



REGION OF SICILY
DEPARTMENT OF CULTURAL HERITAGE AND THE SICILIAN IDENTITY

Service Quality Charter

- **Archaeological and Landscape Park of the Valley of the Temples**

Geographical Area: Central-southern Sicily

Address: Casa Sanfilippo - Via Passeggiata Archeologica, s.n., 92100

Town: Agrigento

Name: Archaeological and Landscape Park of the Valley of the Temples

Acronym: /

Website: <https://www.parcovalledeitempli.it/>

Email: parcodeitempli@regione.sicilia.it

Manager: Giuseppe Parello

Telephone: +39 0922 621611

Other Offices, if any: /

- **Legal/institutional status**

Management type:

Pursuant to Article 3 of Law no. 20 of 2000, the Park's administrative bodies are a) the Board; b) the Director; c) the Board of Statutory Auditors.

Year of Foundation:

2000

Historical Information:

Foundation of the Archaeological and Landscape Park of the Valley of the Temples with Regional Identity 3 November 2000 no. 20. The archaeological area of the Valley of the Temples has been a UNESCO World Heritage Site since 1997. In 2015, UNESCO awarded the Park the Statement of Outstanding Universal Value.

- **Duties and services**

Main services provided:

Pursue the identification, conservation, study and research as well as the promotion of archaeological heritage for scientific and cultural purposes; the protection and safeguarding of the historical-archaeological and landscape-environmental interests; the promotion of the archaeological, environmental and landscape heritage for educational purposes; the promotion of information and awareness-raising policies to promote and develop public awareness of cultural and environmental protection from school age; the promotion of all initiatives and projects designed to develop the region's resources for tourism purposes and more generally to ensure their use and social enjoyment.

The Procedures: /

Departmental Structure:

The Park is structured into six departments with specific remits

- **Commitments and quality standards**

Exhibition space (m2):

13,000,000 (1300 hectares)

External space (gardens and parks): /

Total number of rooms:

Villa Aurea three rooms; Casa Barbadoro two rooms; Casa Sanfilippo one room, Casa Pace two rooms, Casa Dioscuri one room; Palacongressi 10,000 m2 ; 5 large rooms and lecture theatres

Number of visitors per year:

870,000 in 2017

- **Person in charge of filling out the Charter:**

Name: Giuseppe

Surname: Parello

Position: Director

Telephone: +39 0922621605

Email: giuseppe.parello@regione.sicilia.it

- **Accessibility and Access**

Public opening hours:

Monday – Sunday

08:30 - 20:00 (last entry 19:00)

Bank holiday opening hours:

No change

Evening opening hours:

Occasional

Summer season

Number of hours per day (min. 6)

11 1/2

Opening days:

Mon Tues Weds Thurs Fri Sat Sun

Weekly closure:

N/A

Number of opening days per year:

365

Specific website including general information on opening times and services:

www.parcovalledeitempli.it

Social media:

<https://www.facebook.com/parcodeitempli/> <https://twitter.com/parcodeitempli>

https://www.instagram.com/valle_dei_templi_agrigento/

Presence on other websites:

<https://www.coopculture.it/>

http://www.beniculturali.it/mibac/opencms/MiBAC/sito-MiBAC/Luogo/MibacUnif/Luoghi-della-Cultura/visualizza_asset.html?id=151009&pagename=57

Presence of updated online information regarding changes to services or room closures:

<https://www.coopculture.it/> www.parcovalledeitempli.it

<https://www.facebook.com/parcodeitempli/>

Ticket office:

Paid entry

Free entry (first Sunday of the month and under 18s)

Concessions

Also serves as an Information point

Reductions

Cumulative tickets

Combined tickets

Ticket sales:

Onsite

At other museums (Griffo Museum)

At tourist offices and/or travel agents (from tour operators via www.coopculture.it), online on websites of authorised retailers (www.coopculture.it)

Waiting times for buying tickets on site:

Maximum wait 15 minutes (in high season)

Reservations:

Obligatory reservation (also for free tickets) - No

Reservation methods:

By phone: 0922/ 1839996

By email: info@coopculture.it

At tourist offices and/or travel agents: Tickets – GetYourGuide/ GC (in general)

Online on websites of authorised retailers <https://www.coopculture.it/>

Waiting times for entry:

Max. 30 minutes in high season

Presence of panels, screens or other methods of communicating waiting times:

N/A

Waiting times for groups, schools, other visitor categories:

Skip the line

- **Information and orientation**

Information points:

"Porta V" ticket office and bookshop, "Giunone" ticket office and bookshop and "Quartiere Ellenistico Romano – Teatro" ticket office and bookshop

Availability of free information materials: Yes

Onsite signage: Yes

Maps Signs for routes and services Safety signs: Yes

Signs for routes and services: Yes

Safety signs: Yes

External signage: Yes

Inc. name and opening hours: Yes

Private parking: Yes, pay and display

Welcome and room staff: Yes

With name badge: Yes

In uniform: Yes

That speak English/other languages: Yes

Able to provide basic information on the attractions or indicate a suitable person: Yes

Facilitated accessibility for guests with special requirements: Currently 80% of the park is accessible to guests with special needs

Percentage of internal rooms/spaces/services directly accessible: /

Percentage of external rooms/spaces/services directly accessible: Only Casa Sanfilippo

Dedicated staff:

The Park employs welcome staff managed by the additional services licence holder, with specialist ticket office roles; these staff are supported by Administration which supervises the Park.

Mobility/support equipment/facilities: Electric shuttles; ramps at ticket offices

- **Access**

Accessibility of material: rooms accessible: 80%

Please indicate any services provided upon request by email or in writing:

Request for free access to the site, educational visits, general information and ticket sales

Is the number of entries limited for safety/security reasons? No

Room cleaning: Daily

Accessible spaces in museums, monuments and archaeological areas

Percentage of accessible square metres versus total: 3,000,000 (300 hectares)

Spaces available to visit: /

Cleaning of outside spaces (where applicable): Daily

Spaces dedicated to communication:

Education room

Conference room

Recreational areas:

Benches and fountains located around the site; bottled water and coffee vending machines managed by licensee

Wi-Fi areas: Yes

Lighting - Presence of flexible energy-saving lighting systems: Yes

Lighting - Presence of lighting systems to meet visitor requirements: Yes

Air Conditioning - Presence of air-conditioning systems to meet visitor requirements: Yes

Periodic monitoring and maintenance of safety equipment and devices/systems in rooms and spaces: Yes

Availability of tools to learn about and enjoy the cultural heritage:

Panels along the visitor routes throughout the Park

Concise guidebooks available to buy and free of charge while stocks last, also in English and/or other languages

Information/brochures/leaflets:

Free while stocks last

Available for a fee

Available in English and/or other languages

General brochure:

Available for a fee

Available in English or in other languages

Audioguides:

Available for a fee

Available in English or in other languages

Availability of tools to learn about and enjoy the cultural heritage: Educational visits:

Upon reservation, managed by licensee

Fixed times

Availability of support materials (only for consultation / available to buy at the bookshop)

Available in English or in other languages

Multimedia tools:

Audio/video panels (screens at Porta V/Giunone ticket offices)

Free

Online multimedia tools: Yes

QR Codes

Availability of information on other cultural sites in the region: Yes

Available in English or in other languages:

Panels outside ticket offices and concise guides available to buy in English or in other languages

Qualified support for people with special needs: On request

Specify hours: To be agreed on request

Availability of special devices for visitors with sensory and learning disabilities:

Devices and specific supports

Materials in Italian Sign Language (on request)

Tactile maps

Information and/or panels in Braille

- **Guest services**

Bookshop:

Under licence

Independent entrance

Café:

Under licence

Accessed from the Park

Restaurant:

Under licence

Only accessible from the Park

Different menus for visitors with special needs

Cloakroom service: No

Bathrooms: Yes

Nursery: Yes

- **Promotion**

Organisation of temporary exhibitions: Yes

Promotion of exhibition events: Half-yearly

Does the institution loan its own works to exhibitions organised by other institutions: Yes

Hosting of events and exhibitions organised by third parties: Yes

Periodic or continuous events, exhibitions or conferences:

Giornate Gregoriane

Colloqui nella Valle

Venerdì della Valle

Archaeological Film Festival

Archeo Ciak

Mandorlo in Fiore

Special evening events

Sundays at the museum (events on free entrance days)

European Days of Culture

Famu - International Day for Families at the Museum

Activities and projects in partnership with other Italian and international institutions:

Archaeological digs

Exhibitions

Research

Publications (brochures, scientific papers, etc.):

Published in-house specialist archaeological publishing houses

Series

Monograph collections

Publication topics:

Art Architecture Archaeology History

Ethno-Anthropology

Natural Sciences

Promotion of activities/initiatives. Channels for promoting institutional and temporary activities:

Websites / Newspapers / Radio / TV networks / Posters / Mailing lists / Newsletters / Social media

Additional resources:

Sponsorships / Crowdfunding / Reproduction rights /Licensing out of spaces /European projects

Agreements and conventions:

Partnerships with other institutions and research bodies / Integrated agreements / Voluntary work

- **Education and training**

Educational services and training offered free of charge by the Park on advance booking: Yes, 09:00 - 13:00

From the dig to the Museum for primary schools

ARS and technical workshops for lower secondary school pupils ARCHEO CIAK LAB Work Experience Programme

Programme available online at <http://www.parcovalledeitempli.it/>

Outsourced educational services (subject to a fee):

Yes – CoopCulture and Cooperativa Archeologia

Work experience programmes: /

Visits and themed tours: /

Artistic and entertainment workshops: /

Teacher training courses: /

Projects with schools: /

Activities for people with mobility, sensory or mental health disabilities: /

Other initiatives: /

Other initiatives/description: /

Information and support Education and Training with qualified staff: Yes

Possibility of viewing teaching materials at the Offices of: The Park

Educational Services: 09:00-13:00

Possibility of viewing materials: /

Downloadable from the website:

https://www.coopculture.it/pdf/EDU_2017_Sicilia.pdf <http://www.archeologia.it/laboratori-didattici/>

Targeted communication of initiatives, methods, and channels of communication:

Newspapers / Websites / Mailing lists / Newsletters / Social media / Brochures

- **Documentation on conserved heritage**

Available to view: Mon Tues Weds Thurs Fri

Times: 09:00-13:00

Number of catalogued pieces:

2872 archaeological artefacts; 1370 library volumes

Percentage of catalogued pieces out of total pieces owned:

Number of exhibited pieces:

None

Percentage of exhibited pieces out of total pieces owned:

Availability of: catalogue files - Percentage of files compared to total heritage owned:

1,200 documents

Available to view onsite: Yes

Available online:

Yes, on the website of the Archaeological and Landscape Park of the Valley of the Temples

Availability of: restoration files - Percentage of files compared to total heritage owned: Yes

Available to view onsite? Yes

Available online?

Availability of: transfer files – Percentage of files compared to total heritage owned:

Available to view onsite:

Available online:

Availability of: photographs, drawings, prints, microfilms...

Percentage of files and/or documents compared to total heritage: Yes

Available to view onsite: Yes

Available online:

Availability of: multimedia files (sound, video) - Percentage of files and/or documents compared to total heritage:

Three audiovisual files: The Park of the Valley of the Temples; The Temple of the Giants; Agrigentum

Available to view onsite: Yes

Available online:

Availability of: publications: Yes

Available to view online or onsite

Specialist services

Storage: Yes

Archive: Yes Library: Yes

Photo gallery: Yes

- **Relations with the region**

Is the museum/institution associated with a particular region? Yes

Does the Park organise or take part in research projects or documentation campaigns to raise the profile of the region? Yes

Does the Park organise and/or take part in initiatives to promote the region?

Yes, for integrated access to its various sites

Yes, participating in themed projects

Yes, organising temporary exhibitions

Other: No

Is the Park part of a network or integrated system?

Yes, with other regional, national and international museums

Yes, with other similar parks

Yes, with cultural bodies and institutions

Yes, with other bodies

Other: No

Is adequate information available to contextualise the collections in the region's history?

Information regarding other cultural sites in the area is distributed

Formal consultation, dialogue and design sessions are held with the public

Stakeholder engagement: Agreements and partnerships with public and private institutions:

Universities and training institutions Museums Publishing houses Regional bodies Voluntary associations

Cultural associations Economic operators Foundations Service providers Local businesses Technical firms and suppliers Organised groups

Methods of communications used by the institution to inform stakeholders of its results:

Websites / Newspapers / Mailing lists / Newsletters / Social media

- **Improvement targets**

Summarise the institution's general cultural improvement project and the targets it intends to pursue (increase appeal, increase number of visitors, etc.):

Archaeological research / Restoration /Landscape restoration / Training / Communication and information / Technological innovation / Accessibility

Extension of accessible area (opening of Park areas, themed tours, third entrance, etc.)

Other community engagement projects

- **Improvement initiatives**

Facilities: Summarise the initiatives and/or projects already planned (expansion of rooms, recreational areas, storage areas, offices, systems, etc.):

Creation of an Antiquarium on underwater discoveries in the building at the Temple of Castor and Pollux

Collections: Summarise the initiatives and/or specific projects already planned (acquisitions, loans, stock rotation, etc.):

Services: Summarise the initiatives and/or specific projects already planned (bookshop, café, restaurant, ticket offices, licensing out of spaces, etc.)

Via Sacra (by the Temple of Concordia) with the archaeology museum via Cardo I.

Promotional activities: Summarise the initiatives and/or specific projects already planned (exhibitions, events, publications, management of additional resources, stakeholder engagement, etc.):

Exhibitions of national and international contemporary art at Villa Aurea

Exhibition at the Francesco Messina Museum in Milan

Edutainment events

Training

Excavations at the Hellenistic Theatre and the Roman Hellenistic Quarter

Other

No

Complaints, proposals, suggestions

If users feel the commitments made in the Charter have not been met there is a recognised complaints procedure. The institution welcomes complaints, proposals and suggestions, formal or informal, positive or negative.

Immediate complaints may be lodged using the complaints form attached, leaving it in the box at the exit or handing it to the member of staff at the Service Charter area.

The institution periodically monitors complaints and undertakes to respond within 30 days, offering compensation where necessary.

Users are invited to submit comments and suggestions aimed at improving the organisation and supply of services.

Customer satisfaction surveys

The institution periodically carries out:

surveys or spot surveys aimed at establishing the degree of customer satisfaction with the services offered;

interviews and sample surveys among the public to establish their level of interest/lack of interest in visiting the museum.

Communications

The Service Quality Charter is published online on the institution's website and is available as a hard copy at the site entrance.

Review and updates

The Charter is subject to periodic updates.

MODULO DI RECLAMO / COMPLAINT FORM

Archaeological and Landscape Park of the Valley of the Temples / Agrigento Regional Centre of Cultural Sites

Indirizzo / Address

Tel Email

(SI PREGA DI COMPILARE IN STAMPATELLO / PLEASE COMPLETE USING BLOCK CAPITALS)

RECLAMO PRESENTATO DA: / COMPLAINT SUBMITTED BY:

COGNOME / SURNAME:

NOME / FIRST NAME:

NAZIONALITA' / NATIONALITY :

TELEFONO/PHONE :

EMAIL: _____

OGGETTO DEL RECLAMO / COMPLAINT

MOTIVO DEL RECLAMO: / COMMENTS:

RICHIESTE DI MIGLIORAMENTO DEI SERVIZI / SUGGESTIONS

Si informa, ai sensi dell'art. 13 del D.Lgs. 30/06/2003 n° 196, che i dati personali verranno trattati e utilizzati esclusivamente al fine di dare risposta al presente reclamo e per fornire informazioni relative ad eventi culturali organizzati da questo Parco. Personal data will be used exclusively to respond to this complaint and to provide information on cultural events organised this Institute (D.Lgs. 30/06/2003 no. 196).

DATA / DATE _____ FIRMA / SIGNED _____

Al presente reclamo verrà data risposta entro 30 giorni - We will respond within 30 working days