



CHART OF SERVICES



EXPLORA CHART OF SERVICES

Museo dei Bambini is the social cooperative company running the permanent structure of Explora. The cooperative is governed by an EN ISO 9001:2015-certified quality management system for the “Design and supply of educational and recreational activities for children aged 0-12” (EA39) and for the Design and supply of training services (EA37), (Certificate no. IQ-0607-01 issued by Dasa-Rägister).

The Explora Chart of Services:

- provides information to the public about activities and services;
- is a benchmark for operators as it identifies principles and guidelines for the service provided;
- is a communication tool between Explora the Children's Museum of Rome and its visitors;
- is a tangible sign of transparent and constant monitoring management through direct interaction with users to improve the services provided.

Participation of the public is fundamental to improving the museum's services.

Our visitors are therefore invited to participate actively by sending suggestions, notifications and complaints to segreteria@mdbr.it

Through this document: the Cooperative guarantees high-quality services;

visitors are informed about activities and services provided;

users are provided with a clear and direct tool to observe and evaluate the work carried out by the museum's staff.

The Chart can be downloaded from the www.mdbr.it website and will be revised each year.

EQUALITY

Services are provided according to a range of standard regulations equal for all, applied with no preferences or discriminations;

EFFECTIVENESS AND EFFICIENCY

The Co-operative provides its services efficiently using all the resources available.

PARTICIPATION

The Cooperative welcomes complaints/suggestions/food for thought about the service provided and its quality. Visitors will be part of every decision taken and the staff will try to meet any kind of request in the best possible way.

FAIRNESS

Staff attitude toward visitors is fair and impartial.



OUR MISSION

- FOSTER and help children's natural urge to learn with exciting suggestions and exhibits, designed for all age groups;
- OFFER parents and children a chance to share this exciting experience, which will allow children to grow up and adults to rediscover childhood.
- OFFER teachers and children exciting and innovative non-disciplinary experiences to be followed up in class;
- CREATE interest and positive attitudes in children and their caregivers towards cultural interaction, cooperation and respect for other people and the environment;
- BRING children and adults CLOSER to science and research by promoting culture, knowledge, and new technologies



OUR MORE IMPORTANT TOOL

The Explora Staff works for:
design and build exhibits and interactive and exciting play-based activities;
provide creative workshops with educational contents through a recreational/educational approach for families and schools.

**A MOTIVATED, COOPERATIVE AND
PASSIONATE STAFF!**

Roll out up-to-date, innovative training offers for teachers, submitting new teaching tools to complement conventional ones; develop and offer services to meet families' needs; implement an effective, engaging integrated and global communication network for visitors;
take advantage of internal as well as external hints or complaints.

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QUALITY STANDARDS

The Museum outlines its quality standards.

In order to monitor the quality of the services provided, the Chart of Services defines the reference standards and indicators that the Museum will translate into actions for improvement.

SCOPE	INDICATOR	STANDARD	OUTCOME
Regulations	Regulations draft	Museum regulations approved by the appropriate body https://mdbr.it/visita/#rules	Museum Regulations; Camp Regulations; Night Party Regulations; Carta Amici Friends Card Regulations; Party Regulations; School Regulations
Transparency	Chart of Services draft	Chart of Services adopted, duly made known on the website and updated regularly.	Chart of Services updated annually
Quality monitoring	Quality rating, concerning standards (complaints, surveys)	<ul style="list-style-type: none">-Review complaints received from social media or email, reply within 7 working days;- Review and reply to surveys received within 60 working days;- Email automatically questionnaire links to visitors who purchased online;- Email manually questionnaire links to participants in parties, camps and sponsors;- Email manually questionnaires to trainees;- Questionnaires handed out for schools and teachers training;Analyse and recap results	<p>General approval rating 2023: 84.2%</p> <p>Perceived as an entertainment place: 85.7%</p> <p>Perceived as an educational place: 86%</p> <p>Perceived as an innovation place: 80.1%</p> <p>Perceived as a promoting place for science topics: 80.5%</p> <p>Perceived as an accessible place: 56%</p>



CULTURAL OFFER FOR FAMILIES

- Four timed visits per day from Tuesday to Sunday (three timed visits per day in August).
Communication about any differing times and opening/closing days is always on website, newsletters, and voicemail.
- Workshops at weekends and holidays, manual educational-creative ateliers taking place at each time visit (activities to be booked included in the ticket price).
- Temporary interactive exhibitions.
- Exhibitions in the outdoor areas and free of charge
- Free animated readings at the bookshop.
- Seminars, meetings, book signings or specific free-admission events for visitors.
- Birthday parties and night parties.
- Carta Amici (Friends Card), a yearly subscription for families
- Outdoor activities, for special events and corporate events.
- Free-of-charge special events related to the museum's projects and, each year, during the European Researchers' Night (free admission available in 2 evening timed visits) on the last Friday of September and the International Children's Day (free admission for children in 4 timed visits) on November 20th.



CULTURAL OFFER FOR SCHOOLS

EDUCATIONAL VISIT with themed workshops for primary and middle school students.

THEMED EXHIBITIONS and animations for nursery schools and preschools.

STUDY VISIT for high-school and university students to gain deeper insight through on-site direct observation.

EDUCATIONAL WORKSHOPS and refresher workshops for teachers at all levels, educators, teaching operators qualified by Miur – Ufficio Scolastico Regionale del Lazio.

AD HOC TRAINING for schools, educators, cooperatives and teaching operators.

EXPLORA IN CLASS
Workshops and entertainment at school with the Explora facilitators.

EXPLORA EDUCATION
resources for teachers, educators,
training and learning
www.exploraedu.it



CULTURAL OFFER FOR INSTITUTIONS AND CORPORATIONS.

- Private events hosted by Explora in its outdoor and indoor areas
- Designing animations and educational workshops off premises
- European and national projects
- Ad hoc exhibit design/consulting for corporate premises
- Educational design for ad hoc activities, corporate events, Family Day.



RECEPTION SERVICES

THE TICKET OFFICE is open from Tuesday to Sunday from 9:30 am to 07:00 pm and August from 11:00 am to 07:00 pm.

Differing times and opening/closing days will be always communicated on the website and voicemail.

THE RECEPTION STAFF receives visitors, provides information via mail and/or telephone and takes care of bookings and ticket sales

Explora includes 4 timed visits lasting 1 HOUR and 45 MINUTES each, and the number of visitors admitted to the exhibit pavilion is limited; in order to ensure a smooth flow of visitors, avoid overcrowding and offer you the best possible experience.

Maximum ATTENDANCE for each timed visit is 250 persons.

EDUCATIONAL SERVICES FOR FAMILIES
Our English and Italian speaking staff welcome the visitors to the exhibit pavilion. They are available in the main areas of the museum (visits are not guided).

COMMUNICATIONS

Are posted in hard copy form and/or are included in maps and brochures available at the ticket office, can be downloaded from QR and website; can be found on information displays for entry times, fees and notices to the public; are posted in hard copy form for temporary maintenance on exhibits.

WAITING AND REST AREAS

Entrance hall with cafeteria and covered outdoor hall and more spaces in the green area.



ONLINE TICKETS PURCHASE

- admission to the museum is guaranteed; it always generates a reply email which includes the museum's regulations;
- entitles visitors to go straight to the museum without going through the ticket office, visitors just have to show the reply email on their mobile phones, tablets or printed on paper (pdf ticket with bar code);
- it also entitles visitors to apply for a refund on their credit cards if, for any reason, they are unable to visit on the day and at the time they purchased the ticket for, please send us an e-mail to biglietteria@mabr.it
- no later than 30 minutes prior to your visit time, otherwise your purchase will no longer be refundable.

TICKET PRICE

CHILD AGED 0-12 MONTHS	FREE OF CHARGE
CHILD AGED 12-36 MONTHS	7,00 €
CHILD AGED 3 YEARS AND UP	10,00 €
ADULT	10,00 €
GROUPS	8,00 € min.15 visitors aged 3 years and up
THURSDAY	8,00 € except schools and birthday parties

OTHER SERVICES

GIFT SHOP AND BOOKSHOP

Specializing in science and educational games and books. Open from Tuesday to Sunday from 9:30 am to 07:00 pm and August from 11:00 am to 07:00 pm.

FOOD COURT

Bar and restaurant, operated by third-party providers, are open during the museum's opening hours and on days at hours set independently.

CLEANING

Toilet cleaning will take place after each timed visit.

PARKING LOT

- For Explora visitors only, in Via Flaminia 86. Fee is € 2 for up to 3 hours, as of the fourth hour the hourly price applied is € 3;
- To make payment at the automated pay station, visitors should ask for a scan for the Visitors' Special Fee at the ticket office or pavilion
- Price information and how-to instructions are at the car park entrance, at the Automated Pay Station in the car park area and at the ticket office in hardcopy and display;
- Access to the car park is not allowed to non-visitors. A higher fee of € 5 is applied for the first hour and € 3 per the following hours to discourage people not visiting the museum.



OPENING HOURS AND CLOSING DAYS

LEXPLORA INCLUDES 4 TIMED VISITS
LASTING 1 HOUR AND 45 MINUTES
EACH.

TURNI DI VISITA **DAL MARTEDÌ ALLA DOMENICA**

- 1° VISIT 10.00 - 11.45 *
- 2° VISIT 12.00 - 13.45
- 3° VISIT 15.00 - 16.45
- 4° VISIT 17.00 - 18.45

*visit reserved
to schools from Tuesday to Friday

THE CAR PARK and the free-admission
equipped green area are open from 8:00 am to
11:00 pm if not otherwise notified in advance
on the website and at the car park entrance.

CLOSING DAYS

Mondays, January 1st, August 15th, December
25th;
early closing at 4:45 pm on December 24th and
31st.

Closures for extraordinary maintenance works,
usually scheduled in August, will be published
on the website www.mdbri.it and voicemail.



HOW TO ACCESS THE MUSEUM AND ITS SPACES

Access to the museum's outdoor area, gift shop and bookshop is free of charge.

Access to the museum requires an admission fee and is allowed to children accompanied by an adult and to adults if accompanied by one or more children.

Accompanying adults are responsible for their children's behaviour and any damage caused to the structure.

Explora is located in Rome, in Via Flaminia 80-86:
-at a walking distance from Piazza del Popolo
- can be reached by bus, tram, metropolitan railway system A Line – Flaminio Stop, railway train Rome-Viterbo Line (see the www.atac.it website)

REGULATIONS

The Museum's regulations can be found at <https://mdbr.it/visita/#rules>

Types of tickets, a list of reductions and gratuities given are posted on the outdoor bulletin board and the website page

<https://mdbr.it/visita/>

THE EXHIBIT PAVILION

CONSISTS OF:

- ground floor occupied by permanent exhibits;
- upper floor occupied by temporary exhibitions and workshops taking place on scheduled days and times.

An exhibit or a play-based activity might be temporarily closed for maintenance or special activities.

According to the characteristics of the area, spaces have been made accessible to differently-abled visitors by removing architectural barriers, installing access ramps and dedicated toilet facilities, parking spaces (2).



CIVIL LIABILITY INSURANCE AND ACCIDENTS

The structure, as set forth by law, is covered by a civil liability insurance (RCT) policy for visitors and by a civil liability insurance (RCO) policy for workers with the Gruppo AXA Assicurazioni SPA; in addition, for all children enrolled in and entrusted to Camps and Night Parties, the Museum is covered by an "accident" policy similar to the one adopted by schools.

According to the procedure adopted, the museum staff must fill in the MOD 08/PSER Infortuni form - in the presence of the adult in charge of the child - and send it to the insurance company to provide documentary evidence of the accident or injury.

For visits to the Museum (families and schools) and birthday parties, adults (relatives/or teachers) are always held accountable for the children they accompany.

For camps and night parties, children are taken care of by the Explora facilitators and they are under the structure's responsibility.



INFORMATION SIGNAGE AND COMMUNICATION

IN THE ENTRANCE HALL
and in the exhibit pavilion displays show
information and scheduled activities.

IN THE OUTDOOR BULLETIN BOARD
fees and times are posted

IN THE ENTRANCE HALL a
nd the exhibit pavilion, brochures in
Italian/English are available for free
containing opening hours, fees,
calendars, exhibitions and workshops,
feedback and/or complaint forms and
privacy statement on personal data
processing

MONTHLY NEWSLETTER
sent to families and schools.

THE INFORMATION MATERIAL is
kept constantly up to date on the
website www.mdbr.it

THE MUSEUM'S REGULATIONS
can be found
- at the page <https://mdbr.it/visita/>
- in the online purchase procedure and
in the online purchase reply

FOR PARTIES, CAMPS,
night parties, Friends Cards specific
regulations exist, available on the
website pages and presented by the
ticket office at the time of purchase

SIGNS AND PANELS
In Italian, English and Braille provide
information on how to explore
exhibits, how to access the pavilion
and use the outdoor area and hints for
toilet facilities, car park, food court,
bookshop and gift shop.





PROCESSING SENSITIVE DATA

Personal data collected for bookings, disclaimers, payments, email newsletter subscriptions, campaigns for measuring quality satisfaction, applications for internships and collaborations, and video and audio recordings will be used by Museo dei Bambini SCS solely for internal purposes.

The Data Controller is Museo dei Bambini Social Soc. Coop., in the person of its legal representative Ms. Patrizia Tomasich.

The privacy statement on personal data processing for ticket services is available on www.mdbr.it and at the ticket office.

The privacy statement on personal data processing for application services for internships and collaborations is available on www.mdbr.it.

The privacy statement on personal data processing for marketing services such as newsletters and measurements of customer satisfaction with the services provided is available on www.mdbr.it.

Requests to change or cancel your data should be sent to the e-mail address privacy@mdbr.it



A photograph of children playing in a large, colorful hexagonal play structure. The structure is made of interconnected hexagonal frames in shades of pink and white. A young boy with blonde hair, wearing a blue shirt, is leaning over the top of a pink hexagon in the center. To his right, another child is visible through a white hexagon, and further right, another child is seen through another white hexagon. The background shows a grid of ropes and other parts of the play structure.

SUGGESTIONS AND COMPLAINTS

We welcome suggestions and complaints from users about services described in this document that can be reported in the quality tests available on the website www.mdbr.it. Complaints can be sent to: direzione@mdbr.it or orsegreteria@mdbr.it

The Management will reply to duly signed complaints within 60 days via email.

CLOAKROOM AND LOST & FOUND

The exhibit pavilion cloakroom is unattended.
All lost objects found within the museum will be kept for 30 days.

For lost objects, a description and a phone number should be provided.

Once the name of the owner has been identified, the lost object will be returned upon presentation of an identity document.