

LUGGAGE STORAGE/ WARDROBE REGULATION

PREMISE

These regulations govern the ways, times and conditions of use of the Opera di Santa Maria del Fiore luggage storage service, which is managed by an external service company

There are two luggage storages located in different rooms:

- **Luggage storage “Grande Guardaroba”**: located in Piazza Duomo n.38/r.
- **Wardrobe “Piccolo Guardaroba”**: located in Piazza Duomo n. 9.

Visitors who intend to climb the Dome (Brunelleschi Pass ticket) must leave their luggage in the luggage storage located in Piazza Duomo n.38/r

Instead, visitors who intend to visit only the Museum must leave their luggage in the wardrobe located in Piazza Duomo n 9.

Where not expressly specified, the provisions below apply to both **Luggage Storage and Wardrobe**.

Art. 1- Baggage accepted

At the time of introduction, the depositor must declare the content of each individual bag.

It is compulsory to deliver the following items:

- a) Suitcases, backpacks, parcels and containers in general and large and medium-sized bags;
- b) Medium or large umbrellas; sticks (when not used to facilitate walking), tripods for cameras and film cameras, signs and signs of any kind (with the exception of the usual identification tools held by authorized tourist guides);
- c) Knives, scissors and/or metal tools of various kinds which could be dangerous for the people and/or works on display;
- d) Any object which, at the unquestionable judgment of the personnel in charge of the checks of the Monumental Complex, can be considered a danger to the integrity and safety of the places.

Any baggage must be tightly closed.

Art.2 - Baggage not accepted

Will not be accepted on deposit:

- a- baggage containing goods or materials that are easily flammable, perishable, give off bad smells or which could cause deterioration of the infrastructures of the Cloakroom or damage to other baggage deposited;

b- money, jewels, precious metals, samples and business documents and objects and other valuables in general.

c- luggage weighing more than 25 kg.

d- clothes and clothing of any kind.

If the user omits the presence of any of the above objects and should complain that they have been lost, no responsibility can be attributed to Opera di Santa Maria del Fiore.

Baggage in poor condition or state of repair may be refused; an exception can be made, in particular cases, on condition that the depositor declares in writing to relieve the luggage storage/wardrobe of any responsibility in relation to the bad condition and/or deterioration of the content. In this case, upon receipt, the cloakroom attendant must draw the depositor's attention to the deficiencies found and appropriately annotate them on the label referred to in the following art. 4.

Art.3 - Opening hours of the Wardrobe and Luggage storage to the public

The opening hours of the Luggage storage to the public are:

- Monday - Friday from 07:30 to 20:15
- Saturday from 07:30 to 18:00
- Sunday from 12:00 to 18:00

The following times are valid throughout the calendar year with the exception of Christmas, New Year's Eve, Good Friday and Easter closing days.

The opening hours of the Wardrobe to the public are:

- Monday - Sunday from 8.30 to 19.45 (with last admission to the Museum at 19.30)

The following times are valid throughout the calendar year with the exception of Christmas, New Year's Day, Easter and the first Tuesday of each month for the usual maintenance work on the Museum.

Opera reserves the right to vary the aforementioned opening hours/closing days at any time, giving, where possible, timely communication to customers through its institutional channels. Users are invited to always consult the institutional website.

Art.4 - Access to the Luggage storage/Wardrobe and introduction of luggage

Access to the Luggage storage takes place by reading the barcode located on the entrance ticket to the Monumental Complex. This control can be carried out either by handheld or by barcode reader of the barcode of the entrance ticket. Upon entry, the depositor is issued a progressively numbered matrix containing any information on the status of the baggage. The first part of the form, bearing the

same progressive number shown on the matrix, is delivered to the depositor; the second part (label) is attached to the checked baggage.

The following must be indicated on the matrix: date and time of delivery and the quantity of packages. Access to the wardrobe is free, upon delivery of the luggage by the depositor, a paper ticket is issued bearing the progressive number with which to collect the luggage.

The wardrobe attendant is not required to check the identity of those requesting the deposit.

Access is always permitted, in addition to Opera employees, to PS officials, Guardia di Finanza and members of the police forces, if the written request is motivated by service and/or security needs.

Art.5 - Baggage delivery method

The deposited packages are returned to the holder of the matrix/ticket.

The user is solely responsible for the proper keeping of the matrix delivered at the time of deposit, in case of loss of the same it will be his responsibility to prove that he is the owner of an object deposited and not identifiable by means of a label.

At the time of delivery, the luggage storage/wardrobe attendant must verify only the correspondence of the matrix/ticket shown by the person collecting the baggage with the label and not also the identity of the presenter himself; however, if the luggage storage/wardrobe employee has reasonable doubts that the stub/ticket presenter is not the rightful owner of the packages, he must suspend the return and ask the stub/ticket presenter for the necessary guarantee proof (e.g. entrance ticket to the monumental complex, type of luggage). In the absence of these, the packages will remain in storage until the necessary checks are completed.

Art. 6 - Duration of deposit within the Luggage storage/Wardrobe

The user can leave his luggage in the Great Wardrobe only on the day of booking the climb to the Dome. Baggage collection must take place at the end of the descent from Brunelleschi's Dome, in relation to the booked ascent time.

For the wardrobe, the duration ends when the visitor leaves the Museum.

In any case, the duration of the deposit cannot go beyond the Luggage storage/Wardrobe closing time.

In case of non-collection at the expiry of the terms indicated above, the obligation of custody will cease for Opera which will be able to proceed according to the provisions of art. 7.

Art.7 - Non-collection of deposited luggage

After 30 days from the collection date declared at the time of deposit, uncollected packages are considered abandoned and the depositor loses any right to compensation or reimbursement for the same. Opera di Santa Maria del Fiore may, at its discretion, proceed with the donation and/or destruction and/or retention of baggage and its contents.

Art.8 - Request for forgotten luggage

The return of forgotten luggage must take place at the total care and expense of the depositor who can send a request to the following email address _____.

The depositor will arrange for the withdrawal request by courier.

Art.9 - Responsibility

Opera di Santa Maria del Fiore declines any form of civil and criminal liability for the deterioration, damage, theft and/or loss of the goods.

Il Guardaroba is not responsible for damages and natural deterioration of the baggage deposited under its direct custody and not attributable to its fault or to causes connected with storage in deposit. Il Guardaroba is in no way responsible for damages or losses due to unforeseeable circumstances, force majeure and/or natural events such as, by way of example, earthquake, high water.

Il Guardaroba is not liable for content other than that declared by the depositor.

Art.10 - Conditions and revisions of the Regulations

With the withdrawal of the matrix/ticket, the depositor fully accepts all the conditions established by these Regulations; Opera di Santa Maria del Fiore reserves the right to amend these Regulations in light of the experiences and needs that will emerge from the concrete performance of the activity covered by the same.

Art.11 - Jurisdiction

The Parties expressly agree that any dispute that may arise regarding the interpretation and/or effectiveness and/or execution of this regulation will be the exclusive jurisdiction of the Court of Florence.