



Veneranda Biblioteca Ambrosiana
Piazza Pio XI, 2
20123 | Milano

Pinacoteca Ambrosiana

Visitor regulations:

The Pinacoteca Ambrosiana was established in 1618 by Cardinal Federico Borromeo with the donation of his private collection. It is an integral part of the Veneranda Biblioteca Ambrosiana, governed by the Board of Fellows chaired by the Prefect. The Founder intended for the Pinacoteca to serve as a resource and model for the formation and education of aesthetic taste, in accordance with the canons of the Council of Trent. The Pinacoteca Ambrosiana is now a permanent museum of significant national and international interest, non-profit, open to the public, serving society and its cultural development.

The general, public, and institutional objectives of the organisation are to protect, manage, and enhance its heritage and collections, both exhibited and non-exhibited, movable and immovable, historical and artistic.

The Director of the Pinacoteca is appointed by the Board of Fellows. His task, assisted by the Board of Fellows, is to direct, plan and coordinate scientific activities as well as to prepare the biennial/triennial activity plan.

Planning your visit

Prior to your visit, you have the option to book your ticket. Although not mandatory, booking requires pre-sale payment and enables you to bypass the ticket office queue and gain direct access to the museum. The ticket permits a single entry and is non-reusable. During your museum visit, staff members may ask to see your ticket in either paper or digital format, which you must retain for the duration of your visit. The online platform provides access to a list of artworks that are temporarily unavailable due to maintenance, restoration interventions, or other reasons. At the entrance, visitors are required to deposit, free of charge, bulky bags, suitcases, trolleys, backpacks, motorcycle helmets, and umbrellas.

During the visit

In the museum environment, it is important to maintain a moderate tone of voice and wear appropriate clothing.

Please ensure that your cell phone is on silent mode and refrain from talking on the phone in the exhibition spaces.



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Food and drink are not permitted in the indoor or outdoor areas, including the loggias and exit courtyard. Additionally, liquids of any kind are prohibited. Smoking is forbidden (the ban includes electronic cigarettes and heated tobacco).

Visitors who are under the age of 14 must be accompanied by an adult.

The museum's surveillance staff can be identified by their badge and is available to provide information about the museum's layout and services. If necessary, the staff is authorized to intervene and remove those who endanger the safety of the artworks or disturb other visitors with their behaviour.

Accessibility

The itinerary for the visit covers three floors: the ground floor, first floor, and second floor. Visitors who use wheelchairs can access the rooms on the ground floor and first floor (rooms 1 to 7) as there are elevators and lifting platforms available. The security staff in the rooms are available to assist visitors in using the platforms and transferring from the first floor to the ground floor rooms.

The Pinacoteca welcomes families with children and strollers, but recommends leaving the strollers at the ticket office. If this is not possible, visitors can still access the Ground floor and the 1st floor (rooms 1 to 7). If this is not possible, visitors can still access the Ground floor and the 1st floor (rooms 1 to 7). Security staff are available to assist visitors with ramps and transfers between the 1st floor and Ground floor rooms.

Guarding personnel will be available to show the best route for those with strollers, emphasizing the prohibition of carrying the stroller up or down stairs by hand.

Asset security

Throughout the museum, there is a strict prohibition on touching any of the works of art. Additionally, visitors are not permitted to lean on the bases of sculptures or walls, run in the museum areas, or use trekking poles, which must be left in the cloakroom.

To ensure the safety of visitors and the preservation of the entire artistic heritage, all museum environments and the works stored within them are equipped with an advanced alarm and video surveillance system.

Pets

The visit route is accessible to guide dogs for the blind as long as they are equipped with a leash and muzzle. Additionally, certified therapy pets are also allowed. No exceptions will be made.



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Photographs and image reproduction

Photographs can be taken inside the rooms using mobile phones or tablets without flash, rods, or selfie sticks, and without a tripod.

For professional videos and photographs, written authorization must be requested from contatti@ambrosiana.it.

Media requests must be submitted to the Press Office at press@ambrosiana.it.

Notes may be taken using only pencils or digital devices. The use of pens, paints, easels, lecterns, or any other bulky supports or equipment is not allowed.

Groups

Visits to the art gallery are limited to groups of 25 participants or fewer. While the use of earphone systems is not mandatory, it is strongly recommended.

The use of laser pointers is prohibited.

Refunds

The ticket purchased is non-refundable. Refunds are only permitted in the event of an extraordinary closure of the museum or due to force majeure.

Complaints

Visitors may send information, suggestions, reports, proposals, or complaints to the following address: contatti@ambrosiana.it.

Responsibility

Ambrosiana is not liable for any damage to persons or property resulting from non-compliance with this regulation.