



Ministero per i Beni e le Attività Culturali



Quality Service Charter

Historical Museum of Miramare Castle

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WHAT IS THE QUALITY SERVICE CHARTER

The Quality Service Charter aims to fix the principles and rules governing the relationship between service-providers and service-users.

It establishes a proper “agreement” with users and is a way of communicating information to enable them to know what the offered services are, together with the conditions and standards promised. Users are, therefore, in a position to check that the services have been properly carried out, and can offer their own opinions and, if need be, complaints.

The adoption of the Quality Service Charter by the institutions belonging to the Ministry of Cultural Heritage and Activities is one of a number of initiatives designed to promote a wider appreciation of the cultural inheritance they are responsible for, and to accommodate as far as possible – subject to the requirements of protection and research – the organization of their activities to the expectations of the public.

The Quality Service Charter will be regularly updated to consolidate the standard achieved and to record the positive changes brought about by projects of improvement, including a periodical monitoring of users’ opinions.

PRINCIPLES

The Historical Museums of Miramare Castle refers to the “Basic Principles” included in the Directive of the President of the Council of Ministers of January 27th, 1994:

The Historical Museum of Miramare Castle subscribes to the “Basic Principles” set forth in the January 27th, 1994 directive of the President of the Council of Ministers:

- Equality and Impartiality

Access to the services is guaranteed in conformity with the principles of equality, ensuring the same treatment to all citizens regardless of sex, race, language, religion or political opinion.

The Museum endeavours to make its services accessible to foreigners, to the variously handicapped, and to the culturally and socially disadvantaged.

The instruments and the activities of information, communication, documentation, scientific aids to research and education are in any case based on the principles of impartiality, justice and objectivity.

- Continuity

The continuity and regularity of the services are guaranteed within the established opening hours.

In case of difficulties and drawbacks the Museum will inform users in advance and adopt all the measures necessary to minimise inconvenience.

- Participation

The Museum promotes information concerning its activities, and in making its choices takes into account the declared needs and suggestions of the users, whether as individuals or groups.

- Efficiency and Efficacy

The director and the staff of the Museum strive continuously to improve the efficiency and efficacy of the service, adopting all the technological, organizational and procedural solutions that best serve their aims.

THE HISTORY

The Historical Museum of Miramare Castle, which is state property and comes under the "Soprintendenza BSAE FVG", was opened to the public on June 2nd, 1955.

The building, surrounded by a park of 22 hectares, stands on the rocky promontory of Grignano in the Gulf of Trieste, and is about 10 km from the city itself.

The eclectic-style exterior was carried out between 1856 and 1860 to a plan by Carl Junker commissioned by the Archduke Ferdinand Maximilian of Hapsburg, who lived in the castle with his wife, Charlotte Coburgo-Gotha, Princess of Belgium, from December 1860 to April 1864.

On April 14th, 1864 Maximilian, followed by his wife, left for Mexico after consenting to be its Emperor. He never returned: on June 19th, 1867 he was shot by revolutionary republicans in Queretaro.

Charlotte, after a brief stay at the castle between 1866 and 1867, faced with the onset of the events that had her husband as protagonist, fell into a state of madness from which she never recovered. She died in 1927 in Belgium. The Castle remained Hapsburg property until Trieste came under Italian sovereignty in 1918; after becoming state-owned it was home to the Duke of Aosta and his family. Used as a training school for Nazi officers during the Second World War, it became the headquarters of the Allied Military Government between 1945 and 1954.

Miramare Castle offers today's visitors an example of an aristocratic nineteenth-century residence, where the sumptuous interior furnishings, consisting of articles of furniture, paintings and sculptures belonging to Maximilian's collection, retain unaltered the charm of an already bygone age, in which the "revival" of different historical styles produces a powerfully evocative impression.

THE MISSION

The main tasks of the Museum are to preserve, safeguard and improve the heritage of Miramare – art, architecture, books and botany – and render it better known.

The Museum performs these tasks chiefly by:

- exhibiting the collections and increasing their usefulness through captions and other educational means;
- scientifically researching possessions so as to contribute to an in-depth study of the character of Maximilian in the context of C19th European culture;
- a periodical mounting of temporary exhibitions on specific topics so as to allow objects otherwise in storage to be seen;
- promoting cultural events, conferences, guided tours and apprenticeships for undergraduates.

FUNCTIONS AND FACILITIES

The services offered by the Historical Museum of Miramare include: guided, thematic and didactic tours available through booking or on request; information points; an entrance-free bookshop on the ground floor, stocked with publications relating to the Museum; free wardrobe service in the ticket office, looked after by the office staff; a Coffee Shop* in the park; a pay car park at the park's entrance with about 60 parking spaces.

Within the Park, the Castelletto houses the Administrative Office of the Natural Marine Reserve of Miramare, which is responsible for both controlling and providing information on the flora and the fauna of the protected marine area in front of the Park (tel. 040.224247, website www.riservamarinamiramare.it). Near the Castelletto are the historical greenhouses, now home to the exotic animals of the Tropical Park. This opens at 10.00 am and closes one hour before the Park itself closes (tel. 040.2247091 website www.parcotropicale.it). In the Park there are also the Stables, a nineteenth-century building, formerly used for temporary exhibitions.

* regulated by the law 4/93

COMMITMENTS AND QUALITY STANDARDS

ACCESSIBILITY

The Castle and the Park of Miramare are open every day throughout the year.
Entrance tickets to the Castle cost:

4 Euro for EU citizens from 25 to 65 years and non-EU citizens;
2 Euro for EU citizens from 18 to 25 years;
Entrance-free for EU citizens under 18's and over 65's.

Entrance to the Park is free.

Castle opening hours: from 9 am to 7 pm (ticket office closes 6.30 pm)

Park opening hours: November – February..... 8 am – 5 pm;
March and October.....8am – 6pm
April – September.....8 am – 7 pm

Tickets may be purchased on the spot or by phone on the 041.2770470 (fax 041.5200410).
Monday to Friday from 9 am to 6 pm, and Saturday from 9 am to 2 pm.

Delay in purchasing tickets: a maximum of 30 minutes. In case of overcrowding, visitors would be informed as to a longer waiting time by the service staff on duty in the museum.

RECEPTION

- **On-line information:** on-line information concerning the Museum, the collections and facilities is available on the website www.castellomiramare.it; requests can be made via info@castello-miramare.it.
- **Information points:** at the entrance to the Museum there is an information counter run by qualified, bi-lingual staff (Italian and English), open at the same hours as the museum and contactable by telephone at 040.224143 (fax 040.224220, Monday to Friday, 9 am to 3 pm). At the beginning of the avenue leading to the castle (Viale del Lecci) there is the "Turismo FVG" information point,(tel. 040.224193; website www.infopointmiramare.it; e-mail infopointmiramare@gmail.it) where you can book hotels or buy the " Friuli Venezia Giulia card", which allows discounts or gratuitousness for many museums, cultural and touristic places.

Opening hours: March – May..... 9 am – 5 pm;
June – September.....10 am – 6 pm;
October – February9 am – 5 pm.

- **Free informative material:** brochures about the castle in both Italian and English, and leaflets about Museum events – exhibitions, conferences, displays – are available on request at the information counter in the Castle; other brochures about provincial and regional sites of tourist-cultural importance are to be found at the "Turismo FVG" information point.

- **Sign System:** at the entrance and in each room of the Museum there is a plan of the Castle, so that visitors will know where they are, and can see how the itinerary develops and where the emergency exits are located. These signs also remind tourists that they are not allowed to take photos, film, record, or use mobile phones inside the castle. Each room of the residence of Maximilian is marked with Roman numerals followed by the name of the room e.g. Room III – The Cabin.

Panels showing the plan of the garden are placed in the Park, highlighting the point where the visitor is and how the itinerary develops, indicating the notable spots as well as the location of the Coffee Shop and the toilets. Every panel reminds tourists that in the Park it is forbidden to light fires, walk on the grass, be clad only swimsuits, dive or swim, picnic, play football, cycle, skate or scooter. Dogs are to be kept on the lead.

Specific signs show the whereabouts of the three toilets of the Park: one at the entrance to the Park near the car park, one near the castle, and one behind the Coffee Shop.

- **Access for disabled visitors:** The ground floor of the Castle is handicapped-accessible, thanks to the absence of any architectural obstacles; the first floor can be visited by using a lift which, however, does not admit all types of wheelchair. Ramps are available, upon request, to overcome the difficulties caused by the steps to the entrance to the castle.

Two parking places are reserved for the disabled at the beginning of the avenue leading to the Castle, near the parking area: the 300m-long avenue can be negotiated by wheelchairs, or vehicles carrying disabled visitors (the latter upon prior application to the castle).

An enlargement of the present lift is being planned, so as to permit all types of wheelchair to reach the first floor of the Museum.

OPEN TO THE PUBLIC

In the Museum there are 28 rooms that can be visited and all are open to the public: the itinerary on the ground floor winds through 13 rooms (Entrance Hall, Main Atrium, Rooms III – X, the Designs Room, Rooms XI –XII), and on the first floor through 15 rooms (the 5 unnumbered rooms of “ the Duke of Aosta's Apartments”, the Upper Floor Gallery, and Rooms XIII – XXI).

In the Museum there are 2 rooms for public use: the Designs Room and the Multimedia Computer Room, both on the ground floor.

The maximum waiting time for groups, schools or other categories to enter the castle is 20 minutes.

The better to know and enjoy the Castle, the Museum puts at tourists' disposal the following:

- educational panels placed at the entrance and in each room of the Museum, supplied with a brief explanation in four languages (Italian, English, German, French) of what can be seen ;
- panels for exhibitions and displays;
- panels in three languages (Italian, English, German) placed in the Park, showing where the visitor is and describing the main features of the particular location;
- publications available in the Museum Book Shop about the Castle and the Park; in particular : *Miramare Castle The Historic Museum*, by Rossella Fabiani, Milano, Electa, 2001 (brief guide book available in Italian, German, English, French) ; *The Historical Museum of Miramare Castle*, ed. Rossella Fabiani, Vicenza, Terraferma, 2005 (general catalogue, available only in Italian);
- audio-guides to be rented from the ticket office, available in six languages (Italian, German, English, French, Spanish, Slovenian);
- guided and didactic tours, for a fee, for groups or school-children, bookable by calling 041.2770470 (fax 041.5200410) Monday to Friday 9 am to 8 pm, Saturday 9 am to 2 pm;
- consultation of the multimedia teaching facilities in the Computer Room on the ground floor, with a section about “Maximilian's Life”, “The Hapsburgs”, “The Park”, “Artists in Miramare”;
- on-line consultation: on the website www.castello-miramare.it; www.sirpac-fvg.org;

- professional assistance for disadvantaged categories available on request, by calling 040.224143 (fax 040.224220), or by sending an email to info@castello-miramare.it. At the moment there is a project underway concerning the use of a tactile map.

EDUCATION AND DIDACTICS

Information and assistance from a qualified staff about the educational activities carried out by the Museum are available every day during the Castle opening hours.

Free thematic tours of the Castle and the Park conducted by the museum assistants are available on Sunday at 11.30 am and 3.30 pm. They are advertised inside the Museum, on the website www.castello-miramare.it and in the local newspaper, with optional booking at the information point at the entrance to the Museum.

Other free guided tours held by the museum assistants will be communicated at the information point and on the website.

Conferences aiming at making the history and the heritage of the Museum better known, are periodically organized in the Museum or in cultural centres.

Information concerning activities currently underway is provided not only through the local press and TV, but also by distribution of publications in the appropriate places.

DOCUMENTATION OF THE PRESERVED HERITAGE

The documentation concerning the Museum' contents (catalogue files, restoration files, photographic files, publications) is available Monday to Saturday from 8 am to 2 pm, bank holidays excluded, on request to the Management (tel. 040.224143, fax: 040.224220 , Monday to Friday from 9 am to 15 pm, email info@castello-miramare.it). The documentation is reproducible, upon payment, under licence of the Soprintendenza BSAE FVG.

SAFEGUARDS AND PARTICIPATION

COMPLAINTS, PROPOSALS, SUGGESTIONS

If the Quality Service Charter fails in what it undertakes to do, users can make a complaint in the following way:

- using the complaint forms available at the entrance to the Museum and handing them to the member of staff on duty;
- sending an email to info@castello-miramare.it or a fax to 040.224220.

The Historical Museum of Miramare Castle monitors the complaints on a regular basis and undertakes to reply within 30 days and to start up forms of compensation consisting in distribution of information and brochures.

Users can make proposals or suggestions in order to improve the organization and the services.

COMMUNICATION

The Quality Service Charter will be available at the entrance to the Castle and on the website.

REVISION AND UPDATING

The Quality Service Charter is annually revised and up-dated.