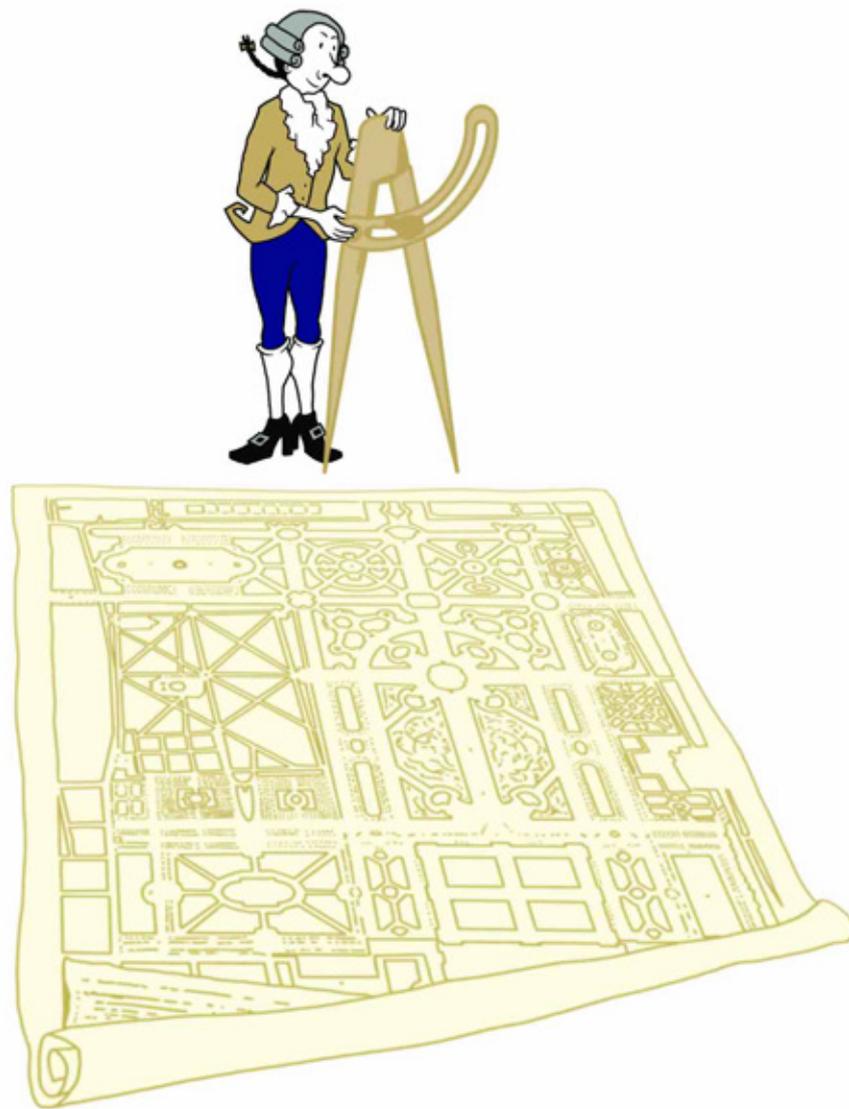


# *Visitor regulations*



*Our Museum, a source of shared inspiration*

**REGGIA  
DI CASERTA**





*Welcome to the Royal Palace of Caserta.*

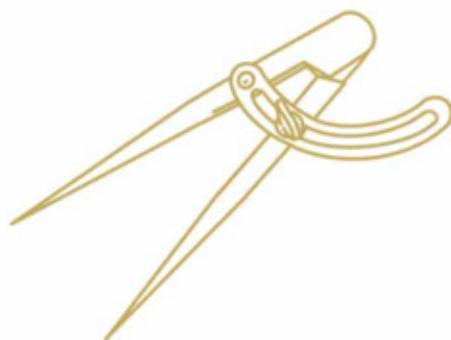
*We would like to remind you that this splendid place is a monumental complex recognized as a UNESCO World Heritage Site. We are all responsible for the transmission of its material and symbolic values over time. So, to ensure the future of this beauty and make your visiting experience pleasant, here are some simple rules that all visitors are required to observe. The staff is always on hand to provide general information on collections, museum itineraries and cultural events.*

*The Director and staff of the Royal Palace of Caserta  
wish you a pleasant and enjoyable visit*



*Luigi Vanvitelli*

To preserve the heritage and the safety of people, it is necessary to observe the general indications reported on the museum signpostings or communicated by the staff, either during the standard visit or in particular or unexpected situations.



## Throughout the monumental complex

It is strictly forbidden:

- to disturb the peace or to behave in a harassing, violent or threatening way towards other visitors or towards the staff on duty;
- to conduct your visit in skimpy, inappropriate clothing or bare-chested, or generally to behave in an indecent manner;
- to bring in any animals other than guide dogs for the blind or service dogs for the disabled;
- Bring motorized vehicles (powered in any way, including electric), scooters including pedal-assisted scooters, muscle-powered scooters and skates, except for personnel authorized by the Management. Access to pedal-assisted bicycles is permitted;
- to access Vanvitelli's "telescope" or courtyards on a bicycle, other than for staff with due authorisation from the management;
- to bring in drones or similar equipment unless authorised to do so by the management following the submission of a formal application and that application's acceptance;
- to carry knives or any other form of metal tool, firearm or dangerous material. It is also strictly forbidden to enter the complex armed (even if you have a regular firearms license);
- to peddle or hawk any kind of merchandise or service;
- to leave rubbish anywhere other than in the bins provided or to fail to comply with recycling instructions;
- to damage or deteriorate the complex's historical, artistic or plant heritage;
- to climb, sit or lean on statues, furnishings, fixtures or fittings;
- to take photographs or to film for publication and/or commercial purposes without the required authorisation;
- to enter any part of the complex not included in the museum tour or closed to the public.

Please remember that:

- you must show your ticket (or ReggiaCard) to staff whenever requested to do so;
- Costumed tours in historical clothes and excessively bulky clothing in general, must not interfere with the regular visitor flow and must not be an obstacle for the other visitors, must not interfere with the safety measures' compliance and it must not jeopardize the cultural heritage. Any exceptions must be authorized in advance by the management;
- you must comply with the general instructions either signposted or communicated verbally by the staff whether during ordinary visits or in the event of any special or unforeseeable circumstances;
- if the alarm goes off, you must follow staff instructions to the letter. In the event the building needs to be evacuated, you must proceed in a disciplined and orderly fashion in strict compliance with instructions;
- for the safety of people and/or the heritage, large numbers of visitors, unforeseen circumstances or special organizational needs could result in temporarily prohibited access, closure or partial closure of the Complex, alteration of the Museum itinerary and the adoption of all necessary measures to ensure safety. In any case, tickets refund will not be possible.
- the management accepts no liability, and can countenance no reimbursement or any other form of monetary disbursement, for damage to persons or property caused by imprudent or careless visitor behaviour;
- tour guiding is the exclusive prerogative of professional tour guides authorised in accordance with current legal requirements. Tour guides must display their qualifying card or badge where it may be clearly seen at all times.
- visitors are required to comply with these Regulations and to ensure that they are respected by minors and/or by any persons for whom they hold legal responsibility. Visitors under the age of twelve must be accompanied by an adult at all times during their stay within the Institute's sites and are considered to be under the adult's supervision.
- group leaders and school chaperones are responsible for ensuring that each individual complies with the Regulations. In the case of school groups, the teacher(s) are considered responsible for the group. They must keep the group together and ensure appropriate behaviour at all times. Group leaders and school chaperones may be temporarily denied access to the Institute's sites in the event of repeated violations.

## Restrooms:

- Restrooms within the Vanvitelli Complex are free of charge. Visitors are kindly requested to respect the dignity of the spaces and to observe basic hygiene standards, avoiding littering or leaving paper and other waste on the floor. Please use water responsibly, keeping taps running only for the time strictly necessary.
- Baby changing facilities are available in the restrooms located in the Romanelli Hall and in the Grand Gallery.



*Carolina Murat*

The museum itinerary of the Royal Apartments, the Palatine Chapel and the Court Theatre covers a surface of over 8,000m<sup>2</sup>. The Royal Apartments, which were designated for “family” use, illustrate the royal family’s daily life both in public and in private. The Palatine Chapel is also situated on the piano nobile or main floor. These are fragile areas that require ceaseless and very demanding conservation, which is why visitor circuits may have to vary from time to time.

The Court Theatre is a delicate jewel which may only be visited with a guide and in restricted numbers. Please be extremely circumspect and prudent when visiting it, and be sure to comply scrupulously with whatever instructions the staff may impart.

## Royal Apartments, Palatine Chapel and Court Theatre

It is strictly forbidden:

- introducing umbrellas, backpacks larger than 40 × 30 × 10 cm, and other bulky items. These must be deposited at the cloakroom. Bags containing food, scooters, and foldable bicycles may not be left in storage. The Museum is not responsible for any loss of or damage to deposited items;
- backpacks/bags smaller than 40 × 30 × 10 cm carried into the Royal Apartments, the Palatine Chapel, the Court Theatre, the Grand Gallery, and other exhibition spaces must be worn on the front;
- introducing child carrier backpacks, with the exception of baby slings, which must be worn on the front;
- smoking, including electronic cigarettes;
- making noise, listening to music, or speaking loudly;
- keeping mobile phone ringtones set to a high volume;
- taking photographs with flash, or taking photographs or recording videos using selfie sticks, tripods, or professional and/or bulky equipment of any kind;
- crossing barriers and cordons;
- getting too close to objects or engaging in behaviour that may damage the artworks;
- touching walls and furnishings;
- interfering with public viewing of artworks using laser pointers;
- opening doors, shutters, and windows.

Please remember that:

- each guided group may not exceed 20 people;
- guided groups consisting of more than 6 visitors are required to use whisper headsets;
- in the Royal Apartments, where present, it is mandatory to walk on the carpet;
- visitors are required to follow the museum route and its designated direction;
- to protect these fragile spaces, visitors are encouraged, whenever possible, to limit the use of strollers.





*Maria Amalia di Sassonia*

*Maria Carolina d' Austria*

The Royal Park of the Royal Palace of Caserta is a historic park, a vulnerable open-air museum of inestimable architectural, landscape, botanical, and natural value, which requires constant protection. We kindly ask visitors to contribute to its preservation by respecting the rules and by reporting to staff any situations that may pose a risk to the heritage.

We are continuously working to improve safety standards across its 123 hectares. However, potential hazards may still occur: avenues and paths may become slippery due to rain and humidity and may present holes or uneven surfaces. Visitors are therefore required to exercise caution and remain attentive at all times during their visit. In windy conditions, it is mandatory to walk in the centre of the avenues, avoiding passage beneath trees, and to exercise particular care in situations where pedestrians, cyclists, motor vehicles, and horses may be present at the same time.

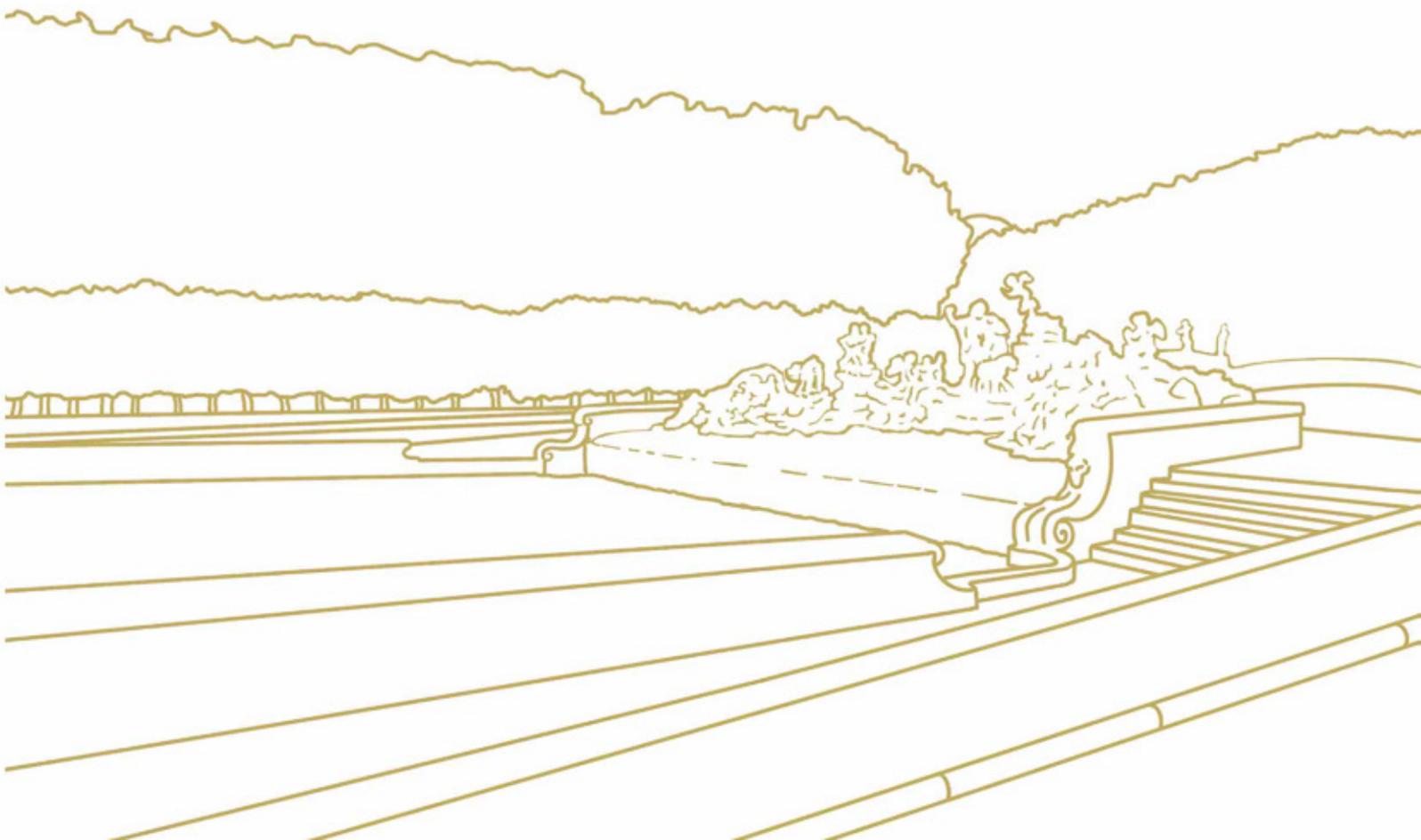
## Royal Park and English Garden

It is strictly forbidden:

- to tread on, lie on or eat on lawns not specifically flagged on the map as hospitality zones;
- to climb the trees;
- to damage the plants;
- to gather wood or pick flowers, fruit, mushrooms or any other form of plant life;
- to loiter under the trees on the lawns;
- to enter the wooded areas or the undergrowth, or to access any areas off limits to visitors and the general public;
- to light fires, drop lighted cigarette ends or behave in any way liable to start a fire;
- to capture, harrass or feed the animals;
- to walk on the rim of fountains or pools, on slopes, kerbs or escarpments or too close to the edges of any body of water;
- to climb onto or lean out from parapets or balustrades;
- to bathe in, or throw anything into, the fountains or pools;
- to play ball, dig holes or throw objects;
- to ride a bicycle other than in the cycle lanes indicated, to drive on any unmade or rough roads or to drive above the 15km/h (9.3 mph) speed limit;
- to bring in freezer bags, suitcases, picnic baskets and accoutrements or any luggage larger than a normal rucksack or backpack;
- to tie your bicycle to a tree.

In the English Garden, in view of the area's special nature, it is also strictly forbidden:

- to ride bikes, jog, smoke (including electronic cigarettes ) and/or eat.



Visitors are informed that a video surveillance and image recording system is in operation within the museum spaces for the purposes of monitoring access and detecting any unlawful activities.

Please note that the Royal Palace of Caserta does not provide parking facilities for visitors.

The purchase of a ticket implies tacit knowledge and acceptance of these VISITOR REGULATIONS.

Any violation of these Regulations will result in the immediate removal of the offender from the monumental complex. The Administration shall not be held liable for any damage to persons or property arising from failure to comply with these Regulations.

Please send any reports or notifications to the following address:  
[re-ce.segnalazioni@cultura.gov.it](mailto:re-ce.segnalazioni@cultura.gov.it)