

# PREVENTIVE HEALTH MEASURES AGAINST COVID-19



**Due to the epidemiological situation and health crisis caused by COVID-19, the Fundación María Cristina Masaveu Peterson has adopted the following health measures for the prevention of COVID-19 on its premises. These measures must be observed by all visitors and members of the public attending cultural activities, lectures and/or exhibitions in any of its centres and will remain in force as agreed by the Foundation in accordance with the recommendations and regulations of the health authorities.**

- 1.- Tickets - maximum two per person - should preferably be purchased online on the Foundation's website ([www.fundacioncristinamasaveu.com](http://www.fundacioncristinamasaveu.com)). If you do not have access to a computer, tickets may be purchased directly from the ticket offices on the day of your visit.
- 2.- Access to the Centre must be strictly in accordance with the date and time of the entry slot selected when purchasing the ticket.
- 3.- Visitors will have their temperature taken at the entrance. Anyone with a temperature of 37.5°C or above will not be allowed to enter the FMCMP building or to carry out their visit. If the activities were not free of charge, these visitors will be reimbursed for cost of their tickets using the same payment method as the original purchase.
- 4.- Visitors must avoid physical contact when showing their ticket to the access control staff.
- 5.- The use of face masks is compulsory during the entire time spent on the Centre's premises, including in open-air spaces.
- 6.- The cloakroom service is not available. Visitors are therefore not allowed to bring rucksacks, bags or suitcases larger than 35 x 35 cm into the building.
- 7.- Visitors are not allowed to bring umbrellas into the FMCMP building except for the folding type less than 50 cm long. Our staff will put them in a bag for visitors to carry in their handbag or pocket for the duration of the visit.



8.- Brochures, texts and certain content will be available in digital format only on the Foundation's website ([www.fundacioncristinamasaveu.com](http://www.fundacioncristinamasaveu.com)). The Centre will provide QR codes along the tour route for users to view the information about the exhibition or cultural activity on their own mobile device.

9.- An audio guide service (Spanish and English) will be provided free of charge in QR code format. This requires users to have a mobile phone and their own headphones/earphones. Audio guide devices with disposable earphones will also be available to rent. These audio guides will be disinfected after each use.

10.- The use of lifts is restricted to visitors with mobility issues and baby carriages. Their capacity will be limited to one person only, unless he or she needs to be accompanied.

11.- The maximum visitor capacity for the building in general and the auditorium, and the individual capacity of each room, will be limited to ensure safe or social distancing. The Centre's staff will inform visitors at all times of the maximum capacity of each space, which will be adapted to the measures adopted for this purpose by the health authorities in the future.

12.- Visitors must follow the instructions and measures adopted at all times by the Centre's staff to avoid crowding in rooms, at entrances and in common areas and to keep the recommended safe distance from others. These rules and other measures will be displayed on posters and signs in the FMCMP building.



13.- Visitors and/or members of the public must respect the security and conservation measures in place for artworks by not touching them.

14.- The consumption of food or drink is prohibited on the premises, including in open-air spaces.

15.- Please keep quiet inside the exhibition galleries and avoid using your mobile phone for calls in order to minimise the risk of transmission. You are also asked to move around the galleries as instructed by the Centre's staff, and avoid crowding at all times in the common areas or at the building's entrance or exit.

16.- Alcohol-based hand sanitiser will be available for visitors and members of the public to use in the public toilets and at various other points in the FMCMP building.

17.- Only payment by card will be accepted.

18.- Group visits, with or without a guide, are not permitted. All visits are organised by the Foundation and are free of charge. Group guide services are not permitted during the visits.

19.- Please follow the instructions of the Centre's staff at all times, as well as the messages displayed on signs and screens.

20.- A one-way route is in place for visits to the exhibition galleries. Please follow the signs displayed along the way.

21.- For any queries or information about your visit, please contact: [infomadrid@fmcmp.com](mailto:infomadrid@fmcmp.com) / (+34) 919 903 903.



22.- You are informed that the Centre complies with strict hygiene and health safety standards.

23.- Visitors are advised to:

- Check their state of health before visiting. If you have symptoms or are ill, please call 900 102 112 and cancel your visit.
- Respect the time slot assigned for your visit, showing due respect to other visitors.
- Visit the Foundation's website ([www.fundacioncristinamasaveu.com](http://www.fundacioncristinamasaveu.com)) and download the materials relating to the visit before arriving at the Centre.
- Make use of the hygienic materials available to visitors to the Centre.
- Avoid queuing wherever possible, keeping a safe distance from others at all times.

Finally, please remember that MINORS must be accompanied by an adult and remain under their constant supervision and control.



# Information about COVID-19

In compliance with the guidelines established by the Spanish Ministry of Industry, Trade and Tourism, we inform you about the following aspects:

## What are the most common symptoms of COVID?

The most common symptoms include fever, cough and shortness of breath. In some cases there may also be loss of smell and taste, chills, sore throat, muscle aches, headache, general weakness, diarrhoea or vomiting. Most cases are mild.

## What should I do if I have symptoms compatible with COVID-19?

The Regional Government of the Community of Madrid has set up the following telephone number for this type of case

**Telephone 900 102 112**

## How is it transmitted and how can I protect myself?

Through secretions emitted when breathing, talking, exhaling, singing, coughing, sneezing or doing intense exercise, when they reach the mucous membranes and conjunctiva of other people. Smaller particles can remain suspended in the air and reach people more than 2 metres away. However, most transmission occurs over short distances, which is why it is important to keep a safe distance. Transmission is also considered possible by direct or indirect contact with surfaces contaminated with such secretions, through hands that then come into contact with the mucous membranes or conjunctiva.

To protect against the new coronavirus and other respiratory viruses, the health authorities recommend that you:

- Wear a mask covering nose, mouth and chin.
- Stay at least 1.5 metres away from other people.
  - Wash your hands frequently and thoroughly.
  - Cough or sneeze into your bent elbow.
  - Avoid touching your eyes, nose and mouth.