

MUSEO THYSSEN-BORNEMISZA

The website <https://entradas.museothyssen.org> (hereinafter "Web ticket") is owned by the Foundation Thyssen-Bornemisza, (hereinafter the "Foundation"), with VAT number G-79015251, located at Paseo del Prado 8, 28014 Madrid, registered on March 3, 1989 in the Registry of Private Cultural Foundations of the Ministry of Education, Culture and Sport with sheet number 225, page 24.

The ticketing service is provided by the Foundation through a platform managed by SECUTIX IBÉRICA, S.L., a Spanish company, established in Madrid (28046), Paseo de la Castellana, 135, 7th floor, with VAT number B85186542, registered in the Madrid Mercantile Registry sheet number M-444639, Volume 24700.

By accessing and using this Ticketing website you are accepting the terms and conditions of usage of the [website museothyssen.org](https://www.museothyssen.org) as well as in the following terms and conditions.

TERMS AND CONDITIONS OF TICKET SALES WEBSITE (PURPOSE OF THE WEB)

Through the ticketing website, users can purchase advance tickets to the exhibitions and other events held by the Foundation. The service for advance ticket sales is provided, in general, 24 hours a day, 365 days a year. However, the Foundation may suspend it at any time, temporarily or permanently, without notice, advance-sale service of all or part of the inputs to the permanent or temporary exhibitions or other events organized by the Foundation.

CONDITIONS OF TICKET PURCHASE

Users of this site may purchase tickets in advance in accordance with the instructions listed at the top of the page and are reproduced below:

- Select the ticket and the exhibition or event for which you are interested in purchasing a ticket (generally: visit to the Permanent Collection or visit to the temporary exhibition).
- Indicate the date you want to visit the Museum in the visible calendar on the screen. Indicate the hour you want to access to the temporary exhibition.
- Select the type of rate (general, reduced or free) the various grounds for gratuity and reduction for online sales shall be displayed. Indicate the number of tickets for each type.
- Click *Add to cart*.
- Review your order details
- Click *Buy*
- Add to basket the complementary products (brief guide, audio guide, menus)
- Click *Buy*
- Enter username and password and click *Continue* and if you are not registered as user, click *Sign In*.

* Hereafter a complete summary of your order will appear, click the box I have read and accepted the conditions of the visit and pay.

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- * Purchases by VISA cards are supported, Mastercard. To effectively purchase introduce the number of your credit card and the expiration date thereof and the code CV2 (located on the back of the card).
- * In case of error contact the Visitor's Service Center 91 7911370. Do not repeat the operation since you might be repeating purchases involuntarily.
- * When you have completed the purchase process, a confirmation message shall appear on the screen.
- * Once payment is made, you shall receive an email within approximately half hour telling inform you that in order to print the tickets, you must access your personal space with your username and password. In the case of telephone purchase, you will receive the tickets in PDF directly in your email.

The purchase process and the confirmation will be made in Spanish or English, depending on the language that the visitor has selected at the beginning of the process.

The prices are approved by the Thyssen-Bornemisza Museum for the current year.

The ticket is not subject to right of withdrawal.

No refunds or exchanges allowed.

USE OF TICKETS ACQUIRED THROUGH THE WEBSITE

The tickets that are purchased in accordance with the provisions of the preceding paragraph and that you receive in your e-mail shall have the same value as if they had been purchased at the Thyssen-Bornemisza Museum.

Web users must print their tickets in plain paper proving that the impression was correct and that the codes that identify and individualize each entry are legible.

The tickets will entitle the holder to access the exhibition or event for which they were acquired and are valid for a single use.

The Foundation reserves the right to require those museum visitors who have purchased their tickets through the ticket website, to display the credit card with which they acquired them and their national identity card or passport in order to verify their identity, control the access to the Museum and the lawful use of the service of advance sale of tickets through the website.

The Foundation may also require users to have acquired a special reduced price entry based on age or other circumstances prevailing at the time of purchase, evidencing such circumstances.

LIMITATIONS ON USE

Users accessing this site are authorized to display all information and content on it, as well as downloading or reproducing the same on their terminals or on any medium for recording data, provided when the copied elements are intended solely for personal use and are not subsequently transferred or transmitted to third parties.

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The installation of the information contained in any terminal or server connected directly or indirectly to the Internet or a local network is expressly prohibited as well as those that allow third party access to them through means other than the Web itself.

It is also prohibited to purchase tickets with the intention of reselling them by the same or a different price.

INCIDENTS WITH THE TICKET SALES SERVICE

Any incident related to the use and operation of the Web Ticketing must be notified to the following telephone numbers and e-mail address: +34 917911370 or cavthyssen@museothyssen.org.

Upon receipt of the inquiry or complaint, the manager of a ticketing platform will get in touch with the user by the means indicated by the user.

ACCESS CONDITIONS

In order for the Foundation to guarantee the rights of users and the best performance of the ticketing Web, it can:

- a. Monitor service at all times, respecting the privacy and intimacy of the users.
- b. Temporarily discontinue service without prior notice and, at any time, for technical or legal reasons.
- c. Modify the conditions of service.
- d. Block access or use of the service of a user who has misused it or on which there is suspicion of fraudulent use of service or payment methods.

Likewise, the Foundation will archive the electronic document, wherein the purchase will be formalized, which will not be accessible to visitors.

CONDITIONS FREE TICKETS - REDUCED

Persons who have acquired reduced and free individual entries must prove the status of free or reduced with valid documentation and in force as each case control access to rooms (see reduction and gratuity conditions).

Visitors who do not properly prove their status of reduction or gratuity must pay the balance of the ticket at the Museum's box office in order to visit.

Please go to the Museum with sufficient time, at least 15 minutes to be in the access control on time at the time assigned time for your visit.

Will have reduced entrance:

Students regardless of age and nationality, with valid student card and in force (university, college, graduate, doctorate)

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- Visitors over 65 with ID card or passport valid and in force.
- Pensioners with pensioner card or health card indicating that condition, valid and in force.
- Citizens with disability above 33% with disability or pensioner card, valid and in force.
- Members duly accredited as large family with large family card, valid and in force.
- Holders of valid youth card, and in force.
- Visitors with cultural valid passport and in force issued by the Carlos III University.
- Faculty of Fine Arts with university professor of Fine valid Arts, valid and in force.

Will have free entrance:

- Children under the age of 12 accompanied by adults.
- Unemployed with official certification (Active Job Seeker -INEM-valid on the date of visit to the Museum, in force and sealed), in case of online renewal proof in PDF, and in case of telephone renewal, the SMS they send to your mobile phone.
- Official guides of the Community of Madrid with the guide's Identity Card of the Community of Madrid, valid and in force.
- Official guides of other autonomous communities with guide's Identity Card of other autonomous, valid and in force.
- Friends of the MNAC. (Card of friends of the National Art Museum of Catalonia, valid and in force).
- Professionals of Fine Arts in state Museums with valid card and in force, dependent on the General Department of State Museums.

RULES ON ACCESS

The halls shall be evacuated five minutes before the Museum closes. In the Museum you shall speak in a low voice. It is forbidden to talk on the phone inside the Museum.

For security reasons, it is not allowed to access the exhibition halls with backpacks, bags, umbrellas, food, drink, painting materials and objects that could damage the artwork. In the temporary exhibitions reentry is not allowed. No changes or refunds allowed.

RESPONSIBILITY

The Foundation will not be responsible for damages of any kind that may result from any action from third parties. Limited to, the Foundation shall not be liable for: any errors or omissions, or lack of updating of the information and content of the website's unavailability or agreed payment systems to financial institutions, errors in these systems payment, the transmission of viruses or malicious or harmful attacks caused by third parties, nor for the information, opinions or content of any kind which are included in other websites that are not directly managed by the Foundation to which this web ticketing can be sent by means of hypertext links or links.

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The Foundation will not be liable for damages of any kind that may result from the lack of availability or continuity of the service.

Tickets purchased by the Web user, cannot be used by fault or negligence of the foundation. The Foundation is only obliged to refund the price paid for those tickets purchased to replace other tickets for another day or time by arrangement with the user.

DATA PROTECTION POLICY

In compliance with the provisions of Law 15/1999, of December 13, Protection Data of personal character, we inform you that the personal data you provide us by filling forms on the web, will become part of an automated file duly registered with the Spanish data Protection Agency, whose head is the Thyssen-Bornemisza, and used only for the management, administration and billing of contracted services. If you checked the appropriate boxes, your data will also be used for sending commercial information (advertising) of the Thyssen-Bornemisza Museum and its activities as well as for sending surveys or forms to assess the degree of satisfaction of the customers regarding the service provided.

We also inform that SecuTix Iberian, S.L. is responsible for the processing of data and fulfilling your request for exercise of rights of access, rectification, cancellation and opposition. If you disagree with any of the exposed treatments you can exercise those rights by writing to SecuTix Ibérica, SL, established in Madrid (28046), Paseo de la Castellana, 135, 7th floor or email cavthyssen@museothyssen.org. The request must contain the name and signature of the applicant, photocopy of your identity card or identity card that replaces it, as well as the content of the request you make.

The filling of all the fields of this form is mandatory and constitutes your express consent to the processing of your personal data for the stated purposes. In the event that the form has to include personal data concerning other than the person filing the present form shall, prior to their inclusion, inform them of the extremes included in the preceding paragraphs.

CHANGES AND CONDITIONS IN THE WEB. REFERRAL TO LEGAL INFORMATION PROVIDED ON THE WEB HOME

The Foundation reserves the right to make any changes it deems appropriate under these terms and conditions, the Web and the services provided at any time without notice. Accordingly, the Foundation may change, delete or add both content and services that are provided through the Website or the presentation or location of the Web, even provisionally or definitively suspend the operation of it.

For all matters not specifically provided under these Conditions the same general conditions set out in the Legal Notices page of the web www.museothyssen.org shall apply.