



SACRED ART MUSEUM OF THE AUGUSTINIAN CONVENT
CERTALDO ALTO (FI)
SERVICE CHARTER

Presentation of the Museum

Identifying elements

Museo d'Arte Sacra, Convento degli Agostiniani, Piazza S. Jacopo e Filippo 2, 50052 Certaldo (FI)

E-mail: info@conventoagostiniani.it – phone number: 0571 656824

Legal-institutional nature: property of the Parish of San Tommaso Apostolo

Type of management: mixed between Parish of San Tommaso Apostolo in agreement with Cooperativa Girasole

Web site:

<http://www.conventoagostiniani.it/>

Social media:

- www.facebook.com/conventoagostiniani.certaldoalto.5/
- www.facebook.com/profile.php?id=100037274094428
- www.instagram.com/museoartesa_certaldo/

Timetable

Summer (1/4 to 30/9) Monday to Sunday: 10 am - 1 pm / 2:30 pm - 7 pm (last admission: 6:30 pm)

Winter (1/10 to 31/3) Mondays, Wednesdays to Fridays: 10 a.m. - 1 p.m. / 2:30 p.m. - 4:30 p.m. (last admission: 4 p.m.); Saturdays, Sundays and holidays 10 a.m. - 1 p.m. / 2:30 p.m. - 5:30 p.m. (last admission: 5 p.m.) - closed on Tuesdays, Dec. 24 and 25

Prices

Full price Museum of Sacred Art: € 4.00

Reduced: €2.00 (journalists, children 7 to 12 years old, over 65 years old, tour groups over 15 people, school groups, Touring Club members)

Free: tour guides, group chaperones, people with disabilities, inhabitants of Certaldo

Cumulative ticket (Palazzo Pretorio-House of Boccaccio-Augustinian Monastery) Full: € 7.00

Reduced: € 5.00 (journalists, children from 7 to 12 years old, over 65 years old, tourist groups over 15 people, school groups, Touring Club members)

Free: tour guides, group chaperones, people with disabilities, residents of Certaldo

Currently working on the installation of free WI-FI connection.

How to get to the museum

From Florence: Florence-Pisa-Livorno highway, direction Pisa, with exit 'Empoli Ovest', 'Statale 429', direction Siena to Certaldo.

From Siena: Florence-Siena link road, exit 'Poggibonsi', 'Statale 429' towards Empoli to Certaldo

From Pisa: Florence, Pisa-Livorno highway, direction Florence, with exit 'Empoli Ovest,' then 'Statale' 429 direction Siena to Certaldo

There is a traffic-restricted zone in Certaldo Alto. For people with disabilities, contact the municipal police (+39 0571 668547 or e-mail ztlcertaldo@empolese-valdelsa.it).

It is recommended to access the village on foot from the Certaldo Alto parking lot, which has some parking spaces available, or by funicular or bus with a stop near the parking lot in Piazza Boccaccio in Certaldo.

History of the museum and collections

The museum is housed in seven rooms located on the ground floor of the former 15th-century Augustinian convent, founded between the 15th and 18th centuries and suppressed in 1783 by Grand Duke Pietro Leopoldo of Lorraine, located in the historic center of Certaldo Alto, between Palazzo Pretorio, home to temporary exhibitions, and the House of Boccaccio Museum (Casa Boccaccio), which is owned by the municipality. The collection includes works of sacred art from the Parish of San Tommaso Apostolo and others from churches in the Valdelsa area that are no longer officiated.

In the ancient Compagnia della Santissima Annunziata there are seventeenth-century paintings, while in the next rooms pertaining to the Convent there are sacred vestments, including the Paliotto embroidered in silver with the image of Blessed Giulia of Certaldo by florentine manufacture, and goldsmithing largely from the Church of San Lazzaro in Lucardo and commissioned by the Gianfigliuzzi family, the most valuable piece of which is the bust-reliquary of Blessed Giulia made by Paolo Laurentini in 1652-1653, an object of devotion. The tour continues in the picture gallery, set up in the ancient cenacle, where works of relevant cultural interest are displayed, such as the *Madonna Enthroned with Child and Two Saints* by the Master of Bigallo and the *Madonna Enthroned with Child and Two Angels* by Meliore di Jacopo, a triptych by Ugolino di Nerio and a polyptych by Puccio di Simone. The last room is dedicated to the Linari Collection, a nucleus of paintings from the 17th-century Florence, including the canvas *Moses with the Tablets of the Law* dated 1653 and signed by Ciro Ferri, donated to the museum in 2011 by Aloma Bardi and her husband Gabriele Boccaccini.

The museum tour also includes other spaces of the ancient convent: the Romanesque cloister, the cell of Beata Giulia and the Hortus Conclusus, the Garden of Simples open to the education of local schools.

Museum guides

Il Museo di Arte Sacra a Certaldo, edited by Rosanna Caterina Proto Pisani, Florence,

Becocchi/Scala, 2001;

Museo d'arte sacra di Certaldo. Guida alla visita del museo e alla scoperta del territorio, edited by Rosanna Caterina Proto Pisani, Florence, Polistampa, 2006.

Mission

The Museum preserves, protects and enhances, also through studies and research, the heritage of sacred art that is a witness to faith at the service of the community and for its cultural development, guaranteeing public accessibility, in accordance with the principles dictated by the International Council of Museums (ICOM), the 1995 London Agreement (renewed in 2002) and the Italian legislation.

In agreement with the words stated in 1997 by Pope Paul II "Museums of sacred art are not repositories of inanimate artifacts, but perennial nurseries in which the genius and spirituality of the community of believers are handed down," the management of the Museum pursues the aims indicated in the Protocollo di Intesa between the CEI and the Conferenza delle Regioni e delle Province Autonome, that is "to maximize synergies and collaboration, both nationally and regionally, through the establishment of concerted policies and initiatives aimed at the knowledge and enhancement of the ecclesiastical heritage and the development of religious tourism, with full respect for the protection of the heritage and the needs peculiar to the places subject to worship and the sacred rites performed there, festivals and religious traditions."

The Museum of Sacred Art is configured as a nodal institute for the dissemination of territorial culture in the municipality of Certaldo, proposing and organizing cultural activities, educational services and initiatives.

Purpose of the Service Charter

The Service Charter of the Museum of Sacred Art is inspired by the definition of a museum as a "permanent, non-profit institution, serving society and its development open to the public, which carries out research into the material witnesses of man and his environment, acquires, preserves, communicates and above all exhibits it for the purposes of study, education and enjoyment" (ICOM). The Charter contains the basic principles, the description of active services, and key information (address, website, telephone, timetable, ticket prices, services offered by the museum, access for the disabled).

The goals of the document are to publicize the services provided, to be transparent, and the qualification of the services offered. The Museum aims to update the Charter in case of new needs, identifying the most appropriate actions to satisfy them.

The basic principles of the Service Charter are:

Effectiveness and efficiency

The Museum pursues the goal of continuous improvement of service efficiency and effectiveness, adopting the most functional technological, organizational and procedural solutions for the purpose, and it is committed to the utmost care and clarity in relations with visitors.

Equality and impartiality

The Museum ensures the adoption of principles of objectivity, justice and impartiality, guaranteeing all visitors access to its services under the same conditions and strives to avoid unjustified discrimination to users with physical, sensory and cognitive disabilities. It ensures courteous and respectful treatment of visitors, without discrimination on the basis of sex, race, language, religion, political opinion, personal and social conditions.

Availability and clarity

Public relations personnel are identifiable through their names by visitors, even in the case of telephone and epistolary (ordinary and electronic) communications.

They combine their professionalism with a behavior marked by kindness, courtesy, responding promptly and correctly to any information and/or requests in a language that is easy and understandable to all visitors.

Continuity of services

Services are rendered with continuity and regularity according to the established and communicated procedures and schedules. Any interruptions in services are promptly communicated through its website and all necessary measures are taken to minimize inconvenience as much as possible.

Active participation

The Museum promotes the participation of users, individual or associated, in order to encourage their cooperation in improving the quality of services, identifying the ways and forms through which they can express and communicate suggestions, observations, requests and complaints.

Security and confidentiality

The Museum guarantees the conformity of the services provided with current security regulations and in full compliance with the legal provisions for the protection of privacy. The user's personal data are used exclusively for institutional purposes and are not processed by unauthorized personnel nor transferred or otherwise communicated and/or disseminated to third parties.

SERVICES

- Quality of services

The Museum provides services according to criteria of effectiveness and efficiency, adopting appropriate indicators to assess the quality of services provided.

- Reception

All Italian and foreign citizens can access the museum and use its services in the manner provided in this Service Charter, welcomed by dedicated staff available to visitors to facilitate their visit to the museum, enjoy its services and alert them in

case of schedule changes or room closures.

- Accessibility

The museum is barrier-free, so access is also guaranteed for people with reduced mobility or in wheelchairs.

- Opening hours and ticket office

The museum ensures the regularity and continuity of access to the permanent collection, except on closing days. Admission is charged and tickets can only be purchased at the museum. In addition, the museum has an agreement with the Municipality of Certaldo that provides for the issuance of a cumulative ticket to visit the museums of Palazzo Pretorio, Casa Boccaccio and the Nail Museum, which can be purchased at both the Convent and Palazzo Pretorio ticket offices. All admissions are punctually recorded, including free admission.

In the ticket office there is information, in Italian and English, about:

Opening and closing hours

Ticket prices (full, reduced, cumulative with Palazzo Pretorio and Casa Boccaccio, additional price in case of exhibitions or other events)

Categories of those entitled to reductions and gratuities (children, the elderly, the disabled)

Any inefficiencies.

- Reservations

It is possible to book the visit with or without a guide. Reservations are mandatory for schools and groups.

- Wardrobe

The museum has a checkroom for free use. Items left in the self-service checkroom must be picked up before the museum closes.

- Bookshop

Free information materials about the museum and Certaldo Alto are available at the bookshop, which is open during visiting hours, as well as the sale of the museum catalog or publications about the collection and the history of the area.

- Signage

Outside the entrance is a plaque with the name of the museum and opening and closing times. Inside, signage indicates the essential services: exhibition route and toilets.

- Assistance

Ticket office staff provide visitors, in both Italian and English, with information on museum tours, services and events and monitor compliance with behavioral norms, including exhibitions, concerts, lectures and other cultural activities taking place in the museum.

- Teaching activities

The museum, on the basis of an annual plan of educational activities, carries out its educational activities through the agreement with Cooperativa Girasole, offering schools in the area

educational projects with themes aimed at learning about the museum's art collection and local culture. The cooperative organizes workshops for schools to learn art techniques and guided tours for visitors.

EXHIBITION SPACES AND COLLECTIONS

- Exhibition route

The exhibition route is divided into seven rooms located on the ground floor, marked with icons throughout the itinerary. All the spaces set up are permanently visitable. Each exhibition room has explanatory panels with clear and legible information. All works, displayed by nucleus and arranged chronologically, are accompanied by captions in Italian.

Dedicated spaces for visitors

The museum route includes a visit to the museum, the garden where events are organized in the summer and the convent's cloister. After the completion of the work to make it safe, the space available on the second floor, with a room dedicated only to educational activities, and the large under-floor hall, reachable by the staircase safely from Via delle Mura, dedicated to the events and initiatives that currently take place in the ancient monastery cenacle now picture gallery, will also be an integral part of the route.

- Deposit

The repository accommodates, in full security, only a very small percentage of the works compared to the exhibits.

- Historical Archives

After the completion of the securing work on the second floor, there will be transferred the Archives of the Administrative, the Historical Archives of the Parish, and the Archives of Documentation relating to the Museum's historical and artistic heritage, with restoration records provided with photographic apparatus. All archives of public interest will be available for consultation by scholars upon request.

SECURITY INSTALLATIONS

The museum complies with safety regulations for structures, people and preserved works, and strives to overcome architectural barriers. The exhibition halls are equipped with lighting appropriate to conservation needs, flexible lighting systems to ensure energy saving.

The alarm system is audible with direct signaling on dedicated cell phone numbers, and the evacuation plan is signaled by special signs indicating escape routes.

The museum carries out periodic monitoring and maintenance of the exhibition spaces, activating the monitoring of microclimatic conditions and hygrometric changes in the picture gallery, in fact in the room are displayed works on wooden support that are highly sensitive to temperature changes.

The monitoring of the works is controlled through the conservation status recorded on the condition report.

PROTECTION AND ENHANCEMENT

The Museum stores 146 works of sacred art catalogued by the Ministero della Cultura (schede OA) and inventoried by the CEI and edited in the BEWEB website, all of which are included in the 2021 scientific catalog edited by art historical officials of the then Superintendence of the Historical and Artistic Heritage of Florence and Province.

- Protection

The museum employs a restorer appointed for the purpose of periodic monitoring of the conservation conditions of the works of art, and they are periodically checked by the museum director, formerly an art historian official of the Soprintendenza Archeologia, Belle Arti e Paesaggio of the metropolitan city of Florence and the provinces of Pistoia and Prato.

It activates collaborations with banks, foundations and donors to restore works with critical conservation issues, reserving a dedicated entry in its budget.

- Enhancement

The museum enhances its historical and artistic heritage by planning a calendar of events (temporary exhibitions, lectures, presentation of restorations, concerts, readings, children's workshops, diversifying them by user groups, and other initiatives), promoted through its website, newspapers, leaflets and by making use of the collaboration with the Ufficio Cultura of the Municipality of Certaldo.

The museum participates with the loan of its works in exhibition events organized by other institutions.

For the growth of the knowledge regarding works of art, it promotes essays and publications.

FINAL RULES.

- Complaints, proposals and suggestions

Visitors who find non-compliance with the commitments contained in this Service Charter may make a formal written complaint to the reception staff. The Director undertakes to respond promptly in a clear and comprehensive manner.

The Museum welcomes proposals, suggestions, formal and informal, aimed at improving the organization and services provided.

- Customer satisfaction surveys

The museum conducts a survey and analysis of data inherent in visitor attendance and complaints, preparing actions aimed at improving activities and services.

- Transparency

The Service Charter is posted on the museum's website and is available in hard copy in the Museum's ticket office.

LEGAL REFERENCES

This charter is inspired by the principles and standards contained in:

ICOM-UNESCO (International Council of Museums) Code of Professional Ethics adopted by the 15th General Assembly of ICOM meeting in Buenos Aires, Argentina, on 4th

November 1986. Directive of the President of the Council of Ministers January 27, 1994
"Principles on the Delivery of Public Services"

Directive of the Prime Minister of October 11, 1994 "Principles for the establishment
and operation of public relations offices"

Decree of the Ministry of Cultural Heritage and Activities of May 10, 2001 - Guideline Act on
technical and scientific criteria and standards for the operation and development of museums
Cultural Heritage and Landscape Code, approved by Legislative Decree of January 22, 2004,
n. 42

Ministry of Culture Circular, Loans for Exhibitions and Displays, 29/2019

Ministerial Decree No. 113 of February 21, 2018, Adoption of the minimum uniform levels of
quality for publicly owned museums and places of culture and activation of the National
Museum System, all.1

D. Lgs 33/2013 mod. D.Lgs 97/2016, Reorganization of the discipline regarding the right of
civic access and the obligations of publicity, transparency and spread of information by public
administrations, art.32

Directive of the President of the Council of Ministers of January 27, 1994 on the provision of
public services

Service Charter drafted on 25/03/2024

The Director

Dr. Maria Maugeri

