

## CLOAKROOM REGULATIONS

### INTRODUCTION

These regulations govern how, when and under what conditions the Cloakroom service of the Opera di Santa Maria del Fiore may be used. The Cloakrooms are managed by an independent service provider.

There are two Cloakrooms, located on different premises:

- **Large Cloakroom:** located in Piazza Duomo no. 38/red.
- **Small Cloakroom:** located in Piazza Duomo no 9.

Visitors who intend to climb the Dome (Brunelleschi Pass ticket) must check their bags inside the **Large Cloakroom**.

Visitors intending to visit only the Museum must check their bags in the **Small Cloakroom**.

Unless expressly specified, the following rules apply to both Cloakrooms.

The Opera reserves the right, at its discretion, to extend the above service also to holders of admission tickets to other monuments not currently expressly indicated in these regulations; it will be responsible for communicating this through its institutional channels.

### Article 1- Items accepted in the Cloakroom

Upon check-in, the depositor must report the contents of each item of baggage.

The following items, separated according to type and size, must be handed in to the cloakroom:

- a) a) Suitcases, backpacks, parcels and containers in general and bags: **for the size of the object and which Cloakroom they should be left in, please refer to the Appendix on the last page of the following document;**
- b) Medium or large umbrellas may only be left in the **Small Cloakroom**; canes (when not being used for walking), tripods for cameras and film cameras, signage of any kind (with the exception of the usual identification tools carried by authorised tour guides);
- c) Knives, scissors and/or metal tools of various kinds that could pose a danger to people and/or exhibits;
- d) Any object that, in the indisputable judgement of the Monumental Complex's inspection staff, may be considered a danger to the integrity and safety of the premises.

All bags must be properly closed.

## **Article 2 – Items not accepted in both Cloakrooms**

The following will not be accepted for deposit:

- a- baggage containing goods or materials that are easily inflammable, perishable, give off unpleasant odours or which may cause deterioration of the cloakroom facilities or damage other stored items;
- b- money, jewellery, precious metals, business or sales samples and documents and other valuables in general.
- c- baggage weighing more than 25 kg.
- d- clothing and apparel of any kind.

If the visitor fails to report any of the above-mentioned items and claims that they have been lost, Opera di Santa Maria del Fiore cannot be held responsible.

Baggage in a poor condition or state of preservation may be refused; an exception may be made in special cases, provided that the depositor declares in writing that he/she releases the Cloakroom from any responsibility related to the poor condition and/or deterioration of the contents. In this case, on checking in the items, the cloakroom attendant shall draw the depositor's attention to the defects found and make an appropriate note of them on the label referred to in Article 4 below.

## **Article 3 - Small and Large Cloakroom opening hours for the public**

The Large Cloakroom is open to the public at the following times:

- Mondays - Fridays from 7:30am to 8:15pm
- Saturdays from 7:30am to 6pm
- Sundays from 12 noon to 6pm

The following opening hours apply throughout the calendar year with the exception of Christmas, New Year's Day, Good Friday and Easter when they are closed.

The Small Cloakroom is open to the public at the following times:

- Mondays - Sundays from 8:30am to 7:00pm

The following opening hours apply throughout the calendar year except for Christmas, New Year's Day, Easter and the first Tuesday of each month for the Museum's usual maintenance work.

The Opera reserves the right to change the above-mentioned opening hours/closing days at any time, giving timely notice to customers through its institutional channels, where possible. Visitors are invited to always consult the museum's website <https://duomo.firenze.it/it/home/>

#### **Article 4 - Access to the Cloakroom and how to check baggage**

Visitors can access the **Large Cloakroom** by scanning the barcode printed on the entrance ticket to the Monumental Complex. This can be done either by using a hand-held device or a barcode reader. At the time of deposit, a sequentially numbered label is issued to the depositor, which may be accompanied by a receipt containing any information regarding the status of the baggage. A second label with the same sequential number is attached to the deposited baggage.

Access to the **Small Cloakroom** is free of charge; a sequentially numbered tag is issued when the deposited baggage is checked in.

A second label with the same sequential number is attached to checked-in baggage.

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

In addition to Opera employees, access is always permitted to officers of the Police, Guardia di Finanza and members of the forces of law and order, if the written request is justified by service and/or security requirements.

#### **Article 5 - Procedure for collecting baggage**

Deposited items are returned to the holder of the receipt.

The user is solely responsible for carefully conserving the receipt handed out at the time of deposit; in the event that the receipt is lost, it will be the user's responsibility to prove that he/she is the owner of a deposited item that cannot be identified by means of a label.

When returning the checked baggage, the cloakroom attendant must check only that the receipt for the baggage corresponds to the label, and not the identity of the person collecting the baggage; however, if the cloakroom attendant has reasonable doubts that the person presenting the receipt is not the legitimate owner of the baggage, return of the baggage must be put on hold and the person presenting the receipt must be asked to provide the necessary proof (e.g. an entrance ticket to the monument, description of type of baggage). Failing this, the items shall remain in storage until the necessary checks have been carried out.

#### **Article 6 - Length of storage in the Cloakroom**

Users may deposit their baggage in the Large Cloakroom only on the day of the booked visit to the Dome. Baggage must be collected when the visitor has completed the descent from Brunelleschi's Dome, relative to the booked ascent time.

For the **Small Cloakroom**, the duration ceases the moment the visitor leaves the Museum.

In any case, baggage may not be kept beyond the closing time of the Cloakroom.

In the event that the visitors fail to collect their items at the end of the above-mentioned time, the Opera will cease to be responsible for their safekeeping, and may proceed according to Article 7.

#### **Article 7 - Failure to collect deposited bags or items**

Once 30 days have elapsed from the date of collection indicated at the time of deposit, the uncollected items are considered abandoned and the depositor loses any right to compensation or reimbursement for them. The Opera di Santa Maria del Fiore may proceed at its discretion with the donation and/or destruction and/or storage of the items and their contents.

#### **Article 8 - Information on the service and Request for Forgotten bags and items**

All requests for information regarding the Cloakroom service, changes in opening hours, directions and requests for the return of forgotten bags and items, the latter of which shall be at the depositor's own expense, may be directed to the following email: [luggage@duomo.firenze.it](mailto:luggage@duomo.firenze.it)

The depositor will arrange for collection by courier.

#### **Article 9 – Liability**

The Opera di Santa Maria del Fiore disclaims all forms of civil and criminal liability for the deterioration, damage, theft and/or loss of goods.

The Cloakroom is not liable for damage and natural deterioration of baggage deposited in its direct custody that is not attributable to its own negligence or causes related to its storage. The Cloakroom is in no way liable for damage or loss due to unforeseeable circumstances, force majeure and/or natural events such as, but not limited to, earthquakes, or flooding.

The cloakroom shall not be liable for contents other than those reported by the depositor.

#### **Article 10 - Conditions and Amendments to the Regulations**

By accepting the receipt, the depositor fully accepts all the conditions set forth in these Regulations; the Opera di Santa Maria del Fiore reserves the right to amend these Regulations in the light of the experiences and needs that arise in the course of carrying out the activity in question.

**Article 11 - Place of Jurisdiction**

The Parties expressly agree that any dispute arising in connection with the interpretation and/or effectiveness and/or execution of these regulations shall be the exclusive competence of the Court of Florence.

## Appendix to the Regulations

This appendix specifies the types of bags/items that are not permitted inside the monumental buildings.

### Large Cloakroom

**It is mandatory to deposit** at the *Large Cloakroom* (Piazza Duomo, 38/red) all the items stipulated in the Regulations and the following types of bags:

- Backpacks of any size or dimensions and any bag designed to be worn on the back;
- Handbags, suitcases, parcels, bags and containers in general exceeding the dimensions of 35cm x 30cm x 15cm:
- Any object that in the indisputable judgement of the personnel in charge may pose a danger to other visitors or to the integrity and safety of the building.



### Small Cloakroom

**It is mandatory to deposit** at the *Small Cloakroom* (Piazza Duomo, no. 9) all the items stipulated in the regulations and the following types of bags and umbrellas:

- Backpacks of any size or dimensions and any bag designed to be worn on the back;
- Umbrellas with rods; the cloakroom does not accept collapsible umbrellas, which, when carefully closed, are permitted on the museum tour;
- Any item that in the indisputable judgement of the staff may pose a danger to other visitors or to the integrity and safety of the building.

**N.B.:** For security reasons, no suitcases can be accepted at the *Small Cloakroom*.