

GUGGENHEIM MUSEUM BILBAO SERVICE CHARTER 2024-2025

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Department in charge of Service Charter: Customer Service

GUGGENHEIM BILBAO

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1. MUSEUM INFORMATION AND PURPOSE

The Guggenheim Museum Bilbao was created as a result of a special collaboration between the Government of the Basque Country and the Solomon R. Guggenheim Foundation. The Museum has lived up to the highest expectations in artistic and cultural terms, making an outstanding contribution to the urban, economic, and social regeneration of Bilbao and its environs.

The Guggenheim Museum Bilbao is part of an international museum network, which means it has access to a world-class permanent collection, made up of the works of art belonging to the various Guggenheim Museums around the world. All these artworks complement one another and, together, they give a comprehensive view of modern and contemporary art.

The Museum's art program includes both exhibitions of the Permanent Collection and world-class temporary shows. Together, they offer a comprehensive and dynamic approach to the art of our time.

The Museum building, which has become an icon of the city of Bilbao, is a huge sculpture in titanium, stone, and glass designed by Canadian-American architect Frank Gehry. The galleries – boasting both regular and unusual shapes – are laid out around a huge atrium crowned by a metal dome with a flower-shaped skylight.

The complex and enlightening dialog between the works of art shown and the unique and versatile nature of the exhibition galleries transforms visits to the Guggenheim Museum Bilbao into a special, once-in-a-lifetime experience.

For information about the Museum, including its Mission Statement, Vision, Purpose, and Values, go to <https://www.guggenheim-bilbao.eus/en/about-the-museum/strategic-plan>.

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2. MUSEUM SERVICES

For information about how to plan your visit, the Museum's art program and complementary activities, Museum services, and how to buy tickets for both the exhibitions and the activities online, go to <https://www.guggenheim-bilbao.eus/en>.

The Museum website, updated in 2022 on the occasion of the Museum's 25th anniversary, delivers a thrilling visual and immersive experience, contributing to the understanding and enjoyment of art, and welcoming interactions with all kinds of visitors.

2.1. Art program

2.1.1. The Museum's Collection

From the very beginning, the Guggenheim Museum Bilbao has gathered an outstanding art collection. Comprising art from the second half of the twentieth century to the present, the Collection includes works by some of the leading modern and contemporary artists in the Basque Country, Spain, and the world.

Furthermore, the Guggenheim Museum Bilbao belongs to the international network of Guggenheim Museums, which gives it access to a vast permanent collection that includes the works from the Solomon R. Guggenheim Museum, the Peggy Guggenheim Collection, and the Guggenheim Abu Dhabi in addition to those from the Bilbao-based Museum itself. Taken together, these complementary collections give a comprehensive view of modern and contemporary art.

2.1.2. Temporary exhibitions

The art program of the Guggenheim Museum Bilbao includes an annual exhibition calendar featuring shows from the Permanent Collection and a wide array of world-class temporary exhibitions exploring the roots of present-day art and offering panoramic views framed within the history of art for a wide and diverse audience.

2.2. Educational and cultural services

2.2.1. Educational activities

The Guggenheim Museum Bilbao organizes a wide range of activities, designed for different types of visitors.

General public

The Guggenheim Museum Bilbao organizes talks, lectures, dance and other performances, sound interventions, concerts, film screenings, workshops and courses for adult visitors interested in a deeper understanding of the exhibitions and the works in the Collection.

Children and families

The Museum's activities for children of various ages and the grown-ups accompanying them offer tools, spaces, and programs designed to make their experience more fulfilling and enjoyable.

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Schools

The Museum organizes special programs and activities for both teachers and students, especially tailored to their interests and needs, or to the time available. Moreover, a variety of digital tools and resources are available to schoolchildren and educators.

2.2.2. Educational and social programs

The Museum's educational activities with a social impact are targeted at vulnerable groups and persons with special needs, without exception. They are aimed at encouraging local social organizations to think of art and creativity as media for greater wellbeing, skill development, and social cohesion, with a positive impact on participants and the people around them.

2.2.3. Side cultural activities

The Museum's program of cultural activities includes a wide range of artistic expressions and disciplines: performing arts, music, film, etc. Many of the activities include a social component as well.

2.2.4. Guided tours

The Guggenheim Museum Bilbao offers different types of guided tours.

Exclusive tours

Guided by trained staff members, these tours focus on the Museum's architecture and the works shown in the various exhibitions.

Guggenheim Bilbao+ tours

Guided by trained staff members, these special tours take visitors around the Museum's exhibitions, as well as to some "secret" areas in the building, usually not accessible to the general public.

2.2.5. Audio guides

With the Museum's audio guides, visitors can explore the Museum at their leisure, listening to audios about the Museum's architecture and selected works from the exhibitions. Available in Spanish, English, French, German, Italian, and Basque, audio guides are free with your museum ticket for the day.

You can download your audio guide on your mobile phone using a QR code (free Wi-Fi Available at the Museum). If you do not have a mobile phone or you cannot download the audio guide to your mobile device, you can ask for a device at the admission desk.

For information about alternative guide systems for functionally disabled visitors, go to <https://www.guggenheim-bilbao.eus/informacion-practica/accesibilidad>.

2.3. Visitor Service

The Museum offers a Visitor Service, available at the admission desk or the information desk/desk for Community Members, as well as by phone and online.

Admission desk

The Museum has four suitably marked admission desks in the Hall (main entrance). They sell admission

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tickets to the Museum and tickets for Museum activities such as lectures, shows, film screenings, concerts, and so on.

Desk for groups

The desk for groups is in the access facing the estuary, next to the gift shop exit. It can only be used by visitors who have booked their tickets for children's or family activities.

Information desk/desk for Community Members

This desk, located in the Hall and suitably marked, has been adapted to cater disabled visitors. Its main functions are:

- To give general information to visitors.
- To sell tickets and give support to members of the Museum's Community Program.
- To assist disabled visitors (the desk has been adapted for wheelchair users, people of short stature, or persons in need of hearing aid (magnetic loop).

In addition, it offers services to groups with reservations for guided tours, school visits, tours with outside guides, Lagunartean activities, guided tours for Members, Shared Reflections, and other activities whose meeting point is the information desk.

Phone and online service

The Museum offers phone numbers and email addresses for visitors make enquiries (see Section 11.3, "Contact the Museum"). In addition, there are specific Visitor Service channels for certain groups of visitors, such as Museum Members, Museum Followers, or Corporate Members.

Coatroom

The Museum offers a coat storage service, where you can keep your coat, bag, and other large objects and make your visit more comfortable. In addition, you are advised to leave items not permitted inside the Museum (see Section 3.2, "Responsibilities").

On rainy days, the Hall is equipped with umbrella stands, so that visitors do not have to make it to the coatroom to leave their umbrellas.

For more information about the Museum's coatroom, go to <https://www.guggenheim-bilbao.eus/en/useful-information/services/coatroom>.

2.4. Community

Community is the Museum's program for art lovers and culture vultures, offering them a closer relationship with the Museum and a lot of benefits.

For more information about our Community Program, go to <https://www.guggenheim-bilbao.eus/en/about-community>.

2.4.1. Museum Members

Museum Members reflect the social support the Museum gets from its immediate surroundings. By making an annual contribution, Museum Members get premium access to the Museum's exhibitions

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and educational activities. In addition, they get access to Members-only events. It is our way of thanking them for ensuring our sustainability and helping us achieve our goals.

The program offers different types of membership, with their corresponding services and benefits.

To join our Community Program, you can go to https://community.guggenheim-bilbao.eus/s/alta?language=en_US or come to our desk for Community Members.

2.4.2. Museum Followers

Our followers are interested in the Museum, its art exhibitions and cultural activities. As part of the Museum's Community Program, Followers get our online newsletter for free, with news about the Museum's exhibitions and activities, for which they can get their tickets before general visitors.

2.4.3. Educators

Our Educator Community gathers teachers and educators from all levels of education who are interested in being in contact with the Museum. The members of our Educator Community have access to a wide range of online contents and resources, and they enjoy exclusive benefits, including activities and programs designed just for them.

2.5. Additional services

2.5.1. Editorial activity (publications)

The editorial activity at the Guggenheim Museum Bilbao is aimed at furthering the Museum's mission with its publications.

The Museum's publications include not only the editorial projects targeted at the general public and at specialists, but also the internal texts required by the various museum areas. In this Service Charter, however, only the first type of editorial projects are described. Within this group, the following types of texts are published:

Exhibition catalogs: Written by relevant authors in the fields of art criticism, art history, philosophy of art, visual arts, and contemporary thought, the Museum's exhibition catalogs shed light on the work of modern and contemporary artists, movements, and trends. They are thus a significant contribution to the global artistic and cultural heritage, with a positive social impact. The catalogs are available in several languages (mostly in Spanish and Basque).

Books about the Museum's architecture.

Books about the Museum's art holdings and the Permanent Collection: They gather and communicate the research done about the artists and works in the Museum's Collection, with an emphasis on the complementary nature of all Guggenheim Museum Collections. These books are available in several languages (mostly in Spanish and Basque).

Other publications: They include educational materials, guidebooks and brochures about the Museum's contents. They are available both in print and online, on the Museum website.

Educational and artistic materials in support of the Museum's art program: They offer some of the keys to the works shown at the Museum. Available in Spanish, Basque, English, and French, they can

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be read in the Museum galleries and also on the Museum website.

Annual activity reports: Published online, these reports contain all the relevant information about such Museum management aspects as transparency and good governance.

Since its creation in 1997, the Guggenheim Museum Bilbao has been particularly sensitive to the use of the Basque language in institutional documents and communications in all media. Accordingly, the Museum has been a pioneer in the production of a variety of materials about its exhibitions in Basque, thus contributing to its promotion and to the development of Basque-based discourse about modern and contemporary art.

In 2017, on the occasion of the Museum's 20th anniversary, the Artitz digital repository was created, collecting the concepts and arguments underlying every exhibition held over the years, available in Basque to visitors in the Museum galleries and on the Museum website with each new exhibition. New contents are added to the repository whenever a new exhibition is held. The platform is available here: <https://www.guggenheim-bilbao-artitz.eus/>.

2.5.2. Library and document archive

The Museum Library specializes in contemporary art, as well as in the Guggenheim Collection. It contains publications about art from the second half of the twentieth century to the present – the period covered by the works in the Permanent Collection too.

The Library's stock includes as many as 13,000 volumes – most of them monographs and exhibition catalogs –, organized by subject. It also includes documents relative to the Museum's temporary exhibitions and to the Permanent Collection and the artists who are part of it, reference books, CDs, and videos.

The Library is only open to art scholars conducting research on the artists whose works are part of the Permanent Collection or have been shown in the Museum. It can be accessed only by appointment, specifying the publications needed for consultation. The Library's stock can be viewed online at <https://guggenheim-bilbao.absysnet.com/cgi-bin/opac/O22095/IDdfc6c016/NT2>.

Library visitors can bring their laptops. The Library offers free internet access.

2.5.3. Bookstore/Gift Shop

The Guggenheim Museum Bilbao has a Bookstore/Gift Shop. Redesigned by Frank Gehry (the architect who designed the Museum building) and relocated in 2014, it is now accessed from the Atrium as well as from two other separate entrances, in the Hall and in the group admission area, for customers who do not want to visit the exhibitions.

Laid out on a 375-square-meter surface area, the Bookstore/Gift Shop has been carefully designed, featuring site-specific furniture to display the various items in its catalog: Museum-inspired creations, décor products, designer jewelry, books, clothes and accessories, and many others.

There is also an online store, <https://tienda.guggenheim-bilbao.eus/en>, where you can purchase many of the items available in the Museum Bookstore/Gift Shop.

2.5.4. Coffee shop and restaurants

The Museum offers visitors three different options for a coffee break or a meal. For more information

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about them, go to <https://www.guggenheim-bilbao.eus/en/useful-information/services/restaurants>.

Coffee shop (Guggenheim Bilbao Bar)

At the Guggenheim Bilbao Bar you can get a wide range of *pintxos* (stick snacks) and *raciones* (food portions), prepared with quality ingredients in unexpected mixes.

There is an outdoor area spanning the Museum Square, where you can take a break as you enjoy the wonderful views.

Restaurant: Guggenheim Bilbao Bistro

The Guggenheim Bilbao Bistro serves food in a contemporary style yet rooted in Basque culinary traditions, adding an avant-garde twist to traditional flavors and textures.

Based on old recipes and classic sauces but with a sophisticated touch, the Guggenheim Bilbao Bistro dishes make flavory, healthy options to taste in an informal atmosphere.

Restaurant: Nerua Guggenheim Bilbao

Chef Josean Alija has developed a style of his own at Nerua Guggenheim Bilbao: foods from local farms, gardens, and fisheries combined into textures and flavors with amazing beauty, while keeping the essence of each ingredient.

The restaurant offers dishes à la carte, which changes with each season, and a tasting menu as well.

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3. VISITOR/USER RIGHTS AND RESPONSIBILITIES

In connection with the service offered by the Guggenheim Museum Bilbao, visitors have a series of rights and responsibilities.

3.1. Rights

Visitors/users have a right to:

- Be treated with respect and courtesy by the Museum staff.
- Access the guidelines for their visit, available online in <https://www.guggenheim-bilbao.eus/en/useful-information/tips> or included in the tickets bought online to print at home.
- Have all the relevant information about the activities planned by the Museum, as well as additional information to make the most of their visit (available online on the Museum website and at Visitor Service).
- Get free access to the Museum or concession tickets if they meet the relevant requirements, as set forth in <https://www.guggenheim-bilbao.eus/en/hours-and-admission>.
- Be granted adequate health, safety, and hygiene guarantees.

3.2. Responsibilities

Visitors must observe a series of rules while in the Museum. They are aimed at protecting the works of art on display and showing respect for other visitors.

- They must not touch the artwork, and they must keep a safe distance between them and each work of art. They are fragile and might be damaged at the slightest contact. Sharp objects and writing instruments (pens, markers, etc.) are not allowed in the galleries.
- They are welcome to bring children to the Museum, but they must make sure that they are supervised at all times, teaching them not to touch the artwork. Running and roughhousing are not allowed, as they might disturb other visitors. Groups of children must be supervised by chaperones, who must make sure they follow the rules at all times.
- Breastfeeding is permitted in the Museum. No food or drink is allowed in the galleries, but visitors can feed their kids in other areas (hallways and benches outside the galleries).
- Visitors are not allowed to bring large bags, backpacks, packages, or umbrellas into the galleries. All belongings should be under 35 x 35 cm.
- Animals are not allowed inside the Museum, except for service animals (guide dogs and prescription pets).
- Smoking is not permitted anywhere within the Museum. Likewise, visitors are not permitted to eat or drink in the Museum galleries.
- You are welcome to use handheld cameras to take pictures or videos in the galleries, but bear in mind that no flash use is permitted on any artwork (exceptions indicated).

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- Tripods and selfie sticks are not allowed.

4. VISITOR/USER ENGAGEMENT

Visitors/users can contribute to the improvement of the services offered by the Guggenheim Museum Bilbao by:

- making suggestions and filing complaints in connection with the provisions in these Service Charter;
- using the visitor/user satisfaction tools made available by the Museum;
- making use of the Museum's communication channels.

5. APPLICABLE REGULATIONS

- Law 7/2006, of December 1, on Museums in the Basque Country.
- Law 10/2015, of December 23, on Public Entertainment and Recreational Activities.
- Decree 17/2019, of February 5, approving the Regulations Implementing the Law on Public Entertainment and Recreational Activities.
- Decree 119/2019, of July 23, modifying the Decree approving the Regulations Implementing the Law on Public Entertainment and Recreational Activities.
- Decree 277/2010, of November 2, regulating the Self-Protection Obligations that Apply to Certain Activities, Establishments, and Centers in Emergency Situations.
- Law 9/2016, of June 2, on Foundations in the Basque Country.
- Decree 115/2019, of July 23, approving the Regulations Applicable to the Governing Body and Registry of Foundations in the Basque Country.
- Law 17/2001, of December 7: Trademark Act.
- Law 3/1991, of January 10, on Unfair Competition.
- Regulation (EU) 2016/679 of the European Parliament and of the Council, of April 27 2016, on the Protection of Natural Persons with Regard to the Processing of Personal Data and on the Free Movement of Such Data.
- Organic Law 3/2018, of December 5, on the Protection of Personal Data and Guarantee of Digital Rights.
- Law 20/1997, of December 4, on the Promotion of Accessibility.
- Decree 68/2000, of April 11, approving the Technical Regulations on the Conditions of Accessibility in Urban Environments, in Public Spaces, Buildings, and in Information and Communication Systems.
- Law 34/2002, of July 11, on Information Society Services and Electronic Commerce.
- Royal Legislative Decree 1/2007, of November 16, approving the revised text of the General Law for Consumer and User Protection, and other complementary laws.
- Decree 142/2014, of July 1, on Complaint Forms and on the Processing of Complaints, Claims, and Allegations from Consumers and Users.

6. SUGGESTIONS AND COMPLAINTS

Visitors may file their compliments, suggestions, claims, and complaints in connection with the services provided by the Guggenheim Museum Bilbao through the channels listed below:

- in the Museum, at the information desk/desk for Community Members;
- in the form of comments included in the satisfaction survey sent by email to those visitors buying tickets online;
- through the Museum's communication channels.

Our Visitor Information and Service team are ready to offer visitors advice on how to make their suggestions and file their complaints.

When a visitor makes a suggestion or files a complaint, they will get a communication as proof of receipt. Suggestions and complaints are processed and responded to within the prescribed time period.

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7. QUALITY STATEMENTS

In connection with the services outlined in this Service Charter, the Guggenheim Museum Bilbao commits to the following undertakings:

Art program

To contribute to the understanding and enjoyment of art by collecting, analyzing, and showing the artwork framed within the history of art as part of an art program that encompasses both the works in the Permanent Collection and world-class temporary exhibitions.

- To put on at least six exhibitions a year, introducing leading artists in the history of modern and contemporary art to the general public.

Educational activities

To ensure access to the Museum's art contents through the development of tools, activities, and forms of mediation that meet the needs of educational groups and visitors while promoting socialization, creativity, and learning.

- To organize at least 800 educational activities targeted at schoolchildren.
- To organize at least 250 educational activities for families.
- To organize at least 70 educational activity sessions for the general public.

Educational and social programs

To strengthen ties with the artistic community and with vulnerable groups or persons with special needs at the local level by promoting initiatives that favor resilience and highlight art's impact on human wellbeing in a social context.

- To offer 200 activities with a social impact targeted at vulnerable groups or persons with special needs.

Side cultural activities

To draw visitors with an interest in culture to the Museum by launching initiatives in a variety of artistic disciplines that enable them to have a good time with their family and friends while visiting the exhibitions.

- To organize at least 10 social and cultural activities a year.

Visitor Service

To ensure visitor satisfaction by offering efficient service and differential treatment, delivering unique and quality experiences that encourage visitors to come again and establish long-lasting relationships with the Museum.

- To offer custom services both at the Museum and on the phone.
- To process and respond adequately to suggestions and complaints, within a time period of 30 days.
- To score at least 8 for staff friendliness in Visitor Service surveys.

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- To keep the Museum website up to date.

Museum Member and Follower Community

To strengthen social support to the Museum by building a network that contributes to greater visitor loyalty and Museum awareness, adjusting the Museum's exhibitions, activities, and services to Members and Followers' profiles and interests.

- To send Museum Members and Followers a monthly newsletter with information about the Museum's exhibitions, activities, and news.
- To promote the organization of exclusive activities and produce quality online content targeted at Museum Members and Followers.

Educator Community

To build a large community of people who love art, culture, and education, while raising awareness of the importance and complexity of the work done by teachers and educators in society.

- To send all members of the Educator Community a quarterly newsletter with information about the Museum's exhibitions, activities, and news.
- To promote the organization of exclusive activities and produce quality online content targeted at the members of the Educator Community.

Editorial activity (publications)

To deepen the knowledge of modern and contemporary art in society through the promotion of the research, study, and analysis of artists, movements, and trends, and through the publishing of catalogs of the most important temporary exhibitions.

- To publish catalogs for the exhibitions that are part of the Museum's art program.

Also, to make available in an online platform the contents produced by the Museum in Basque for the various exhibitions.

- To add content in Basque related to the Museum's exhibitions to the Artitz digital repository.

Library and document archive

To contribute to the research and study of contemporary art from the second half of the twentieth century to the present by facilitating access to the Museum's book and document collections.

- To reply to requests to access the Library's volumes and documents within 2 working days.

Bookstore/Gift Shop

To project the Museum's image of quality and excellence to society by offering a fine selection of items at the Bookstore/Gift Shop, meeting customers' demands while contributing to the self-financing of the Museum.

- To design items associated with the Museum's image to act as souvenirs of the visit to the Museum.
- To offer items related to at least one of the exhibitions staged by the Museum during the year.

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Accessibility

To facilitate access to the Guggenheim Museum Bilbao's activities and services for all.

- To renew the UNE 170001 Universal Accessibility Certification.

8. INDICATORS OF COMPLIANCE WITH QUALITY STATEMENTS

In order to assess compliance with the quality statements mentioned in the section above, the Guggenheim Museum Bilbao has established a series of indicators. Reviewed on an annual basis, these indicators are published on the Museum website.

Art program

- Number of exhibitions staged throughout the year.

Educational activities

- Number of educational activities targeted at schoolchildren.
- Number of educational activities for families.
- Number of educational activities for the general public.

Educational and social programs

- Number of activities with a social impact targeted at vulnerable groups or persons with special needs.

Side cultural activities

- Number of social and cultural activity sessions organized throughout the year.

Visitor Service

- Number of staff members working in custom service at the Museum's desks and on the phone.
- Number of suggestions and complaints processed and responded to within a 30-day time period, divided by the total number of suggestions and complaints filed.
- Average score for staff friendliness in visitor satisfaction surveys.
- Number of new Museum activities published on the Museum website.

Museum Member and Follower Community

- Number of e-newsletters sent to Museum Members and Followers during the year with information about the Museum's exhibitions, activities, and news.
- Number of exclusive activities and quality online contents in the private section of the Museum website targeted at Museum Members and Followers.

Educator Community

- Number of e-newsletters sent to the members of the Educator Community during the year with information about the Museum's exhibitions, activities, and news.
- Number of exclusive activities and quality online contents in the private section of the Museum website targeted at the members of the Educator Community.

Editorial activity (publications)

- Number of catalogs published for the exhibitions in the Museum's art program.
- Number of documents in Basque related to the Museum's exhibitions added to the Artitz digital

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repository during the year.

Library and document archive

- Number of requests to access the Library's volumes and documents that got replies within 2 working days, divided by the total number of requests received.

Bookstore/Gift Shop

- Number of new items associated with the Museum's image made available at the Bookstore/Gift Shop throughout the year.
- Number of exhibitions with related items available at the Bookstore/Gift Shop.

Accessibility

- Renewal of UNE 170001 Universal Accessibility Certification.

Website

- Up-to-date status of the Museum website.

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9. ACCESSIBILITY

The Guggenheim Museum Bilbao was the first organization in the world to be granted the UNE 170001 Universal Accessibility Certification. It means that the Museum building, all its areas and its environs, and all its services are fully accessible to all users. The certification has been renewed over the years, thanks to the Museum's continuous improvement efforts.

For more information about the accessibility guidelines followed by the Museum, go to <https://www.guggenheim-bilbao.eus/en/useful-information/accessibility>.

10. CORRECTIVE MEASURES

Those visitors who think that the Guggenheim Museum Bilbao has failed to honor the commitments undertaken in this Service Charter may write to the Visitor Service Department. They will get a reply within 30 working days, including the measures taken to redress the shortcomings pointed out.

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11. ADDITIONAL INFORMATION

11.1. Location and access

The Guggenheim Museum Bilbao is located in 2, Abandoibarra etorbidea, in the heart of the city of Bilbao.

The Museum has two entrances, both accessible to visitors with reduced mobility:

- Main entrance, which can be accessed from the stairs in the square or the life next to the coffee shop.
- Entrance facing the estuary, featuring a wheelchair access ramp.

The Museum offices and the Library can be found in the adjoining administrative building, standing in the Museum Square.

11.2. Hours

The Museum is open Tuesday to Sunday, from 10:00 am to 7:00 pm.

During the summer and the Easter season, the Museum is open every day (including Mondays) from 10:00 am to 8:00 pm.

Special hours:

- December 24 and 31: 10:00 am to 5:00 pm;
- Closed on December 25 and January 1.

For up-to-date information about Museum hours, go to <https://www.guggenheim-bilbao.eus/en/hours-and-admission>.

Offices

The Museum offices are open Monday to Thursday, from 9:00 am to 2:00 pm and from 3:00 pm to 6.30 pm, and Friday, from 9:00 am to 3:00 pm.

Library

At present, the Library is only open to scholars, who need to make an appointment to access it (see Section 11.3, "Contact the Museum").

11.3. Contact the Museum

Visitor Service

Phone number: (+34) 944 35 90 00/(+34) 944 35 90 80

Email address: informacion@guggenheim-bilbao.eus

Website: <https://www.guggenheim-bilbao.eus/en>

Information desk/desk for Community Members

Education

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Phone number: (+34) 944 35 90 67

Email address: hezkontza@guggenheim-bilbao.eus / social@guggenheim-bilbao.eus

Museum Members and Followers

Phone number: (+34) 944 35 90 80

Email address: community@guggenheim-bilbao.eus

Information desk/desk for Community Members

Library and document archive

Phone number: (+34) 944 35 90 00

Email address: actividadescuratoriales@guggenheim-bilbao.eus

Bookstore/Gift Shop

Phone number: (+34) 944 03 91 37 (Customer service from 9:00 am to 2:00 pm)

Email address: tienda@guggenheim-bilbao.eus

11.4. Admission tickets

Museum

Depending on when you visit the Museum and your profile as a visitor, admission tickets have different prices. The Museum is free for Museum Members, visitors under 18, and beneficiaries of the ERDU program for the unemployed. Check the price of your admission ticket at <https://www.guggenheim-bilbao.eus/en/hours-and-admission> on the day of your visit.

All tickets include audio guides.

No refunds will be given for tickets already purchased.

Educational and cultural activities

For information about admission to the educational and cultural activities organized by the Guggenheim Museum Bilbao, go to <https://www.guggenheim-bilbao.eus/en/activities>.

Community Program

For information about Community Program fees, go to <https://www.guggenheim-bilbao.eus/en/about-community>.

11.5. How to get to the Museum

The Guggenheim Museum Bilbao can be reached by public transport. Public transport in the city of Bilbao is inclusive and accessible to users with reduced mobility.

For information about how to get to the Museum using different means of transport, go to <https://www.guggenheim-bilbao.eus/en/useful-information/getting-here>.

- By plane
- By rail

GUGGENHEIM BILBAO

- By bus
- By tram
- By subway
- By car
- By RV (recreational vehicle)