



Regulations and useful information to access the Duomo Complex

- A professional licensed guide conducts the guided tour
- If you arrive late, you will miss the guided tour, but you can still visit the Duomo, the Archaeological Area, the Terraces, and the Museum independently by going to the Infopoint (Piazza Duomo, to the right side of the Duomo facade) and collecting your tickets and audio guide. You need to leave your passport or ID to collect the audio guide
- No refunds are allowed for late arrivals or no-shows once the activity has started
- Ascent to the terraces is by elevator and descent by foot (not wheelchair accessible)
- All visitors must undergo security checks before accessing the Duomo and the Terraces
- Clothing appropriate to the sacredness of the place is required: shoulders and knees must be covered
- Pushchairs can be used inside the Cathedral and the Archaeological Area but must be closed and carried by hand on the Terraces
- Helmets, suitcases, large backpacks, animals, sharp metal objects, weapons (including Swiss Army knives), glass, ceramic, or flammable objects are not allowed (see [Regulations](#))
- Pets are not allowed, except service animals
- There are no covers on the Terraces walkways. In case of rain, it is essential to have umbrellas or raincoats
- Comfortable shoes are recommended for visiting the terraces
- Photography is allowed only for personal and non-commercial use
- In case of loss or damage to the radio guides or audio guides, the customer will be charged a penalty of €90
- For more regulations, have a look at the [website](#)

