



print@home

## Notice

This service is an official internet pre-sale, authorised by the concession agreement with the Ministry of Cultural Heritage and Activities.

The "Roman National Museum" ticket, that includes an entrance to Palazzo Massimo, one to Palazzo Altemps, one to the Crypta Balbi and one to the Baths of Diocletian, may be used within December 31, 2014 and is valid for the 3 days after you have it printed out at the on-site ticket desk or, if you use the print@home preference, for the 3 days following the first use of the ticket itself. Before accessing the service, we advise you to read the dedicated web page to acquaint yourself with the details on closing days, entrance and exit hours and any notices published on the homepage that may change the ordinary calendar of opening times.

We point out that groups who wish to book their entrance must pay a € 30 reservation fee.

For internet sales, you need to accept the **Regulations for sales and pre-sale tickets and services** and follow the instructions given below. The additional cost is €2.00. The purchased ticket is valid until and not beyond 31 December of the year of purchase.

As insurance (and within its limits), on behalf of the Company managing the service, the online purchase is safe: the degree of security offered is that of the SSL protocol, with 128 bit encryption. The data concerning credit cards are communicated solely and exclusively to SSB (Società Servizi Bancari [Banking Services]). The credit cards accepted are Visa, Mastercard and American Express.

If you have selected the **pick up at the ticket booth option**, at the end of the transaction you will receive an email confirmation of the service carried out and the reservation code to show to the cashier when you pick up your ticket.

If you have selected the **print out at home option**, at the end of the transaction you will receive an attachment with the ticket in pdf format which you can print out on a sheet of A4 paper, or if you have a smartphone with a display larger than 3 inches, you can view it on your display and show it directly to the access controller onsite.

**Keep your ticket in a safe place; do not fold, stain or wet it - especially in the barcode section – because this could invalidate it without the option of reimbursement or replacement.**

For online purchase assistance, you can write to [etickets@coopculture.it](mailto:etickets@coopculture.it)

As explained in the pre-sales regulations, the ticket is only reimbursable in exceptional cases that are directly and exclusively imputable to CoopCulture. Reimbursements will be via credit to your credit card.

Before effecting payment, you need to assess whether to buy the ticket or not. After making the online payment, it cannot be cancelled. In that event, CoopCulture will start a legal procedure ex arts. 1218 ss c.c., with expenses charged to you.

You can send a complaint relating to the service offered on our internet site, sending an email to [complaints@coopculture.it](mailto:complaints@coopculture.it)

Roma, 18/01/2018