

**INSTRUCTION AV 04/2020 ISSUED BY THE MANAGEMENT OF PATRIMONIO NACIONAL
ESTABLISHING SPECIAL TEMPORARY CONDITIONS FOR PUBLIC VISITS TO THE
PATRIMONIO NACIONAL PALACES AND MONASTERIES, AND MONUMENTS FOUNDED
UNDER ROYAL PATRONAGE.**

The present instruction updates the special temporary conditions and reduction in admission charges for visitors to the Patrimonio Nacional palaces and monasteries, and monuments founded under Royal Patronage:

CONDICIONES PARA LA VISITA PÚBLICA

1. Opening hours for the different monuments:

























































The opening hours valid as from Monday 26 October 2020 are shown below:


		OPENING HOURS							
		TIME	Mon	Tue	Wed	Thu	Fri	Sat	Sun
ROYAL PALACE OF MADRID AND ROYAL KITCHEN	10 to 11								
	11 to 12								
	12 to 13								
	13 to 14								
	14 to 15								
	15 to 16								
	16 to 17								
	17 to 18								

Paid admission


Free admission

NOTE: It is not possible to visit the Royal Kitchen during free admission times.

		OPENING HOURS						
TIME		Mon	Tue	Wed	Thu	Fri	Sat	Sun
PALACE OF LA ALMUDAINA PALACE OF ARANJUEZ + BARGE MUS. MONASTERY OF EI ESCORIAL VALLEY OF THE FALLEN PALACE OF LA GRANJA PALACE OF RIOFRIO MONASTERY OF YUSTE EL PARDO	10 to 11							
	11 to 12							
	12 to 13							
	13 to 14							
	14 to 15							
	15 to 16							
	16 to 17							
	17 to 18							



Paid admission



Free admission

		OPENING HOURS							
		TIME	Mon	Tue	Wed	Thu	Fri	Sat	Sun
CONVENT OF SANTA MARIA LA REAL HUEL GAS		10:00 to 10:30							
		10:30 to 11							
		11 to 12							
		12 to 13							
		13 to 14							
CONVENT OF SANTA CLARA TORDESILLAS		14 to 15							
		15 to 16							
		16 to 17							
		17 to 18							
		18 to 18:30							

Paid admission

Free admission

The Casas del Príncipe (at El Pardo and El Escorial), Casa del Infante (at El Escorial) and Casa del Labrador (at Aranjuez) will not be open.

The opening dates and times for the convents of Las Descalzas and La Encarnación have yet to be established.

2. Measures for limiting visitor capacity:

Visitor capacity at the monuments will comply with the rules established by the respective regional authorities.

Security and visitor services staff will be given instructions on the maximum number of visitors allowed in each room to avoid crowding. The requirement of physical distancing (at least 2 metres) must be met at all times.

3. Types of visit:

The following types of visit will be possible:

- Individual (non-guided), including family groups or members of the same household.
- Guided tour given by Patrimonio Nacional staff.
- Visita guiada por personal de Patrimonio Nacional.
- Travel agency groups with possibility of guided tour.
- Cultural groups with possibility of guided tour.

School visits are not envisaged.

The maximum size of each of the guided-tour groups will comply with the rules established by the respective regional authorities.

The following table shows in detail the types of visit possible for each of the Patrimonio Nacional monuments:

	NON-GUIDED VISIT (1)	GUIDED TOUR		
		BY PN STAFF	BY AGENCY	BY CULTURAL GROUP
ROYAL PALACE OF MADRID	YES	YES	YES	YES
ROYAL KITCHEN ROYAL PALACE OF MADRID	NO	YES (2)	NO	NO
MONASTERY OF EL ESCORIAL	YES	YES	YES	YES
VALLEY OF THE FALLEN	YES	NO	YES	YES
PALACE OF ARANJUEZ	YES	YES	YES	YES
PALACE OF LA GRANJA	YES	YES	YES	YES
PALACE OF EL PARDO	YES/NO (3)	YES	YES	YES
PALACE OF LA ALMUDAINA	YES	YES	YES	YES
PALACE OF RIOFRIO	YES	YES	YES	YES
MONASTERY OF YUSTE	YES	YES	YES	YES
CONVENT OF LAS HUEL GAS	NO	YES	YES	YES
CONVENT OF TORDESILLAS	NO	YES	YES	YES

- (1) Provided there are available guides and sufficient demand, visitors who choose a non-guided visit will be welcomed with a short introductory talk about the monument.
- (2) As an exceptional and temporary measure, guided tours of the Royal Kitchen given by Patrimonio Nacional staff will be available.
- (3) Non-guided tours will only be allowed during free admission times; only guided tours will be possible at all other times.

4. **Ticket sales:**

Tendrá la consideración de preferente la venta por Internet de las entradas y, en consecuencia, solamente se venderá en las taquillas el excedente no vendido hasta completar el aforo máximo por hora.

- Preference will be given to online ticket sales and only surplus tickets (up to maximum visitor capacity per hour) will be sold at the ticket offices.
- Payments at the ticket offices must be by card only; cash will not be accepted.
- For online sales, a maximum number of tickets has been established for each hourly time slot. They can be purchased up to the day before the visit.
- Special conditions for travel agency groups:

- Agency groups made up of the maximum number of people permitted at the time by the relevant regional authority will be allowed. The visit will be subject to the conditions referred to in point 5.
- Electronic guides for groups will not be available for hire. Agencies must bring their own devices or give explanations orally.
- Guided tours are not allowed during free admission times.
- Advance bookings must be made through the website, for the time slots available.
- Bookings can be made up to two weeks in advance and payment must be made at least 7 days in advance, otherwise the booking will be cancelled.

5. Conditions to be observed by visitors:

- All visitors, including when waiting outside the Palaces and Monasteries/Convents, must keep a safe distance from others.
- Visitors aged 6 and over must wear face masks at all times during their visit, from the time they enter the grounds or monument until they leave. The only exemptions are for people who show a medal certificate proving that their use is contraindicated due to breathing difficulties or other health reasons, and for people with disabilities or behavioural disorders for whom the use of face coverings is unsuitable.
- The cloakroom facility will not be available. Objects any larger than 30x20x20 cm will not be allowed. Visitors must carry backpacks on the front of their body to prevent them brushing against artworks.
- Food and drink are not allowed.
- Access to monuments will be through the security gates and scanners, bearing in mind the following:
 - People must go through the security gates one by one, following the instructions of the security staff in order to ensure physical distancing.
 - Patrimonio Nacional may carry out permanent or random temperature checks, which will be non-invasive and will require no contact with the visitor. Any visitor found to have a body temperature compatible with COVID-19 symptoms will not be allowed to enter the monument and will be advised to see a doctor.
 - All bags or backpacks, which must not exceed the maximum size specified above, will be scanned by the security staff.
 - If a visitor is only carrying personal belongings, these must be placed in a tray, which will be sterilized after each use.
- While walking around, visitors must always maintain a distance of 2 metres, except for children or dependent older adults, who can stay closer to the person accompanying them.
- Toilets must only be used by one person at a time, except for young children and older adults in need of assistance. Visitors wishing to use them must wait outside, keeping a safe distance.

- Audio guides, electronic guides for groups, and brochures will not be available. Instead, visitors can download apps for the various monuments and install them in their own mobile devices.
- The shop service will not be available at certain times.
- Visitor services staff will remind the public of the need to comply with the above guidelines, and visitors must comply with their instructions at all times

6. Additional hygiene and health measures for visitors:

- Alcohol-based hand sanitiser dispensers will be placed at the entrances and points of contact with the public (ticket windows, information desks) for visitors' compulsory use.
- Screens or similar protective systems will be installed at points of direct contact between staff and public (e.g. ticket windows, information desks, cash desks in shops).
- Lidded pedal bins lined with removable plastic bags will be available for disposable protective material. The cleaning contractor will collect the waste and disinfect the bins frequently.
- Tour routes will be modified, visitor entry and exit will be organized, and rooms that do not allow the minimum safe distance to be maintained will be excluded from the tour. The following rooms in each of the monuments will be closed:

PALACIO REAL MADRID	LA GRANJA	YUSTE	RIOFRIO	EL ESCORIAL
Chapel	Lacquer Room	Crypt	Last two rooms of history museum	Pantheon of Kings
Crown Room	Room of Christina of Sweden			Outer area - Bourbons
Stucco Room				
Smoking Room				
Fine Woods Room				
Exh. Reliquaries Room				

- Lifts will be used only when strictly necessary. When needed, they must be used by only one person at a time, unless it is possible to ensure a two-metre distance between people or unless they are used by people requiring assistance, who may be accompanied by their assistant.

7. Disinfection of spaces.

- The spaces open to visitors will be disinfected periodically, always when visitors are not present, using ethyl or isopropyl alcohol in areas where this is possible, followed by ventilation of those spaces. Disinfectant will not be applied directly to artistic and historical objects in order to ensure their conservation, and visitors may under no circumstances come into contact with those objects, pursuant to article 33 of Order SND 414/2020 of 18 May.
- The toilets used by visitors will be disinfected at least 6 times a day during visiting hours. The toilets will not be available while disinfection is being carried out.

- All carpeting has been removed except from certain floors that require such protection, as specified by the department of Buildings and Natural Environment. This carpeting will be periodically cleaned and disinfected.

Madrid, managing director of Patrimonio Nacional. - José Luis Masegosa Carrillo-.