Ticket Office

Museo Archeologico Nazionale di Napoli

Napoli

on-line ticket

Notice

GENERAL INFORMATION ON THE MUSEUM

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

The ticket for the National Archaeological Museum of Naples is valid only for the day it gets printed. Before you use the service we advice you to read the corresponding website pages in order to be aware of the details concerning the opening days, the entrance and exit hours and any other announcements published on the homepage that may modify the normal activity calendar.
We inform you that for groups that intend to visit the National Archaeological Museum of Naples, there is a booking fee of 20.00 €. For school groups the mandatory booking fee is of 5 €.
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 office** 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

As explainedin 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

Napoli, 25/01/2017