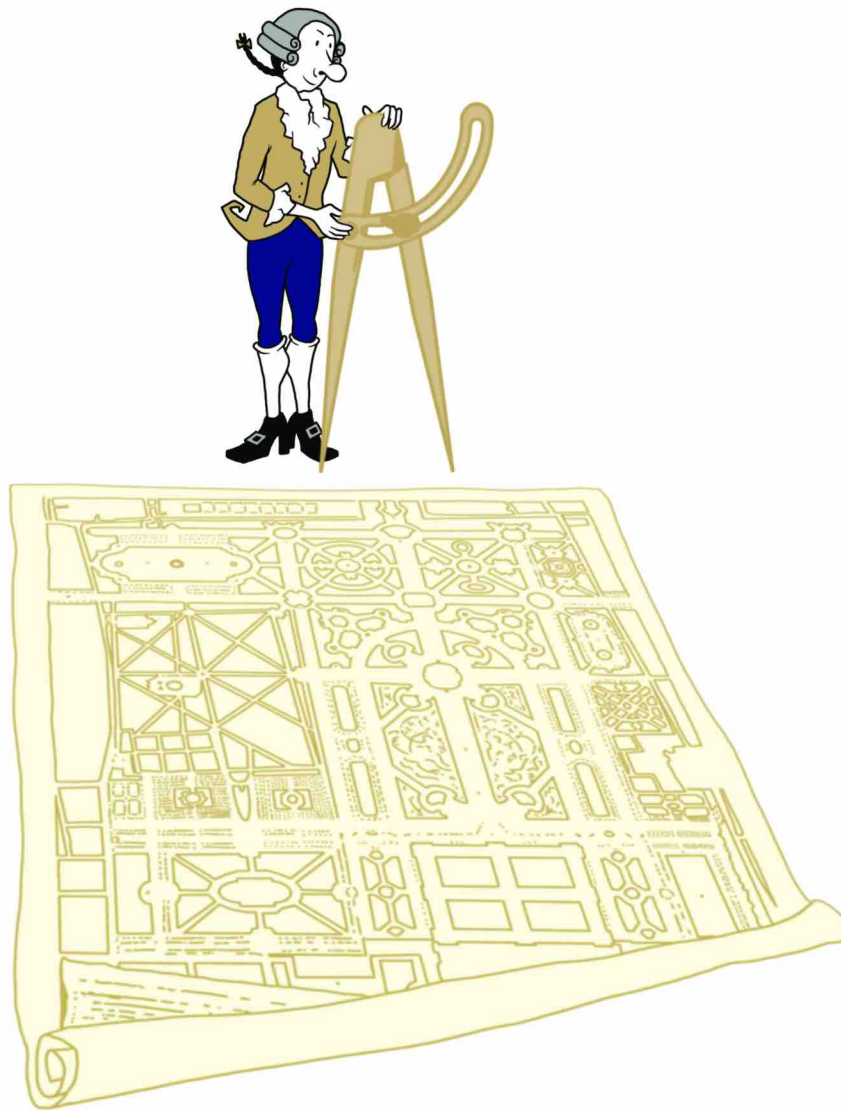


# *Visitor regulations*



*Our Museum, a source of shared inspiration*

**REGGIA**  
DI CASERTA



MINISTERO  
DELLA  
CULTURA



**unesco**  
World Heritage Site



We support the Sustainable  
Development Goals



*Carlo di Borbone*

*Welcome to the Royal Palace of Caserta.*

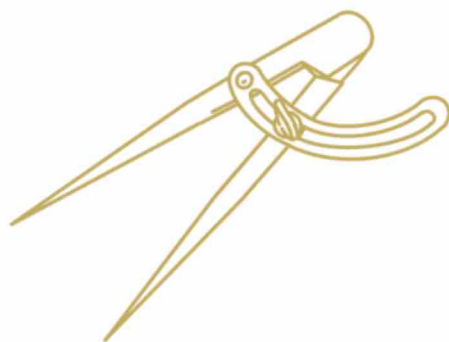
*We would like to remind you that this splendid place is a monumental complex recognized as a UNESCO World Heritage Site. We are all responsible for the transmission of its material and symbolic values over time. So, to ensure the future of this beauty and make your visiting experience pleasant, here 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.

Toilets:

Toilets in the monumental complex may be used free of charge. Please observe decorum and common rules of hygiene, avoiding sullyng the premises and/or throwing paper or other rubbish on the ground. Please use water reasonably and responsibly, allowing the tap to run only for as long as is strictly necessary.



*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:

- to carry in umbrellas, rucksacks, backpacks or other bulky items. These must be left in the cloakroom. There is no charge for the cloakroom service;
- to smoke;
- to make a noise, listen to music or speak in a loud voice;
- to have your telephone ringtone volume on “high”;
- to take photographs using a flash or to take photographs or videos with a selfie stick, tripod or any other kind of professional equipment;
- to cross barriers or enter cordoned-off areas;
- to get too close to objects or to behave in any way likely to lead, even unintentionally, to damage to the exhibits;
- to touch the walls, furniture or fixtures and fittings;
- to use laser pointers that might interfere with other visitors’ enjoyment of the exhibits;
- to open doors, interior shutters or windows.

Please remember that:

- no group of visitors with a guide may comprise more than 20 members;
- groups with a guide comprising 6 members or more must use a wireless whisper system;
- visitors must follow the designated museum circuit;
- given the fragile nature of the complex, the use of prams, buggies or strollers should be restricted to an absolute minimum wherever possible.





*Maria Amalia di Sassonia*

*Maria Carolina d'Austria*

The Royal Park in the Royal Palace of Caserta is a historical park and a vulnerable outdoor museum of inestimable architectural, environmental, botanical and naturalistic value which requires constant protection. Please help us to preserve it for future generations by both complying with the regulations and informing staff of any circumstances you notice which you feel might be detrimental to the park.

We are constantly working to improve security and safety levels in the Royal Park's over 300 acres. But despite our best efforts, hazards are always lurking: avenues and paths can be slippery during or after rain or due to the damp, or they may sprout potholes and puddles. So please take the utmost care during your visit. If it is windy, you must walk in the middle of the avenues, avoiding walking under trees and taking care in situations where pedestrians, cyclists, motorists or horse riders may be in the same area at the same time.

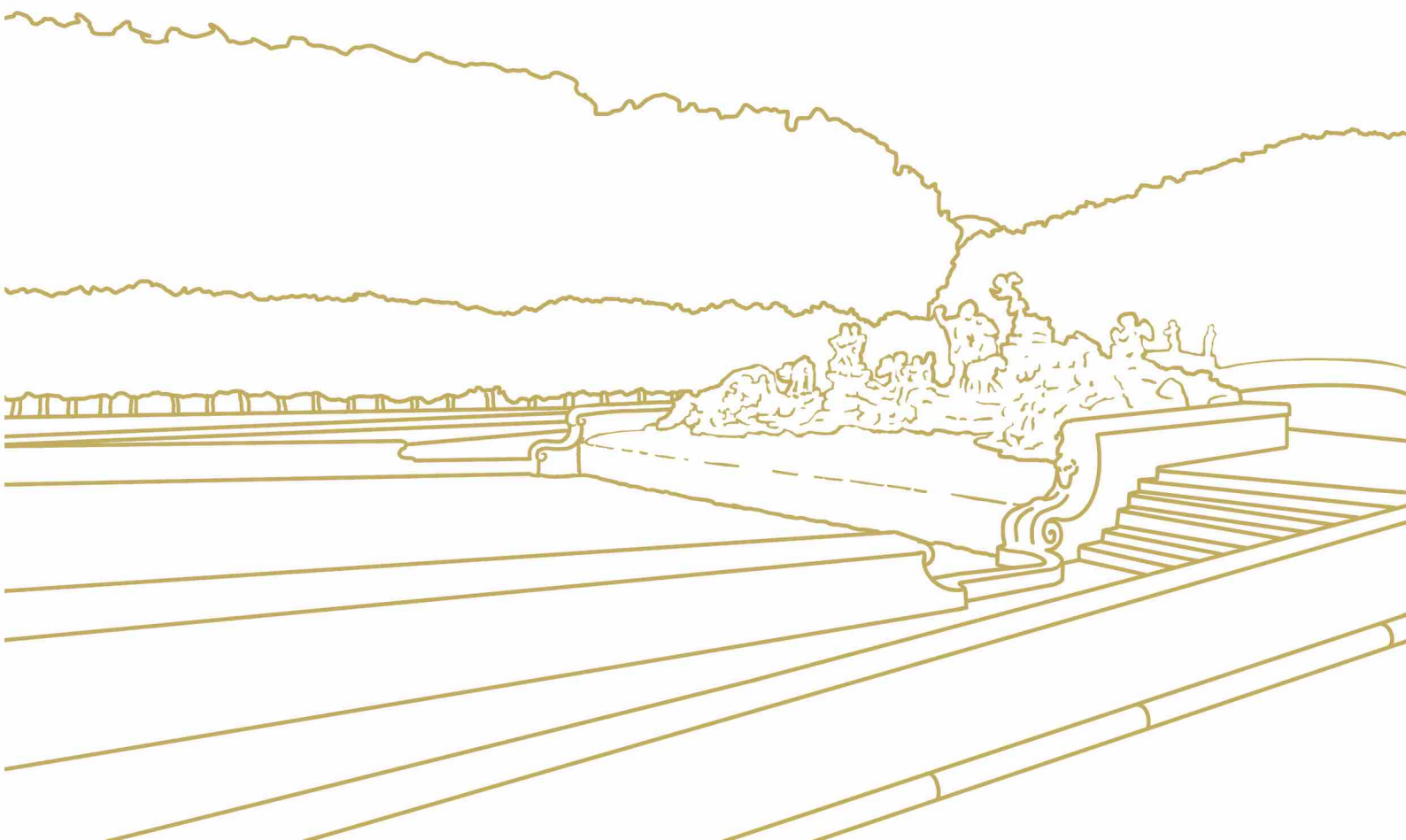
## Royal Park and English Garden

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 or push a bicycle, jog, smoke and/or eat.





In purchasing your ticket to the monumental complex, you implicitly acknowledge and agree to abide by these VISITOR REGULATIONS.

Anyone disregarding these regulations shall be immediately expelled from the monumental complex. The management shall not be held liable, and can accept no responsibility, for any damage to persons or property caused by failure to comply with these regulations.

Please send any observations, remarks, suggestions or complaints by e-mail to the following address:  
[re-ce.segnalazioni@cultura.gov.it](mailto:re-ce.segnalazioni@cultura.gov.it)