



Ministero
dei beni e delle
attività culturali
e del turismo

SPECIAL SUPERINTENDENCY

FOR POMPEII, HERCULANEUM AND STABIAE

SERVICE CHARTER
OF THE ARCHAEOLOGICAL AREA
of the STABIAE EXCAVATION

STABIAE EXCAVATION

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PRESENTATION

WHAT IS THE SERVICE CHARTER

The Service Charter establishes principles and rules governing the relations between the central and local government authorities providing the services and the citizens that use them.

The Charter is an agreement between the provider and the users. It is a tool to communicate with and inform users about the services offered, and the procedures and standards set. It also ensures that any commitments are fulfilled, and that any suggestions or complaints may be made by filling out the appropriate forms if necessary.

The Service Charter was adopted by the institutes of the Ministry of Cultural Heritage and Activities and Tourism as part of a series of initiatives aimed at promoting a greater enhancement of the cultural heritage being preserved, and at meeting the expectations of the users about the organisation of events while respecting the requirements of preservation and research.

The Charter will be periodically updated to consolidate the quality levels reached and record any positive changes produced by running improvement projects. Such improvements may also be a result of user feedback.

THE PRINCIPLES

In performing its institutional activity, the Archaeological Area of the STABIAE EXCAVATION draws inspiration from the “fundamental principles” set out in the Directive issued by the President of the Council of Ministers on 27th January 1994:

- *Equality and Fairness*

In providing our services, we are committed to the principle of fairness, ensuring an equality for all citizens regardless of origin, sex, language, religion, or political persuasion.

The Superintendency will strive to overcome any inefficiencies and foster initiatives aimed at promoting accessibility to and use of the site for foreign citizens, people with mobility issues, sensory or cognitive impairment, and socially or culturally disadvantaged individuals.

The tools and access to information, communication, documentation, and scientific support for research, educational or teaching activities are based on the principles of impartiality, justice and objectivity.

- *Continuity and Regularity*

We are committed to ensuring continuity and regularity in providing our services. In the event of any problems or disruptions, we are committed to informing the users in advance, and adopting all measures to minimise inconveniences.

- *Participation*

The Superintendency promotes the circulation of information concerning any activities carried out and, in managing the site, takes into account possible demands and suggestions made by the users, either individually or as a group.

- *Efficiency and Effectiveness*

The Director and the staff of the Stabiae Excavation Office are committed to the ongoing improvement of the efficiency and effectiveness of services provided, by suggesting to the Superintendent the most functional and suitable technological, organisational and procedural solutions.

DESCRIPTION OF THE ARCHAEOLOGICAL AREA

The Archaeological Area of the STABIAE EXCAVATION is a state-owned property within the competence of the Special Superintendency for the Archaeological Heritage of Pompeii, Herculaneum and Stabiae, a decentralized body of the Ministry of Cultural Heritage and Activities and Tourism.

The Archaeological Area of Stabiae covers about 20,000 square metres. The first excavations were conducted in the Bourbon period, between 1742 and 1782. Excavations were resumed in 1950, when some already excavated villas shown on Bourbon-period plans were brought to light. Among these were Villa Arianna and Villa San Marco, now open to visitors, together with another villa, excavated only in part, called the 'Second Complex'.

The Stabiae excavation site is smaller than that of Pompeii and Herculaneum, but it offers a chance of observing the lifestyle of ancient Romans from another point of view. As a matter of fact, in Stabiae it is possible to visit richly decorated residential villas boasting reception halls and thermal baths built on the hill of Varano, a location offering a panoramic view.

The preservation, conservation, enhancement of the site, as well as its promotion, are the main objectives of the Archaeological Area of the STABIAE EXCAVATION. The Stabiae Excavation Office accomplishes this mission above all through:

- The conservation of the monuments and of the movable finds.
- Opening the archaeological area to the public.
- Studies and scientific research projects on the heritage of the site, aimed at promoting the site through the publication of the research results, in cooperation also with many international universities and research institutes.
- Temporary exhibitions on broader or more specific themes, sometimes organised as general projects of the Ministry of Cultural Heritage and Activities and Tourism or planned together with other superintendencies, universities, research institutes and museums, both in Italy and abroad.
- Cultural events.

COMMITMENT AND QUALITY STANDARDS

ACCESS

Opening hours: From April to October, from 8.30am to 7.30pm

From November to March, from 8.30am to 5pm

Closed on 1st January, 1st May, and 25th December.

Any changes to the opening times will be promptly communicated to the press and information offices as well as through notices hung by the access point to the site as soon as possible.

Admission is free of charge.

Advance booking is recommended for school groups. Reservation is free of charge and can be made by calling telephone number +39 081 8714541.

RECEPTION

At the lodge near the access point of Villa San Marco and Villa Arianna there is a visitor sign-in log.

At the access point visitors will be given a map of the archaeological area of Stabiae, when available, and a mini-guide in Italian and English.

For further information about the Archaeological Area of the STABIAE EXCAVATION and related services, visit the website www.pompeisites.org, where you will also find forms pertaining to various requests.

FRUITION

The whole archaeological area is open to the public. However, in the case of any brief, unexpected or particular maintenance work, cleaning, and monitoring needs, some areas or buildings may be closed.

EDUCATION

Educational visits to the Archaeological Area of the STABIAE EXCAVATION, themed itineraries and workshops for school groups can be booked by calling the telephone number +39 081 8714541.

Further information is provided on the leaflets and on the website www.pompeisites.org

DOCUMENTATION ABOUT PRESERVED CULTURAL HERITAGE

The documentation about the immovable and movable properties of the Archaeological Area of the STABIAE EXCAVATION is kept in the Archives of the Superintendency in Pompeii and in the Antiquarium of Boscoreale by the Sistema Informativo Archeologico Vesuviano (SIIV, Vesuvian Archaeology Information System). It consists of photographic records (kept by the Photo Archive), 'pre-catalogue' and 'catalogue' (Catalogue Office) and paper documents (Historical Archive, Current Archive and Drawing Archive) and it can be consulted from Monday to Friday, 9.00am to 1.30pm by submitting a request at least a week in advance.

In the Library of the Superintendency in Pompeii all the main publications relating to the Archaeological Area of the STABIAE EXCAVATION and the findings discovered and preserved here can be consulted.

PRESERVATION AND PARTICIPATION, COMPLAINTS, PROPOSALS, SUGGESTIONS

Should the users notice any failure to comply with the commitments taken on in this Service Charter, they can lodge a precise complaint by filling in the following forms complete with legibly written personal information:

- Fill out the 'Complaint Form' available at the Administrative Office and at the lodge near the access point of the STABIAE EXCAVATION, where it should be later returned;
- It is also possible to send the complaint by fax, e-mail or ordinary mail.

The Special Superintendency for the Archaeological Heritage of Pompeii, Herculaneum and Stabiae, through the STABIAE Excavation Office constantly monitors the complaints and undertakes to reply within 30 days. Once the validity of a complaint has been assessed, visitors are offered compensation consistent with the complaint lodged.

Moreover, users can make suggestions and give recommendations aimed at improving the organisation and the provision of services. Such proposals and suggestions are regularly monitored.

COMMUNICATION

CIRCULATION OF THE CHARTER

The Service Charter is available from the reception area and can be seen the website www.pompeisites.org.

UPDATE OF THE CHARTER

The Service Charter is revised and updated periodically, at least once a year.

The latest update was on the 01/03/2015

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stabia.ufficioscavi@beniculturali.it;

website www.pompeisites.org

COMPLAINT FORM

May be handed in directly to reception at the Archaeological
Area or sent in at a later date.

(PLEASE FILL OUT IN CAPITAL LETTERS) COMPLAINT FORM

DETAILS OF THE COMPLAINANT

LAST NAME _____

FIRST NAME _____

PLACE OF BIRTH _____

DATE OF BIRTH _____

PROVINCE/DISTRICT _____

ADDRESS _____

ZIP CODE _____ PHONE _____ FAX _____

TYPE OF COMPLAINT

DETAILS OF COMPLAINT

PROPOSED ACTION TO IMPROVE SERVICES

We inform you that, pursuant to Art. 13 of the Italian Legislative Decree no. 196 of 30/06/2003, your personal data will be processed and used only to reply to this complaint and to give you information concerning cultural events organised by this Institute.

DATE _____

SIGNATURE _____

We undertake to reply to this complaint within 30 days.