be brought into the Museum.
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14. It is forbidden to smoke on the Museum premises, including the outdoor spaces.
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15. For reasons of respect towards the institution and the other visitors, no admission will be allowed to people:
- With no top on
  - In swimwear
  - Going barefoot
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# Times

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1. The Museum opening times are approved by the Cristóbal Balenciaga Foundation Board of Trustees and are clearly posted both in the Museum and on its [website](#)<sup>7</sup>

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  2. The Museum management has the right in exceptional circumstances to change the opening time when considered necessary. Such changes will be posted in the same ways.

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  3. The occasional closure of a gallery for maintenance work or servicing needs will be posted in the Museum and on its website. No discounts or refunds on the cost of admission will be given for such closures.

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  4. Tickets will be sold at the ticket desks from the moment the Museum opens until 30 minutes before closing time.

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  5. Visitors can access the museum up to 30 minutes before the stipulated closing time. Groups will be admitted up to 1 hour before closing.

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  6. The Museum shop has its own independent opening times within the Museum opening times.
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# Safety

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1. Visitors must obey instructions given by the Museum staff at all times.

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  2. It is strictly forbidden to enter the building with objects or substances which could represent a risk to people or to the articles on display. Visitors must obey the safety indications dictated by the Museum protocol at all times.

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  3. No food or drink is allowed into the galleries.

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  4. No rucksacks, bags or suitcases measuring more than 30 x 30 cm are allowed into the exhibition galleries. Umbrellas and walking sticks, sharp or pointed objects, etc. are also forbidden.

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  5. People who are obviously under the effects of alcohol or show symptoms of having taken drugs will not be allowed into the Museum.

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  6. Given the size of the Museum galleries, groups of more than 10 people are asked to warn the Museum of their arrival and to make a booking.

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  7. In case of evacuation, visitors must leave the Museum in an orderly fashion, following the instructions of the Museum staff and the emergency signposting.
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# Visit

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1. Visitors must behave correctly during the visit and not disturb others. For the benefit of all visitors, please keep your voice down and switch your mobile phone to "silent mode".

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  2. It is forbidden to touch the items on display, except in the case of activities indicating otherwise.

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  3. The recording of Museum guides on duty is not permitted.

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  4. Photographs can be taken without a flash, tripod, monopod or any other camera stabilising element.

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  5. For conservation reasons, lighting in the galleries is dim, no more than 50 lux. Please take care not to go too near the protective glass showcasing.

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  6. To conserve the works, the exhibition galleries are kept at a constant temperature of 21°C, and in those without protective glass showcasing, at 19°C. On warm days we recommend that you bring an item of warm clothing for your visit.

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  7. No photographs must be taken of visitors' private celebrations (weddings, communions, etc.), without prior authorisation.

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  8. No eating or drinking is allowed, except in the "coffee corner" zone.

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  9. Children must not be allowed to run, walk through the galleries or be left without an adult to control them.
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# Group visits

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1. Visits by cultural, educational or tourist groups will be supervised by a guide, teacher or single intermediary with the institution. Said person will be responsible for all members of the group they are accompanying.

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  2. Tickets for groups of ten or more must be reserved in advance whether or not a guide is required.

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  3. Groups of ten or more will not be admitted during the last hour the museum is open.

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  4. The group must respect the time established for its booking. Late arrivals could affect the start and development of the tour, if so decided by the Museum.

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  5. Groups must have a maximum of 10 and 20 members, including the guide, teacher or intermediary, with the exception of certain activities in which other limitations are stipulated.

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  6. The guided tour will have a duration of 1 hour.

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  7. Groups must arrive in plenty of time (10 minutes early) for the visit in order to complete the preliminary formalities.

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  8. Groups must circulate in the Museum galleries quietly and behave respectfully towards the other visitors, keeping their voices down.
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# Services

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1. The Museum has a free locker service.
    - The lockers are not suitable for large items.
    - No food or drink can be left in the lockers.
    - The Museum accepts no liability for the condition of the articles left in the lockers.
    - All objects must be removed when the Museum closes. Any objects not removed will be considered as "lost property".
    - In the event of losing the locker key, the visitor must prove that the personal objects left in the lockers are theirs by making a detailed description of the items in writing and signing it.
  2. Visitors taking advantage of the Museum's loan service (wheelchairs, educational material, audio guide devices, etc.) undertake to make good use of them and to return them at the end of the visit. They may also be asked to leave proof of identity to ensure return of the item in good condition at the end of their visit.
  3. The Museum programmes free guided tours, with limited places and at different times, on weekends and every day in the months of July and August. Visitors who have purchased a ticket and have signed up for the tour at the Museum are free to participate until the tour group is complete.
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# Cancellation and non-attendance

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1. You are not entitled to any refund for cancelling or not using a ticket purchased at the box office or online.
  2. Cancellation or failing to attend a course or an activity with limited spaces or places assigned through a merit-based competition will not entitle you to any refund of the amount paid unless this takes place at least one month in advance, in which case you will receive a full refund.
  3. You will be entitled to a 100% refund of the amount paid if you cancel any course or activity without limited spaces or booked exclusively 15 days in advance, 50% if you do so 7 days in advance, and 30% if you cancel 48 hours in advance. You cannot receive a refund for cancellations made after this time.
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