

## **JADE MUSEUM AND OF PRE-COLUMBIAN CULTURE OF THE INSTITUTO NACIONAL DE SEGUROS ENTRANCE POLICIES**

The following entrance policies are mandatory for all visitors of the Jade Museum.

### **1. About the hours**

Monday to Sunday from 8:00 am to 5:00 pm.

The Museum will establish and communicate to the public the closing days related to legal holidays and other days when the building will be closed. It may, exceptionally, decide on temporary closures for administrative, logistical, technical or security reasons, which will be communicated to the public through the usual means.

### **2. About Museum admission fees**

- National's general admission: ₡3000
- National students with ID and children under 12 years old: ₡1200
- National senior citizens, indigenous people and disabled national people: exempt.
- Admission 2x1 for nationals on Sundays
- Foreign general admission: \$16
- Foreign students with ID: \$5
- Foreigners under 12 years old: \$2

\*\*Differentiated rates for nationals, foreigners and seniors during special activities will be communicated on social networks.

### **3. About guided tours**

Guided tours must be requested and coordinated in advance by sending an email to [museodeljade@ins-cr.com](mailto:museodeljade@ins-cr.com).

Specialized guided tours have an additional cost, which should be consulted in advance by e-mail.

### **4. About the entrance to the building:**

- 4.1. Upon entering the galleries, visitors must pay the corresponding fee and visibly wear the bracelet provided at the ticket office.
- 4.2. All visitors must heed the instructions of Museum staff and security officers during their visit and abide by the signs and indications provided regarding security measures.
- 4.3. In the event of an alarm to evacuate the building, visitors should immediately use the emergency exits and/or the location indicated by Museum staff.
- 4.4. It is strictly forbidden to touch or manipulate the alarm or fire devices without reason.
- 4.5. Visitors must follow the instructions of security officers and Museum personnel to facilitate the tour of the rooms and the building, and to guarantee the conservation and safety of the objects and infrastructure.
- 4.6. Any action that could endanger the safety of persons, property or the building is strictly prohibited.
- 4.7. Visitors must carry out their visit without obstructing the aisles, exits or steps.
- 4.8. Visitors are not permitted to touch, step on, climb, walk, hold, or lean on works located in the galleries, corridors, or any other area of the Museum, including the walls of the building.
- 4.9. Running, skateboarding, sliding, or pushing other visitors is not permitted on Museum premises, nor is the use of skates, skateboards, or bicycles.
- 4.10. It is prohibited to litter, mistreat, mark, or mutilate works of art, objects, equipment, and Museum facilities.
- 4.11. Visitors are not allowed to draw graffiti, place posters, stickers, put marks or stain property inside the exhibition rooms or in any other part of the building.
- 4.12. Smoking tobacco or any other psychotropic substance is not permitted on Museum premises, nor is the use of cigarettes or electronic vaporizers.
- 4.13. No food may be brought into the exhibition rooms or auditorium. This prohibition also includes chewing gum and other sweets.
- 4.14. Minors visiting the Museum must be always accompanied by an adult responsible for their safety. Strollers for infants and toddlers are allowed in the Museum.
- 4.15. Visitors are prohibited from physically, verbally, or psychologically mistreating Museum staff or other visitors.

4.16. The Museum is free of discrimination based on gender, age, sexual orientation and gender identity, ethnicity, religion, nationality, health condition, and any exclusion or marginalization of any person who uses or enjoys the goods, services, and activities offered by the Museum.

4.17. Photography sessions for professional purposes, ceremonial celebrations, modeling photography, fashion photography, advertising photography, or commercial photography will not be allowed inside the Museum's facilities, including the terraces. These types of sessions or photographs require a special permit issued by the Museum's management. If permission is granted, the person in charge must submit a copy of the material and it will become part of the application file. The Museum reserves the right to request the presence of Museum marks as it deems appropriate.

4.18. Any user caught stealing or in possession of any Museum property or object on display or in ordinary use will be reported to the authorities and will be subject to appropriate legal action.

4.19. Any user who causes damage to the facilities, equipment, works of art or archeological objects must covers the cost of their recovery, replacement, or restoration, according to the cost communicated by the Museum; otherwise, he/she will be subject to the corresponding legal actions.

4.20. The Museum will not be responsible for any damage or harm suffered by a visitor or his/her property during his/her visit to any of the Museum's spaces when the damage has been deliberately caused by the Museum.

## **5. Cloakroom service.**

5.1. The Museum has a cloakroom service so that visitors may leave their belongings in a safe and appropriate place.

5.2. The following should not be left in the checkroom: money, identity documents, credit cards, valuables, especially jewelry, or mobile electronic devices.

5.3. Suitcases, bags, and packages larger than 4 x 35 x 15 cm must be left in the checkroom.

5.4. The Museum reserves the right to make exceptions to the admission of some types of bags, if the reasons are justified and authorized by the staff at the ticket office, before making the payment to the Museum galleries.

5.5. For security reasons, the staff assigned to this function may request visitors to open their bags or packages at any time, as well as to show the contents of these at the entrance, exit and any other place in the building.

5.6. It is mandatory to leave in the checkroom all medium or large umbrellas, walking sticks when they are not used for support matter to facilitate movement.

5.7. Knives, scissors, and metallic tools of various types which, inside the Museums, could constitute a danger to persons or to the works and objects on display, must be left in the checkroom.

5.8. It is forbidden to bring in heavy, bulky, or nauseating objects.

5.9. The Museum is not responsible for objects forgotten or lost by visitors on the premises.

## **6. About carrying weapons and others**

6.1. Visitors carrying firearms, ammunition, explosive, flammable or volatile substances, electrical weapons, self-defense products, explosive devices, aerosol products, among other dangerous materials and artifacts, or any other object that is contraindicated by the Museum's security personnel, are prohibited from entering the Museum.

6.2. The access of an armed visitor, even if it is part of the uniform, must be communicated in advance indicating the reasons so that the Museum's security officer can issue the authorization.

## **7. Regarding the entry of pets:**

7.1. The entry of animals is prohibited, except for dogs used to accompany people whose disability is recognized.

7.2. The owner of the animal is directly responsible for any visitor whose physical or emotional integrity is affected.

7.3. The Museum is not responsible if the pet suffers any damage within our facilities.

7.4. The pet must be always under the custody of its owner or keeper, use a collar with its respective identifier and leash, and guarantee that the pet will behave well, and must abide by the security, order and cleanliness measures established.

7.5. The responsibilities of pet owners are stipulated in Regulation No. 31626-S, Animal Welfare Law No. 7451, Civil Code Articles 1045 and 1046.

7.6. The owner or keeper of the pet must be a person of legal age, as he/she will be responsible for the waste that the pet may generate.

7.7. The administration may implement security measures to avoid noise pollution, such as the use of a muzzle.

## **8. About the tour in exhibition halls and other areas of the building.**

8.1. Visitors are not allowed to lie down, sit, climb, balance and/or use as support the showcases or any other element or Museum furniture in each room, or in the building in general; no object or electronic or mechanical device of any kind should be placed on them.

8.2. No archaeological object exhibited in the halls and outside showcases should be touched, scratched, or damaged, this is indicated with a symbol, except for those elements that have been expressly placed for educational purposes and that have their proper signage.

8.3. To maintain the calm atmosphere necessary for the visit to the Museum and to allow the correct development of the activities organized therein, visitors are requested not to cause disturbances to other people or put objects, goods, or facilities at risk by their behavior, attitude, manners, or intentions.

8.4. Any electronic communication device must be silenced during the visit to the Museum. If you answer a phone call, you must leave the exhibit hall to answer it without hindering other visitors, and you may continue your visit at the end of your telephone conversation.

Furthermore, the Museum will not be responsible for the improper handling or use of these devices that may cause damage or loss inside the galleries.

8.5. The use of notebooks for notes and pencils must be indicated at the entrance to the ticket office for express authorization.

8.6. As a conservation measure for the collections, photographs inside the galleries must be taken without the use of flash or any other device that emits incandescent light.

8.9. For the use of tripods, lighting equipment or professional equipment, interested persons must request prior authorization from the Museum.

8.10. The use of extendable sticks for taking photographs (selfie-sticks) is prohibited in all Museum facilities.

## **9. Regarding vehicle access:**

- 9.1. The Museum has a parking lot for buses or tour buses.
- 9.2. The Museum reserves the right to allow vehicles for persons with disabilities to enter the demarcated area in the basement.

## **10. Final considerations**

- 10.1. Museum security personnel, as well as administrative personnel, will ensure compliance with the provisions of these guidelines during visits to the Museum's galleries and the building in general.
- 10.2. The Museum reserves the right to allow individuals or groups to enter or remain in the building and its exhibition halls if they do not comply with these guidelines, or if they have demonstrated or manifested their refusal to comply with any of these rules of access or behavior.
- 10.3. No visitor may claim ignorance of these entry regulations.