

ACCADEMIA NAZIONALE DEI LINCEI

VILLA FARNESINA

CHART OF SERVICES QUALITY

1. Chart features

The chart of services quality (CSQ) fulfill a twofold necessity: establish the basics among the administration supplying services and people who benefit from them, according to transparency rules; support the director and his staff in defining their own cultural project and identify the steps required to the improvement.

The chart is a communication and information instrument as well which allow for find out about the services offered and to verify that their standards are observed. The chart will be periodically updated to strenghten the reached quality levels and to improve those which needed a change.

Fundamentals

The institutional activity of Villa Farnesina is inspired by some fundamentals:

-The Villa is intended as a cultural asset; it is significant for its renown historical, architectural and artistic features, which made it a considerable tourist attraction.

-Transparency

Transparency is intended as the fully accesibility to the information. Respecting such concept is basic for improving services quality, as stated by the CIVIT deliberation;

-Equality and neutrality

Services are provided on the base of equality outset, ensuring the same treatment for each person;

-Continuity

The Villa ensures continuity and correctness in providing services.

In case of difficulties the Villa commits to notify in advance the users and to adopt all the necessary measures to minimize the inconvieniences;

-Involvement

The Villa encourages the information about the activities and takes into account the needs as well as the users suggestions in its management decisions.

-Efficiency and Effectiveness

The Museum pursue the continuos improvement of the service efficiency and effectiveness by implementing the best technological, organizational and procedural solutions which fit best to the purposes.

3. Structure description

Legal entity

Villa Farnesina is managed by the Accademia Nazionale dei Lincei, a public non-economic entity (Status approved by Decree of the Minister for Cultural Assets and Activities, on August 2nd, 2001).

Headquarter

Villa Farnesina is located in Rome, via della Lungara 230. The Villa spaces are equipped with safety devices according to the national and international standards.

History

Villa Farnesina is one of the most sublime and pleasant buildings of the Italian Renaissance. Its realization was commissioned in the early '500s by the Siennese banker Agostino Chigi to the architect Baldassarre Peruzzi and it was frescoed by Raphael, Giulio Romano, Sebastiano del Piombo, Giovanni Antonio Bazzi, known as il Sodoma, and by Peruzzi himself. Agostino Chigi "the Magnificent", lived here his amazing life of Renaissance patron among abundances and honours, sponsor of artists and friend of princes and Cardinals he loved to welcome in his house.

In the end of '500s it was purchased by the Cardinal Alexander Farnese, source of its nickname "Farnesina", to distinguish it from Farnese Palace beyond the Tiber.

Later the Villa went first to the Borbouns, then in emphyteusis to the Duke of Ripalta, and finally purchased by the Italian State as headquarter of the Royal Academy of Italy. Currently it is the representative seat of the Accademia Nazionale dei Lincei.

Mission

- The mission of the Villa is to preserve and enhance the artworks within its architectural complex, a unique example of Italian Renaissance architecture.
- Widen to an ever extended public the knowledge of cultural heritage, provide to its safeguard and preservation, and impart to the present and future generations as well, the consciousness about the importance of cultural heritage for their own country.
- Planning cultural initiatives aimed to enhance its own cultural assets, organizing workshops supporting their knowledge and that of the Villa, jointly with both national and international museums and institutions.

Services

Villa Farnesina offers the following services to the public:

Itinerary: the museum pathway open to the public is formed by: Loggia of Galatea, Loggia of Cupid and Psyche, Perspectives Hall, Alexander and Roxane's Wedding Hall, Grotesques Gallery, Frieze Hall, Pompeian Hall.

Printed catalogues: a short Guide of the Villa is published both in Italian and English (The Villa Farnesina in Rome, Franco Cosimo Panini 2019). Informative brochures are also available in nine languages (Italian, English, French, German, Spanish, Portuguese, Russian, Japanese, Chinese).

Audioguides and App: the ticket fee includes a five-languages audioguide (Italian, French, English, Spanish and German); the fee-charging App of the Villa can be downloaded from Apple Store and Google Play in Italian, French and English.

Activities: The Accademia Nazionale dei Lincei guarantees the scientific control over every educational initiative through a dedicated Committee composed by Lincei Fellows.

Website: Information about the Villa (Italian and English) can be found both within the institutional site of the Accademia Nazionale dei Lincei and in the site dedicated to the Villa and its cultural initiatives.

Ticket Service: Ticket service is managed by the Accademia Nazionale dei Lincei. Visit booking is not mandatory. Each second Sunday of the month a guided visit takes place with live Renaissance music (mandatory booking, and customized ticket price). On line ticket service is not available.

Cloakroom: the visitor may consign at his own discretion each kind of bag, umbrella, stroller or packs of similar hindrance. No luggage room. The storage is free.

Approval for taking pictures and trading: it is possible to buy pictures from the archive of the Villa Farnesina, using images for publish purposes or taking pictures by previous approval to be requested by mail.

Bookshop: The bookshop is on the ground floor. The Villa Farnesina guides are available in Italian and English and many other art publications are available concerning Raphael, Villa Farnesina and the Accademia Nazionale dei Lincei, as well as postcards, posters and DVDs.

Food services: No catering is available at the moment.

Concession spaces: some spaces within the Villa district can be used also outside the opening hours. Each request is examined and approved by the Direction of the Accademia Nazionale dei Lincei.

Safety devices: video-surveillance is active in each space open to the public for the safeness of frescoes and visitors. Each room is equipped with fire-fighting devices. Visitors are kindly asked to cooperate with the Villa staff to respect all the restrictions indicated at the entrance.

2. TASKS AND QUALITY STANDARDS

Quality Indicator	Tasks of the Villa
CORRECTNESS and CONTINUITY	
Opening days and hours	Working days from 9am to 2pm; second Sunday of the month: from 9am to 5 pm. Ticket office: Monday-Saturday 9am-1.40pm; second Sunday of the month: 9am-4.40pm. Weekly closing: Sunday
ACCOMMODATION	
Ticket Office	The ticket office is managed by the Accademia Nazionale dei Lincei. Information material with basic guidance of the Villa is available for free. No on-line ticketing.
Informations and booking	The Villa is committed to exhaustively respond to every information request made by telephone or e-mail, by making available the pertaining contacts. All the information about the Villa for turistic purposes can be found at www.villafarnesina.it . The whole staff of Villa Farnesina is available for giving appropriate information concerning visiting modalities to the public.
Service workers and room staff	The surveillance and the ticket staff is

	wearing an outfit. The staff is able to give basic information and eventually to address the visitors to the competent personnel.
Easier access and toilet facilities for disabled persons	<p>The Villa is directly accessible to the disabled persons through a platform at the main entrance of the Villa (Loggia of Cupid and Psyche).</p> <p>The access to the first floor is enabled by elevator. The staff of the Villa is available on request.</p> <p>The toilet facilities for disabled people are on the ground floor, outside the Villa.</p>
FRUITION	
	<p>Every hall of the museum path open to the public is fully accessible.</p> <p>Cleaning of the halls is made every working day and, in depth, once a week.</p> <p>Monitoring and maintenance of the halls, of the spaces open to the public and of the elevator are carried out regularly. In every hall of the museum path can be found the evacuation map and a schedule (Italian and English) which briefly describes the decorative apparatus.</p> <p>In the bookshop a short Guide of the Villa is published both in Italian and English (The Villa Farnesina in Rome, Franco Cosimo Panini 2019). Informative brochures are also available in nine languages (Italian, English, French, German, Spanish, Portuguese, Russian,</p>

	<p>Japanese, Chinese).</p> <p>The ticket fee includes the audioguide in five languages (Italian, French, English, Spanish and German); the fee-charging App of the Villa can be downloaded from Apple Store and Google Play in Italian, French and English.</p> <p>Information about the Villa (Italian and English) can be found both within the institutional site of the Accademia Nazionale dei Lincei and in the site dedicated to the Villa and its cultural initiatives.</p> <p>Guided tour at the Accademia Nazionale dei Lincei: Saturday at 10am (English), 12:30am (Italian) Second Sunday of the month: 12.30am with live music (reservation required), 3pm and 4pm.</p> <p>Bookable guided tour for fee, in diverse languages.</p>
ENHANCEMENT	
Events	<p>The Villa publicizes its initiatives through the press office of the Accademia Nazionale dei Lincei, the websites and through advertising on newspapers, billboards, mailing lists, etc...</p> <p>Extraordinary opening on request</p> <p>Temporary exhibitions</p>
Sinergy with other cultural institutions	<p>Agreement with the Vatican Museums allowing for a reduced ticket of Villa Farnesina for those who exhibit the ticket entrance of Vatican Museums within 7 days since the validation date.</p>

COMPLAINTS and WARNINGS	Complaints should be submitted by email or delivered to the Museum staff. The Direction will monitor periodically the complaints and is engaged in reply as soon as possible.
--------------------------------	---

The Chart of Services Quality will be publicized on the website and will be periodically updated.

The representative for filling out the Chart is the Curator of the Villa, Dr. Virginia Lapenta, PhD in Preservation and Enhancement of Cultural Heritage.

Suggestions or proposal should be emailed to Dr. Virginia Lapenta (lapenta@lincei.it) or delivered directly to the Villa Farnesina staff.

February 2019