



MINISTERO PER I BENI
E LE ATTIVITÀ CULTURALI

SPECIAL SUPERINTENDENCY
FOR THE ARCHAEOLOGICAL
HERITAGE OF NAPLES AND
POMPEII

SERVICE CHARTER OF THE NATIONAL ANTIQUARIUM

'Man and Environment in the Vesuvian Area'

AND OF THE ARCHAEOLOGICAL AREA OF VILLA REGINA IN BOSCOREALE

NATIONAL ANTIQUARIUM OF BOSCOREALE

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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 their institutional activity, the National Antiquarium of Boscoreale and the adjacent Archaeological Area of Villa Regina draw 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 Management of the Excavation Office of Boscoreale 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 *Antiquarium and the adjacent Archaeological Area* 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 ANTIQUARIUM

THE NATIONAL ANTIQUARIUM OF BOSCOREALE IS...

The National Antiquarium of Boscoreale 'Man and Environment in the Vesuvian Area' is a national museum that hosts and preserves archaeological findings, the State cultural property, of the Vesuvian area from the archaeological sites of Pompeii, Herculaneum, Oplontis, Stabiae, Terzigno, and Boscoreale.

The Antiquarium is under the supervision of the Special Superintendency for the Archaeological Heritage of Naples and Pompeii, a decentralized body of the Ministry of Cultural Heritage and Activities.

The Antiquarium is located in a recently built (1980s) housing complex and hosts the Excavation Office of Boscoreale and the SIAV – Sistema Informativo Archeologico Vesuviano (Vesuvian Archaeology Information System).

The Antiquarium of Boscoreale, opened in 1991, is a museum devoted to archaeological remains testifying to the life and environment in the Vesuvian area in 79 A.D., housing a selection of the main archaeological findings from the Boscoreale area. The Antiquarium has a room for temporary exhibitions dedicated to the themes of the museum, as well as an auditorium to host conferences, cultural events, and educational activities.

The Archaeological Area of Villa Regina, located close to the Antiquarium, is a Roman-Age rustic villa buried by the 79 A.D. eruption. This villa helped us learn more about farming, particularly about viticulture and wine production in the Vesuvian area in ancient times.

The preservation, conservation, enhancement of the site, as well as its promotion, are the main objectives of the Museum and of the adjacent Archaeological Area. The Museum 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
 - Conferences and themed itineraries;
 - Temporary exhibitions on broader or more specific themes, sometimes organised on the basis of general projects of the Ministry of Cultural Heritage and Activities or planned together with other superintendencies, universities, research institutes and museums;

COMMITMENT AND QUALITY STANDARDS

ACCESS

Opening hours: Winter period (1st November- 31st March) from 8.30am to 5.00pm (ticket office closing time) with visiting closing time at 6.30pm. Summer period from 8.30am to 6pm (ticket office closing time) visiting closing time at 7.30pm.

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 entrance of the museum as soon as possible.

The ticket to the Antiquarium includes access to the archaeological area of Villa Regina (currently, 2011, closed to the public due to restoration works), and to the temporary exhibitions held in the rooms on the upper floor. The same ticket is also valid to visit the Archaeological Area of Oplontis, only on the same day. A three-day inclusive ticket at a concessionary price allows a visit to the five sites of Pompeii, Herculaneum, Oplontis, Boscoreale, and Stabiae. A single entrance to each site is permitted. ArteCard holders are entitled to concessionary tickets. The card is valid for many archaeological sites, monuments, and museums in the Campania region.

The estimated waiting time for the Museum ticket office is maximum five minutes.

Booking is required for school groups and it costs €10.00 per group with a maximum of 50 students. Telephone: 199104114 from a mobile phone or 0039-06-39967850 from abroad. There is only one ticket office available both for pre-booked and non-booked visitors.

RECEPTION

There is a reception desk in the entrance hall of the Museum where the ticket-office staff provides information to visitors, both in Italian and in English (Telephone +39 081 5368796).

Further information about the Museum, its collections and services, and the archaeological area of Villa Regina are available on the website, where visitors will also find forms pertaining various requests.

Visitors with mobility issues can also access all the collections of the Museum by informing the reception staff about their needs.

FRUITION

Both rooms can be visited from 8.30am to 6.30pm during the winter period, and from 8.30am to 7.30pm during the summer period. Furthermore, it is possible to visit the temporary exhibition, usually arranged in the room on the upper floor, according to the exhibition schedule set up by the Superintendency.

There are labels providing a description of the findings in Italian.

The provision of a luggage storage service for large bags, rucksacks, umbrellas and coats is currently underway. A vending machine is available for fresh drinks as well as sweet and savory snacks.

At the moment, the Museum does not have a bookshop, but the Antiquarium guide in Italian and English, as well as the catalogues of some of the temporary exhibitions organised at the Antiquarium, are on sale in the bookshop of Pompeii Excavations. The exhibition leaflets that are not on sale and out of stock are currently being added to the Superintendency website.

A rental service for audio guides in the main European languages is currently being planned.

Telephone bookings can be made for school tours of the Museum collection, themed itineraries, and educational workshops (all provided at a cost). Telephone: 199104114 from a mobile phone or 0039-06-39967850 from abroad. For further information, see the leaflets or visit the website www.pierreci.it.

DOCUMENTATION ABOUT PRESERVED CULTURAL HERITAGE

The documentation about the Museum objects, the Archaeological Area of Villa Regina, and the other archaeological sites in the Boscoreale area is kept in the Archives of the Superintendency in Pompeii and in the Excavation Office of Boscoreale. It consists of photographic records (kept by the Photo Archive), 'pre-catalogue' and 'catalogue' (Catalogue Office and Management Office of the Antiquarium) 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.

We are currently working on adding the excavation documentation relating to the Villa of Publius Fannius Synistor in Boscoreale to the website www.pompeisites.org. The findings from this Villa are now hosted in many national and foreign museums.

In the Library of the Superintendency in Pompeii all the publications relating to the Museum, its findings, and the rustic villa located in the Archaeological Area of Villa Regina can be consulted by scholars on Mondays, Wednesdays and Fridays from 8.30am to 1.30pm. The library closes for two weeks in August every year. For further information telephone 0039 081 8575317 from Monday to Friday from 8.30am to 1.30pm.

The Museum also offers a selection of leaflets about temporary exhibitions recently being held at the Antiquarium.

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 complaint according to the following instructions:

- Fill out the 'Complaint Form' available at the reception desk at the entrance of the Museum, to 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 Naples and Pompeii, through the Boscoreale 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 such as the issuing a free pass for another visit.

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 in print from the reception desk and online on 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 01/01/2012.

**NATIONAL ANTIQUARIUM OF BOSCOREALE AND ARCHAEOLOGICAL AREA
OF VILLA REGINA**

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Website: www.pompeisites.org

COMPLAINT FORM

May be handed in directly at the reception desk of the Museum or sent
in at a later date.

(PLEASE FILL OUT IN CAPITAL LETTERS)

DETAILS OF THE COMPLAINANT

LAST NAME _____
FIRST NAME _____
PLACE OF BIRTH _____ DATE OF BIRTH _____
PROVINCE/DISTRICT _____ CITY _____
ADDRESS _____

ZIP CODE _____ PHONE _____ FAX _____

SUBJECT OF THE COMPLAINT

REASONS FOR 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 _____