



BASILICA PAPALE DI SANTA MARIA MAGGIORE

Amministrazione

Dear Faithful, Pilgrims, and Visitors,
Esteemed workers operating within the Tourism Sector,

From July 15th, 2022 onwards it is mandatory for all groups who receive a guided explanation in any area of the Papal Basilica of Santa Maria Maggiore, and who exceed 7 visitors, to use earphones.

This measure has been implemented to ensure that visits within this sacred space may take place in an orderly way respecting the location. In this way, all visitors—whether they be faithful, pilgrims, or tourists—will be able to enjoy a serene experience in this place that is rich in art, history, and faith.

For communication security reasons, the earphone service is provided by the Basilica through its own official operator, JTL – Whisper.

The Earphone Service is active from Monday to Saturday from 09:00 to 18:00; on Sunday from 12:30 to 17:30.

Should the group already have its own earphones, other than those provided under this regulation, they must cease using their own earphones for the entire duration of the visit.

Should the group members already have earphones provided to them by the official operator, they may continue to use them, after paying for them at the Reception Desk.

The Cost of each rented device (or any other previously authorized device) is €1.50.

Earphones will be collected at the portico of the Basilica. They must be returned to the same location at the end of the visit.

In order to guarantee the best possible service and for any queries or useful information, you may contact us at:

phone: **+39 06 69886841**

e-mail: **visitemuseo.smm@basilica.va**



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We kindly remind visitors, that the only people authorized to provide information about the above-mentioned spaces, in compliance with current regulations, are:

- **CERTIFIED GUIDES** - Only guides authorized to exercise their profession will be allowed to provide explanations. Guides must be equipped with suitable badge which must be visible throughout their stay within the Basilica.
- **SCHOOL TEACHERS ON EDUCATIONAL VISITS** - Teachers on school outings with their class are allowed to provide explanations to their group only after providing a document, written using the school's official letterhead, on the day of the visit. In this case, the teacher will be authorized to provide any explanation to their group and they may use the available earphone service.
- **UNIVERSITY PROFESSOR ON AN EDUCATIONAL VISIT** - University professors visiting with their student group will be authorized to provide any relevant information to their group only after presenting a document, written on the university's official letterhead, on the day of the visit. In this case, the teacher will be authorized to provide any explanation to their group and they may use the available earphone service.
- **PRIESTS WITH PILGRIM GROUPS** - A priest visiting the Basilica with a group of pilgrims will be authorized to provide explanations to their group only after presenting a document, written on the parish's official letterhead, on the day of the visit. In this case, the priest will be authorized to provide any explanation to their group and they may use the available earphone service.

The earphone service will be provided exclusively in the presence of the authorized figures listed above.

The personnel working within the Basilica is authorized to address any failure to comply with these regulations immediately.

We rely on your valuable cooperation, and extend our warmest regards.

The Administration
of the Papal Basilica of
Santa Maria Maggiore