

## **\*\*JULIET'S COURTYARD AND HOUSE\*\***

### **\*\*Summary Sheet\*\***

#### **\*\*Management Plan for New Visitor Routes to Access Juliet's Courtyard and House\*\***

Briefly outlined here is the plan foreseen for the management of the new visitor routes, aimed at guaranteeing—including through a suitable quota system—safe and orderly access, a visit that holds cultural value, and full public satisfaction.

#### **\*\*Two new paid visit options, with limited entry (quotas), by reservation only\*\***

The two types of visits and tickets, both paid and with limited entry numbers, are:

- \* **\*\*Route A:\*\*** Teatro Nuovo - Juliet's Courtyard
- \* **\*\*Route B:\*\*** Teatro Nuovo - Juliet's House - Juliet's Courtyard

Visitors will now have the opportunity to access the monumental sites evoking the Shakespearean drama by physically passing through a theater, the quintessential place for the representation of the brilliant author's work, which was born and conceived precisely for the stage. Specifically, they will also have the chance to admire some of the rooms and the atmosphere of the **\*\*Teatro Nuovo\*\***, one of the most prestigious and oldest prose theaters in the Veneto region, which will turn 180 years old in 2026.

#### **\*\*Visit Route\*\***

The visit route will be one-way. Visitor access to the Teatro Nuovo takes place from the doors on Piazzetta Navona and proceeds inside the historic premises of the Theater (Monumental Hall and Foyer), which are set up to introduce the visits with insights, cultural content, and evocative themes regarding the myth of Juliet, the Shakespearean tragedy, and its author.

From the foyer, visitors reach the Courtyard and, for those who have chosen visit option B, Juliet's House.

For both visit options, the route ends with the exit onto Via Cappello through the "Volto" (Archway) at number 23.

### **\*\*Access Management\*\***

The number of entries will be limited (quota system) and monitored via specific electronic people counters.

The overall management and the maximum number of people allowed to be present simultaneously in the three controlled spaces have been defined—also in light of previous experimental experiences—in compliance with the route safety plan authorized by the Superintendence, sector regulations, and the emergency plans of the Theater and Juliet's House.

### **\*\*Splitting of the Entrance / Option B: Access to Juliet's House prior to visiting the Courtyard\*\***

Two separate entrances are foreseen based on the chosen visit option, A or B.

\* The Theater door indicated with **\*\*A\*\*** on the attached map will be reserved exclusively for ticket holders of **\*\*visit option A\*\*** (the Teatro - Juliet's Courtyard route).

\* The Theater door indicated with **\*\*B\*\*** on the same document will be reserved exclusively for ticket holders of **\*\*option B\*\*** (Teatro - Juliet's House - Juliet's Courtyard entry).

Visitors who have chosen option B will access the House first from the Theater foyer, and only subsequently will they be able to stop in the courtyard. This mandatory route will facilitate flow management by the staff and ensure compliance with the maximum capacity of the spaces (House - Courtyard - Theater).

### **\*\*Entry Slots / Internal Waiting Areas in the Theater / Elimination of certain slots coinciding with the potential entry and exit of the theater audience\*\***

Reservations are divided into 15-minute slots.

For each slot, entry is permitted to a maximum of **\*\*55 people from entrance A\*\*** and an additional **\*\*55 people from entrance B\*\***, provided that stopping inside the theater is not necessary.

Two internal waiting zones have been planned, which will be activated in case of necessity, identified as the entrance to the stalls (Monumental Hall) and the foyer (Piccolo Teatro). In the event that the waiting zones are used, the number of entries is reduced to a maximum of 80 people per slot, of which a maximum of 40 waiting at the monumental entrance and 40 in the Foyer.

In the event that an event is taking place in the Theater hall, slots will not be put on sale starting from the half-hour preceding and up to 15 minutes following the start of the event, and from 15 minutes before until half an hour after the end of the event itself; this is to allow the filling and emptying of the theater hall without overlapping the theater audience with the visitors to the House and Courtyard.

During the course of events in the Theater, only **\*\*60 tickets for route B only\*\*** will be put on sale for each slot in the preceding days.

In case of unsold tickets, from 8:00 AM on the day of the show, a number of entries equivalent to the unsold tickets will be released for **\*\*route A only\*\***.

### **\*\*Groups and Tour Guides / Schools\*\***

Groups may be composed of a maximum of **\*\*55 people\*\*** (including accompanying persons); group members must hold the same type of ticket.

In cases where an event is taking place in the theater, the group may be composed of a maximum of **\*\*30 people\*\*** (including accompanying persons). If the group consists of more than 30 elements, it will be necessary to reserve two slots with consecutive times.

Group visits must take place under the guidance of an accompanying person who makes themselves responsible for the group's good conduct. Unless otherwise provided by law, guided tours are conducted solely by:

- a) guides authorized to practice the profession;
- b) teachers for their own students;
- c) persons specifically authorized by the Directorate of the Civic Museums.

School class visits must take place under the guidance of an accompanying person who makes themselves responsible for compliance with the rules contained in this regulation and for the group's good conduct.

### **\*\*Opening Hours / Rates / Booking Systems\*\***

Opening hours to the public will be as follows:

- \* Monday: 14.00 - 19.00
- \* Tuesday to Sunday: 9.00 - 19.00 (last slots at 18.30, entry by 18.45).

The planned rates are:

- \* For visit option A (Teatro - Juliet's Courtyard): full ticket cost will be **\*\*5 euros\*\***.

\* For visit option B (Teatro - Juliet's House - Juliet's Courtyard): the ticket will be **\*\*12 euros\*\***.

The **\*\*Veronacard\*\*** includes entry to both visit options.

**\*\*Free Admissions:\*\***

- \* Children up to the completion of their 5th year of age.
- \* Tour guides accompanying groups.
- \* People with disabilities in possession of the Disability Card and their companion.

**\*\*Individual and Group Reservations:\*\***

At the moment, reservations can be made by accessing the Verona Civic Museums website or directly via Midaticket.

For groups, it is possible to book up to 50 tickets (in continuity with current practice).

A new tender is underway which envisages different booking methods for groups, with particular attention to the issue of secondary ticketing. Once awarded, the new booking methods will be widely publicized.

**\*\*Accessibility\*\***

The courtyard paving consists of stones and is highly irregular; therefore, disabled persons in wheelchairs or with reduced mobility may encounter evident difficulty in moving to access and navigate the courtyard. For this reason, once they reach the exit of the foyer, they will be given the choice of entering the courtyard or staying in the foyer. They may also decide, based on their motor skills, whether to exit via Via Cappello by entering the courtyard or to use the entrance area in Piazzetta Navona as an exit.

A restroom will be available inside the Teatro Nuovo for visitors with reduced mobility.

Regarding the accessibility of Juliet's House, please refer to the institutional website of the Civic Museums of Verona (\*link provided in original\*).

**\*\*Access for Dogs:\*\***

A visitor holding a ticket may enter with a dog only if it is placed inside a bag or carrier; they can access the Courtyard regularly from entrances A and B passing through the Theater. Access for dogs is currently **\*\*not permitted\*\*** inside Juliet's House.

**\*\*Rules for Visitors\*\***

Visitors are asked for propriety and respect regarding the regulations, the service staff, and all persons present in the Theater. Visitors are requested to comply with staff instructions (open bags, hand over packages, etc.).

**\*\*It is forbidden to:\*\***

- a) cross protection barriers;
- b) lean on display cases, pedestals, and other elements of the exhibit;
- c) write on or deface walls;
- d) run along the exhibition route;
- e) smoke, consume food or drinks in the museum structure; throw paper or other items on the ground;
- f) speak loudly, causing disturbance to other visitors;
- g) sell objects and distribute flyers;
- h) use sound diffusion instruments without the use of headphones, which must in any case be kept at a volume that does not disturb other visitors;
- i) introduce weapons and ammunition; explosive, flammable, or volatile substances; dangerous objects or objects that, due to weight and/or size, may compromise the safety of visitors, the exhibited heritage, or the premises;
- l) introduce sticks, pointed, sharp, or blunt objects. However, walking sticks for the elderly or infirm and walking aids in general are authorized;
- m) introduce suitcases, large bags, and anything that may represent a risk to the safety of the exhibited artworks, people, or the structure.

In case of rain, the use of umbrellas will be allowed in the courtyard; they may therefore be brought into the internal route of the Theater, provided they are placed in special bags available at the entrance. Those entering the House must place them in special umbrella stands positioned in the entrance room of the House.

# PLANIMETRIA DI EMERGENZA - ESCAPE PLAN

## NUMERI DI EMERGENZA-EMERGENCY NUMBERS

NUMERO DI EMERGENZA INTERNO  
INTERNAL EMERGENCY NUMBER

da telefono interno  
from internal phone \_\_\_\_\_

da cellulare  
from mobile phone \_\_\_\_\_

NUMERO UNICO DI EMERGENZA EUROPEO  
EUROPEAN EMERGENCY NUMBER

112



## PERCORSO VISITA CASAMUSEO E CORTILE DI GIULIETTA

