

OPENING TIMES

Monday and Wednesday to Sunday: 10 a.m. to 6 p.m.

Closing day: Tuesday.

Last admission and ticket office closing time: 5 p.m.

WHAT IS THE ENTRANCE FEE?

Full price ticket € 5.00

Reduced-price ticket € 3.00:

- 10 to 18 years of age;
- 65 years and over;
- university students, bearing university Card;
- ANMS (National Association of Scientific Museums) Card holders

Free entrance:

- 0 to 10 years of age;
- Cultural Passport holders;
- Museum Pass holders;
- Torino Card holders;
- ICOM (International Council of Museums) Card holders;
- persons with disabilities with an accompanying person each;
- classes and accompanying teachers from educational institutions of all levels (public and private) who have previously booked a guided tour and/or a workshop at the MRSN Education Center;
- journalists holding Press Pass.

It is essential to show the document proving the discount or complimentary admission to the ticket counter.

Where can the admission ticket be purchased?

Tickets can be purchased online and at the ticket office, subject to availability.

Admission is prioritized for ticket holders purchased online.

The online purchase includes a €1.00 pre-sale fee.

Can admission to the MRSN be pre-booked?

Yes, pre-booking is recommended for ticket of any kind (full, reduced, free).

Pre-booking cannot be made at the ticket counters, but online only:

please check <https://shop.midaticket.it/mrsn/Events> and select the "Buy" button for choosing date and shift of your visit.

The ticket, in *.pdf format, is sent by e-mail to the mailbox provided at the time of purchase. There is no need to print it out as it can be shown electronically to the staff attendants.

Do free tickets ought to be pre-booked?

Yes, free tickets must also be pre-booked at: <https://shop.midaticket.it/mrsn/Events>. The "Free" option can be selected by proceeding through the purchase process.

What does the ticket entitle you to?

The ticket is valid for one admission only for the day and time printed on it.

It grants admission to the Museum's exhibition halls: Historical Museum of Zoology, Ark of Explorations, and Hall of Wonders.

It needs to be kept by each visitor until the visit is over, as it might be asked for on the way out by the staff.

How long does the visit to the exhibition rooms take?

The unguided tour lasts about one hour.

If you cannot show up on the day and time booked, what will happen?

Regrettable, the ticket will be not reusable, replaced or reimbursed in cash.

Are guided tours and workshops made available?

Yes, by booking:

- by e-mail at: didattica.mrsn@regione.piemonte.it;
- on school term by calling: +39 011 4326307, Monday to Friday, from 9 a.m. to 1 p.m.

How can you book a didactic activity?

By getting in touch with the MRSN Education Centre:

- via e-mail at: didattica.mrsn@regione.piemonte.it;
- on school term by calling: +39 011 4326307, Monday to Friday, from 9 a.m. to 1 p.m.

Can a tour guide lead his own group on a visit to the MRSN?

Licensed tour guides are allowed, upon online booking, to lead tourists or visitors on a tour of the Museum.

Reservations must be communicated to museo.mrsn@regione.piemonte.it.

Guided tours without prior registration are not allowed, regardless of the number of group members.

How can i get there?

The MRSN entrance is in Via Accademia Albertina, 15 ~ Turin.

It is approximately 800 m from Turin's Porta Nuova railway station and about 2.2 km from Turin's Porta Susa railway station.

The closest bus stop to the MRSN entrance is 'Cavour'. Buses: 6, 18, 61, 68 are the main lines.

MRSN is within the Limited Traffic Zone (ZTL); therefore the vehicles access is not allowed from Monday to Friday, from 7.30 am to 10.30 am.

For further information on public transport: <https://www.gtt.to.it/cms/>.

For further information on the ZTL: <http://www.comune.torino.it/trasporti/ztl/>.

GENERAL INSTRUCTIONS

For an enjoyable experience at the MRSN, complying with the regulations on the museum signs and the instructions provided by the museum staff is highly recommended.

Both for protecting the integrity of the materials and the safety of visitors and

staff, it is strictly forbidden:

- touching exhibits, monitors, curved projectors screen, showcases and any material on display.
- enter the niches of the Ark.
- touching exhibits, monitors, curved projectors screen, showcases and any material on display.
- enter the niches of the Ark.
- sitting on the ground, on the platforms, on any support of the exhibits, on the steps of the Ark, on the steps of the entrance.
- chairs are made available along the route.
- running.
- smoking both cigarettes and electronic cigarettes.
- performing any unauthorised promotional or profit-making services.

It is advisable to lower the voice tone and muting the mobile phone ring tone. The MRSN disclaims any liability for inconveniences that may result from non-compliance with the instructions given.

Accessibility

The MRSN is up 14 steps on the mezzanine floor. Access is also possible by lift. The exhibition area has only one floor and is easily accessible for the physically disabled and families with pushchairs.

Assistance dogs for people with disabilities are welcome, with proof of certification.

The MRSN has restrooms for people with mobility impairments.

A baby changing table is located in the sanitary facilities.

All the panels, captions and videos are in Italian and English language.

Guided tours in Italian, English and French are available on request and for a fee, by contacting the MRSN Educational Centre by e-mail at:

didattica.mrsn@regione.piemonte.it or during the school term by calling:

+39 011 4326307 from Monday to Friday from 9 a.m. to 1 p.m.

Braille and tactile content is currently not available, but a collaboration with Unione Ciechi del Piemonte (Union of the Blind People of Piedmont) for the deployment of tactile panels within the exhibition route is underway.

No videos are currently available in Italian Sign Language (LIS).

Content in Easy to Read language and Alternative Augmentative Communication (AAC) symbols are not available at the moment.

A number of digitised collections of the MRSN are made available on the Mè-mora platform: <https://www.memora.piemonte.it/>, which can be viewed on any computer device.

FAQ

Is there a baby pit stop in the MRSN premises?

Yes, there is a UNICEF Baby Pit Stop, where breastfeeding is possible: it is a cosy environment dedicated to the needs of parents and babies.

Are there seats along the visit route?

Yes, chairs are provided.

Can one leave and re-enter the exhibition area?

Your ticket allows you one access only. For special requirements for suspension of the visit, please ask the staff for assistance.

Can photos be taken?

Yes, pictures can be taken inside the exhibition halls. However the use of flash is not permitted.

For professional photos and videos you need to apply for permission beforehand by writing to the Museum Management at: museo.mrsn@regione.piemonte.it.

May animals be brought into the MRSN?

At the MRSN we love all animals. However, for safety reasons regarding the exhibits and the well-being of the animals themselves, their admission is not permitted, with the exception of assistance dogs for people with disabilities, upon presentation of the relevant certification.

Is bringing backpacks and luggage into the museum premises allowed?

No, this is not an option.

Keyed lockers sized 35x50x45 cm and 35x50x90 cm are available in the reception area.

To use the locker key, a € 1.00 coin must be inserted as a deposit.

Can food and drink be consumed?

Food and beverages cannot be consumed in the museum area.

Does the MRSN have a cafeteria or a space for snacks and meals?

No, the MRSN is not equipped with these kind of services, but there are city gardens, cafeteria and catering services nearby.

Are the collections of the MRSN accessible in digital format?

Yes, partly and a number of them are published on the Mèmore platform: <https://www.memora.piemonte.it/>, which can be viewed on any computer device.

Do events take place at the MRSN?

Yes, all events are announced on the MRSN's Instagram and Facebook pages.

Is it possible to visit the MRSN Library?

Yes, only by appointment by emailing biblioteca.mrsn@regione.piemonte.it or calling: +39 011 4326331.