

Visiting Rules and General Recommendations

This building has been declared an Asset of Cultural Interest (BIC, for its initials in Spanish). In order to ensure the smooth running of the Centre, the protection of its heritage value and the respect and coexistence of all visitors, please abide by the basic rules that must be observed during your visit, in accordance with current legislation.

ACCESS TERMS AND CONDITIONS

1. The CentroCentro cultural centre is open to the public and free of charge, although access to certain activities may require the purchase of a ticket.
2. Children under the age of 14 must be accompanied by an adult.
3. Entrance will be allowed during opening hours until seating capacity is reached.
4. Access will not be granted to any members of the public whose actions or intentions may affect the normal running of the Centre or any of its activities, such as people who:
 - engage in aggressive behaviours that cause bothering or dangerous situations to the rest of the visitors.
 - wear racist or xenophobic clothing or symbols
 - show significant lack of hygiene; are half or fully naked
 - are under the influence of alcohol, drugs or illegal substances
 - do not own a valid ticket for an activity that requires one
5. For security reasons, all visitors and their personal belongings must pass through the security checkpoint.
6. It is forbidden to enter the Centre with any object or substance that could endanger the integrity of persons, the works of art or the building, in particular:
 - Any form of wheeled transport, including bicycles, skateboards, skates or any form of electric transport, except those required by persons with reduced mobility.
 - Animals and pets, except guide dogs, therapy dogs or assistance dogs.
 - Sharp or cutting objects and potential weapons of any kind, including those listed under the current weapon regulation.
 - Items and accessories used to stabilise cameras and mobile phones, such as tripods, “selfie sticks” or monopods, or any type of professional equipment, must be placed in the entrance locker.
 - Food and drink of any kind, except water for personal consumption outside the exhibition areas.
 - Laser projectors.
 - Bags, rucksacks or parcels that are too large to pass through the scanner or be deposited in a locker (1E).
 - In general, any object or material which may cause alarm or which, in the opinion of the security staff, may pose a risk to the works of art, persons or building.

USE OF LOCKERS

1. The building has two free locker rooms: one at the main entrance (1E) with lockers measuring 46 x 34 x 54 cm, and the other at the entrance to the Observation Deck (6E) with lockers measuring 46 x 24 x 54 cm.
2. Once they have been checked by the security staff, all rucksacks, suitcases, bags and large items must be deposited in the lockers on Floor 1E.
3. To access the Observation Deck, all items must be deposited in the lockers on Floor 6E. Visitors may bring essential personal belongings with them, such as a wallet, mobile phone or camera.
4. Any items left in the lockers must be removed before the Centre closes, or they will be considered lost property.
5. The Centre accepts no responsibility for items left in the lockers.

GENERAL VISITING RULES

1. Visitors must be courteous, not disturb the peace or annoy other visitors and must at all times comply with the instructions of the Centre's staff.
2. Information about the Centre's services and facilities is available from the customer service staff. Please contact them if you have any queries.
3. Please observe and follow the signs for access and routes.
4. No running or shouting is allowed in the rooms. It is also forbidden to sit on the floor or obstruct the passageways.
5. Respect, as the case may be the capacity specified for each activity.
6. Please do not touch the exhibits or lean against the display cases and ensure that you keep a safe distance from the exhibits.
7. Smoking and the use of electronic cigarettes are not permitted anywhere in the Centre, including the Observation Deck.
8. Eating and drinking are not permitted inside the building, except in the Cafeteria and Restaurant.
9. Visitors must carry appropriate identification at all times.
10. Flash photography is not permitted in certain exhibition areas. The use of tripods or professional equipment must be specifically authorised. Any kind of photo shoot, filming, media coverage or recording must be previously authorised by the appropriate department. (Contact: prensa@centrocentro.org)
11. Any advertising, promotional or commercial activity that has not been authorised by the Centre is not permitted.
12. The organisation of political or religious meetings is prohibited as are demonstrations and causing crowds to gather.
13. Staff will begin to vacate the Centre 15 minutes before closing time.

TICKET TERMS AND CONDITIONS

1. Certain activities require a ticket, which must be shown to the access control staff. The purchase of a ticket implies full acceptance of the facility's rules and regulations.
2. Ticket prices, as well as the conditions for exemptions or discounts are set by Madrid City Council's Department of Culture, Tourism and Sports and are available for consultation at the information desk and on the Centre's website.
3. Persons entitled to discounts or exemptions on admission fees must present appropriate valid and current official accreditation at the ticket office. Failure to do so will result in payment of the full price.
4. Tickets for concerts can be purchased at the box office up to 30 min. before the Centre closes.
5. Access to the viewing platform may be temporarily closed due to maintenance requirements or adverse weather conditions that make a safe visit impossible. In such cases, members of the public who have purchased tickets may apply for a refund at the ticket desk on Floor 2.
6. Tickets for the Observation Deck are valid during the 30 minutes of the specific time slot selected and therefore access will only be allowed within that period.
7. Only same day passes for the Observation Deck will be sold at the Information Desk, available to purchase from 10 am to 1:40 pm, and from 3 pm to 7:10 pm. Online tickets have no time or date limitations.
8. Refund policy: For unused and unexpired tickets, the money will be returned using the same method used to make the payment. For tickets purchased through a POS terminal, it is mandatory show the customer copy of the card transaction, which will be stapled to the ticket.

GUIDED TOURS:

1. Group leaders are responsible for all members of the group.
2. Scheduled visits: In order to complete the formalities prior to the visit and guarantee your participation in the activity, please arrive at least 15 minutes in advance in the case of guided tours of the building, and 30 minutes in advance in the case of visits to the Observation Deck.
3. Late arrival may disrupt the activity or result in the visitor being refused entry to the activity.
4. Visits may be cancelled due to adverse weather or for safety or maintenance reasons. Our information team will make every effort to notify affected members of the public as far in advance as circumstances allow, and may reschedule reserved guided tours to another day or time.
5. The maximum number of people allowed per activity or group is displayed on the Centre's information boards. Guided tour: 24 people plus guide; Observation Deck: 9 people plus guide; Family Gymkhana: 10 people plus guide. The specific capacity for all other activities will be indicated on a case-by-case basis.
6. Bookings can be made from the 1st of the previous month through the usual channels (email, telephone and in person).
7. We recommend that you check our website www.centrocentro.org before your visit to confirm opening times, exhibitions, concerts, activities, special programmes, etc.