



FONDAZIONE
PALAZZO
**CORONINI
CRONBERG**

REGULATIONS FOR VISITS TO PALAZZO CORONINI CRONBERG AND THE STABLES

1. Nature and Protection of the Site
2. Opening Hours of the Palace
3. Tickets
4. Access
5. Bags and Items
6. Clothing
7. Smoking
8. Waste Disposal
9. Animals
10. Food and Beverages
11. Photography and Filming
12. Mobile Phones and Other Devices
13. Routes and Behavior
14. Staff Role and Safety of Premises and Exhibits
15. Enjoyment of the Exhibits
16. Guided Tours
17. Group Behavior
18. School Groups
19. Refunds
20. Suggestions and Complaints
21. Liability
22. Video Surveillance

1. Nature and Protection of the Site

The Palazzo Coronini Cronberg Museum is protected under national and regional legislation concerning items of historical, artistic, ethnographic, and anthropological interest.

The legal responsibility falls upon the Palazzo Coronini Cronberg Foundation (non-profit), which oversees compliance with these laws.

The Foundation is responsible for the conservation, enhancement, and promotion of the Palazzo Coronini Cronberg Museum.

2. Opening Hours of the Palace

Palazzo Coronini Cronberg is open year-round. For weekly opening and closing times, and any extraordinary closures or openings, please consult: www.coronini.it.

3. Tickets

Access to the Palace and exhibition areas is only allowed with a valid entrance ticket.

Each ticket allows a single entry and cannot be reused; once a visitor exits the Palace and exhibition areas, re-entry is not allowed.

Museum staff may ask to see your ticket at any point during the visit—please retain it carefully until your visit ends.

Ticket sales at the counter end between 30 to 60 minutes before closing time. For ticket types and schedules, visit www.coronini.it.

4. Access

Visitors arriving after the ticket office closes but already in possession of a valid ticket may be allowed entry (subject to validation) but must still leave the premises by closing time. Tickets are not reusable.

Minors under 14 years of age are not allowed entry unless accompanied by a parent or responsible adult.

Due to surveillance protocols, the maximum number of visitors per guide is 26 at any one time. For school groups, one chaperone per 15 students is strictly required.

5. Bags and Items

The Palace does not provide a cloakroom service. Large bags, backpacks, helmets, and other bulky items are not allowed.

6. Clothing

For the dignity of the place and respect of other visitors, entry is not permitted in beachwear or skimpy clothing.

Access with masked faces is also prohibited (except for health-protective masks), as are bulky garments.

Walking barefoot is strictly forbidden.

7. Smoking

Smoking and the use of electronic cigarettes are prohibited inside the Palace and exhibition areas.

8. Waste Disposal

Littering inside the Palace and exhibition areas (e.g., paper, cans, bottles) is strictly prohibited.

9. Animals

Due to the narrow layout of exhibition areas, animals are not permitted—except for guide dogs for the blind and service dogs for persons with disabilities.

10. Food and Beverages

For hygiene and artwork safety reasons, eating and drinking are not allowed inside the Palace or exhibition areas, unless expressly indicated. Alcoholic and high-proof drinks are prohibited.

Entry is strictly forbidden for visitors who are intoxicated or under the influence of drugs; in such cases, the Foundation reserves the right to contact the authorities.

11. Photography and Filming

Video recording and photography using flash are not allowed. The use of tripods and selfie sticks is also prohibited.

Low-resolution, non-commercial photos are permitted as long as they involve no physical contact with artworks.

To obtain digital images or conduct photo/film/TV shoots, submit a request by email info@coronini.it.

Drones and similar devices are strictly forbidden unless previously authorized.

12. Mobile Phones and Other Devices

Mobile phones must be silenced inside the Palace and exhibition areas.

Devices may be used only for the guided tour app and must be used with earphones or headphones.

13. Routes and Behavior

The designated visitor routes are designed to protect the artworks and ensure smooth flow. Visitors must not leave the marked paths or cross barriers.

It is strictly forbidden to:

- Sitting on the floor or stairs;
- Vandalizing walls;
- Inappropriate or unsafe behavior;
- Littering;
- Blocking emergency exits or pathways;
- Crossing safety barriers;
- Damaging infrastructure or museum property;
- Displaying materials that block visibility or emergency signs;
- Touching furniture or artworks;
- Leaning on walls, standing on benches or chairs;
- Running in museum areas;
- Using trekking poles;
- Bringing knives or metallic tools;
- Bringing firearms or dangerous materials (even with permit);
- Bringing food or drink;
- Shouting or loud talking;
- Making phone calls (except when necessary and quietly);
- Ignoring signage;
- Inappropriate behavior (e.g., grooming, applying makeup, changing shoes, changing diapers—designated area provided); □ Bringing pets.

Visitors must present their belongings for inspection upon request.

Suspicious behavior should be reported immediately to staff.

The security staff are authorised to reprimand anyone whose behaviour is deemed inappropriate, in order to safeguard the safety of the artworks and the well-being of other visitors. Should such behaviour persist and remain incompatible with these essential requirements, the security staff may request the individuals concerned to leave the Palace and the exhibition areas, if necessary with the assistance of the police. The Management reserves the right to take appropriate action and measures, including legal proceedings, where deemed necessary.

14. Staff Role

The staff are available to visitors to provide general information regarding the routes, the collections, and the museum's activities. They are also responsible for ensuring the safety of the artworks and the smooth conduct of visits; therefore, the instructions and directives given by the staff must be followed carefully at all times. When necessary, the security staff are authorised to intervene and to request the removal of any individuals whose behaviour endangers the safety of persons and/or artworks, or who cause disturbance to other visitors. Where required, such action may be carried out with the assistance of the police.

For security reasons, the Palace and its exhibition areas are under video surveillance.

In cases of high visitor attendance, and in order to protect both the exhibited works and the visitors themselves, staff may temporarily close certain rooms or sections of the route.

In the event of an alarm, visitors must carefully follow all signage and the instructions provided by museum personnel. Should evacuation of the premises be ordered, visitors are required to proceed calmly and in an orderly manner, strictly observing the signage and directions from staff. In accordance with Section 12, the Museum staff may also require the removal of visitors who fail to comply with the prohibitions set out in these Regulations and/or whose behaviour is deemed inappropriate to the museum environment or detrimental to other visitors.

The Museum staff may, at any time, call upon the intervention of the Public Security Authorities.

15. Enjoyment of the Exhibits

Visitors must observe the exhibits from a respectful distance and must not touch them or bring objects near.

Sitting on furniture such as chairs, armchairs, or sofas in the exhibition route is strictly prohibited.

16. Guided Tours

Tours of the Palace, exhibitions, and park may only be conducted by Foundation staff. Third-party guided tours must be authorized in advance via written request or by emailing: info@coronini.it. Unauthorized individuals may be asked to stop the tour, and if needed, authorities may be involved. For discounts for certified FVG tour guides, visit: www.coronini.it.

If authorized, guides must speak at a moderate volume and avoid distractions.

No amplification devices are allowed—whisper systems are recommended.

This applies also to teachers guiding school groups.

Whisper devices must be distributed and collected outside the Palace and exhibition areas to avoid blocking entrances/exits. Laser pointers may not be used.

17. Group Behavior

Groups must remain with their guide, avoid shouting, and speak softly. Running or playing—especially by children—is prohibited.

Behavior must be respectful of artworks and other visitors.

Group access is regulated according to the Safety Plan. For more, see: www.coronini.it.

18. School Groups

Teachers are responsible for their students' behavior and must ensure they comply with these Regulations.

Surveillance staff may reprimand or expel individuals who jeopardize safety or visitor experience.

The Foundation may take further legal action if necessary.

19. Refunds

Tickets are non-refundable.

Refunds are only possible if the event is canceled by the organizer or in cases of force majeure, at the Foundation's sole discretion.

Requests should be sent by post or email to: info@coronini.it. Evaluations and checks will begin within 30 days.

20. Suggestions and Complaints

Visitors may send suggestions, feedback, and complaints via email: info@coronini.it.

21. Liability and Sanctions

The Foundation is not responsible for damages caused by violation of these regulations.

Parents/guardians are fully responsible for their minors during the visit.

The Foundation may seek compensation for damage caused to exhibits or property.

Violation of these rules may result in removal from the premises and legal proceedings, including damage claims.

22. Video Surveillance

All rooms are equipped with surveillance cameras operating continuously.

Visitors may only walk and remain in designated areas.

Alarms are automatically triggered if these instructions are violated, and the violator(s) may be asked to leave.