



INTRODUCTION

The present Service Charter addresses the need to define principles and rules between the services provided by the Fiermonte Museum and the citizens/visitors who benefit from those services.

It constitutes a pact with customers and serves as a communication and information tool that enables them to understand the services provided, as well as the procedures involved and the expected standards. Additionally, it allows both parties to verify that the commitments made are upheld.

The Service Charter will be periodically updated to enhance the quality levels already achieved. Improvements will be made based on ameliorative projects designed using customer feedback.

PRINCIPLES

In carrying out its institutional activities, the Fiermonte Museum, a private contemporary art collection of the Fiermonte Family, aligns its organization and operations with the quality standards and objectives established by the Italian Ministerial Decree of May 10, 2001, 'Guidelines on the Technical-Scientific Criteria and Operating and Development Standards for Museums (Art. 150, Paragraph 6, D.L. No. 112/1998).

TRANSPARENCY

Transparency is meant to be understood as ensuring information is accessible. Despite being a private institution, the Fiermonte Museum promotes maximum transparency in its organization and activities. Adhering to this principle is fundamental to the process of improving the quality of services.

EQUALITY AND FAIRNESS

The delivered services are based on the principle of equality, ensuring equal treatment for all citizens regardless of nationality, gender, language, religion, or political opinion. The Fiermonte Museum will strive to eliminate any inefficiencies and promote initiatives aimed at facilitating access and enjoyment for foreign citizens, individuals with motor, sensory, or cognitive disabilities, and those who are socially and culturally disadvantaged. Information, communication, documentation, scientific research assistance, education, and teaching activities are all conducted according to a criterion of objectivity, fairness, and impartiality.

CONTINUITY AND REGULARITY

The Fiermonte Museum ensures continuity and regularity in the provision of services. In case of difficulties or impediments, it commits to notifying users in advance and taking all necessary measures to minimize inconvenience.

PARTICIPATION

The Fiermonte Museum will endeavor to report its activities and, in making management decisions, will take into account the expressed needs and feedback of customers.

EFFICIENCY AND EFFECTIVENESS

The Director of the Fiermonte Museum, and the wider team, aim to continuously improve the efficiency and effectiveness of the service by adopting the most appropriate technological, organizational, and procedural solutions for this purpose.

Details	
COUNTRY	REGION
Italy	Puglia
TOWN	CAP
Lecce	73100
NAME	ACRONYM

SERVICE CHARTER FIERMONTE MUSEUM

Fiermonte Museum	Fier
WEBSITE	EMAIL
fiermontemuseum.com	info@fiermontemuseum.com
MANAGER	TELEPHONE
Antonia Yasmina Filaili	
DIRECTOR	CURATOR
Antonia Filali, Doctor of History at La Sorbonne, Paris	Antonia Yasmina Filaili
Drafting Cultural Vision and its features	
Andrea Senatore Valerio Calsolaro	

ESSENTIAL FEATURES

TYPE OF MANAGEMENT	LEGAL - INSTITUTIONAL NATURE	YEAR OF ESTABLISHMENT
Direct management	Limited company	2024

MISSION

The Fiermonte Museum is an immersive journey through the lives and works of three extraordinary artists: René Letourneur, Jacques Zwobada and Antonia Fiermonte. Our mission is to share and preserve the rich creative heritage of the three protagonists, providing a visionary yet educational and engaging experience that stimulates the mind and soul of the viewer.

Through the innovative use of multimedia technology, the museum aims to tell the life stories and share the creations of these artists in a format accessible to all, creating a bridge between the past and the present.

We strive to promote an understanding and appreciation of art that inspires creativity and critical reflection. Through interactive exhibits, multimedia installations and educational programs, we aspire to actively involve users of all ages and levels of knowledge, thus contributing to an understanding of art as a collective cultural tool.

The Fiermonte Museum is a place of discovery, learning and inspiration, where the beauty and diversity of artistic expression can be celebrated and shared.

SUMMARY OF MAIN FEATURES

The Fiermonte Museum is the crown jewel of La Fiermontina Family Collection, serving as a pivotal symbol of identity capable of attracting investments, clients and activities.

The aim of the Fiermonte Museum is to establish itself as a unique entity, transcending the typical classification of a hotel or museum by identifying itself as a hub of ideas, culture and initiatives that attract local, national and international stakeholders. We believe culture is an economy - a catalyst capable of generating profits.

The activities that can be pursued in this context include:

- Gallery tour of the permanent museum dedicated to the family's history, which, when open to the public, will serve as a compelling alternative to the existing museum offerings in the city of Lecce.
- Exhibitions, workshops, and seminars designed to attract sponsors, investors and the general public.
- Private events, including meetings, small receptions and exclusive ceremonies.
- Exclusive, unique and unparalleled experiences that will significantly enhance our offerings for our clients.
- Artistic residencies.

DUTIES AND SERVICES

At the Fiermontina Museum, in addition to the regular tour route, there are spaces specifically designated for temporary exhibitions. The museum facilities not only include exhibition areas but also feature a reception area with comprehensive services (cloakroom, store, restrooms, café).

PURSUIT OF GOALS

To achieve its objectives, the Fiermonte Museum engages in the following activities:

- a) Manages the cultural assets within its heritage as well as those made available to it, ensuring their conservation and promoting public enjoyment through exhibitions, educational and research activities and other cultural initiatives.
- b) Oversees the inventorying and cataloging of assets, as well as their photographic, videographic, and multimedia documentation.
- c) Develops studies, research, documentation, and information based on the collections.
- d) Ensures the accessibility of its assets through their exhibition.
- e) Organizes temporary exhibitions, meetings, seminars, conferences, and training courses.

SERVICE CHARTER FIERMONTE MUSEUM

- f) Participates in initiatives promoted by other public and private entities.
- g) Conducts educational, training, and didactic activities aimed at understanding and appreciating modern and contemporary artistic expressions.
- h) Supports the participation of volunteers in the museum's activities.
- i) Oversees the production of scientific and popular publications.
- j) Promotes the enhancement of the museum and its collections.
- k) Participates in the promotion of the local area, including its tourism development.
- l) Collaborates with similar institutions and entities at local, national and international levels.
- m) Adheres, as per the regulations, to associated management formulas with other museums, whether through territorial or thematic aggregations.

EXHIBITION SURFACE (sqm)	OUTDOOR SPACES (sqm)
200	300
TOTAL NUMBER OF MUSEUM ROOMS	NUMBER OF VISITORS PER YEAR
10 in addition to the outdoor space	Figure to be given at the start of the museum's second year

PERSON IN CHARGE FOR THE COMPILATION OF THE SERVICE CHARTER

NAME	SURNAME
Carlo	Miglietta
TITLE	TELEPHONE
External Consultant	+393298035498
EMAIL	
c.miglietta@gmail.com	

ACCESSIBILITY AND OPENING TIMES

OPENING DAYS AND HOURS	OPENING PERIOD
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SERVICE CHARTER FIERMONTE MUSEUM

Open on Monday and from Wednesday to Sunday from 3:00 PM to 8:00 PM. Closed on Tuesdays (except holidays) and on December 25th.	From January 2nd to January 15th, and from March 1st to December 31st.
DAILY AMOUNT OF HOURS	NIGHT OPENING
5	Occasional
PRESENCE OF A SPECIFIC WEBSITE DETAILING INFORMATION ON HOURS AND SERVICES.	PRESENCE OF UPDATED WEB INFORMATION NOTING ANY LACK OF SERVICE AVAILABILITY.
Yes	Yes
TICKET PURCHASE	WAITING TIME FOR IN-HOUSE PURCHASE
<ul style="list-style-type: none"> ● In-house ● Online 	Less than 5 minutes
POSSIBILITY OF RESERVATION	BOOKING METHOD
Yes	<ul style="list-style-type: none"> ● In-house ● Telephone ● Online
AVAILABILITY OF FREE INFORMATION MATERIALS	WHERE TO FIND FREE INFORMATION MATERIALS
<ul style="list-style-type: none"> ● Flyer ● Brochure 	<ul style="list-style-type: none"> ● Ticket booth / Museum Shop ● Website
INFORMATIONAL MATERIAL	Signage
<ul style="list-style-type: none"> ● Italian ● English 	<ul style="list-style-type: none"> ● Orientation Maps ● Signals on the paths and in the services ● Safety signs
Fruition	

Guided Tours	Information Material
Available in Italian and English	Available in Italian and English
Museum catalogue	AUDIOGUIDE
Available with fee	Available with fee
EDUCATIONAL VISITS	MULTIMEDIA EQUIPMENT
Available upon reservation	<ul style="list-style-type: none"> ● Proiezioni 2D ● Proiezioni 3D ● Proiezioni Olografiche
QUALIFIED ASSISTANCE FOR PUBLIC WITH SPECIAL NEEDS	AVAILABILITY OF TOOLS FOR THE PUBLIC WITH SENSORY AND COGNITIVE DISABILITIES
To be available from the second year onwards	To be available from the second year onwards
REGULATION	
<p>Entry is contingent upon purchasing an admission ticket, with discounts available for various groups (such as students up to 26 years old with valid school or university enrollment, individuals over 70 years old, accredited school groups, accredited tourist guides visiting the facility for leisure purposes, accompanying caregivers of disabled persons, and residents of Lecce).</p> <p>Additionally, certain categories enjoy free admission, including children up to 10 years old, disabled individuals, accompanying teachers of accredited class groups, students with prior accreditation for studying at the facility, tourist guides with prior accreditation for studying at the facility, and journalists accredited for professional activities such as article or editorial writing.</p> <p>Reservations are mandatory for guided tours, activities, and educational workshops.</p> <p>Current rates, as well as any applicable discounts and free admission criteria, are prominently displayed at the museum's entrance and on its official website.</p> <p>Further to the above:</p> <ul style="list-style-type: none"> ● Access is managed through a time slot system, ensuring compliance with maximum capacity regulations and safety standards. ● Guests of the hotel facility always have access to the building, even outside the designated time slots for external public access. 	

- Groups, with or without a guide, must consist of a minimum of 4 and a maximum of 8 participants, except in cases where specific containment measures are indicated.
- While the venue may not be fully accessible, our museum staff are available to assist individuals with accessibility needs in navigating less accessible areas, except for the basement level.
- Animals are permitted within the exhibition spaces.
- Reproductions intended for publication require explicit authorization from the management, along with payment of reproduction rights. Applicants must submit a detailed request specifying the type, purpose, and publication details.
- It is strictly prohibited to touch the artworks.

MAXIMUM NUMBER OF SIMULTANEOUS VISITORS EXPECTED (INCLUDING HOTEL GUESTS)	TICKET
14	<ul style="list-style-type: none"> ● Full: 10,00€ ● Reduced: 7,00/5,00€

ENHANCEMENT

ORGANISATION OF TEMPORARY EXHIBITIONS	PROMOTION OF EXHIBITION EVENTS
Yes	Semi-annual / Annual
PARTICIPATION IN LOANS WITH OTHER PUBLIC OR PRIVATE ENTITIES	HOSTING EXHIBITIONS OR ACTIVITIES ORGANISED BY THIRD PARTIES
Yes	Yes
PERIODIC AND ONGOING EVENTS	DETAILS
Yes	Conferences, presentations, experiences.

SERVICE CHARTER FIERMONTE MUSEUM

ACTIVITIES IN PARTNERSHIP WITH OTHER PUBLIC OR PRIVATE INSTITUTIONS	DETAILS
Yes	Conference, presentations
Publications	Activity Dissemination Channels
Self-edited catalogue	<ul style="list-style-type: none"> ● Website ● Magazine ● Newsletter ● Social Network
EDUCATION AND DIDACTICS	
EDUCATIONAL SERVICES	WORKSHOPS
Direct Management	Upon reservation, scheduled annually
ACTIVITIES FOR THE DISABLED	OTHER INITIATIVES
Available from the second year onwards	Yes
DOCUMENTATION ON PRESERVED ASSETS	
NUMBER OF INVENTORIED WORKS	NUMBER OF WORKS EXHIBITED
207	67
AVAILABILITY OF CATALOGUING CARDS	AVAILABILITY OF PHOTOGRAPHIC IMAGES OF THE POSSESSED HERITAGE
Yes	Yes
AVAILABILITY OF PUBLICATIONS	
Yes - Catalogue	
IMPROVEMENT OBJECTIVES	

SERVICE CHARTER FIERMONTE MUSEUM

FACILITIES	COLLECTIONS
Beginning in the second year of operation, we will focus on optimizing accessibility for individuals with mobility impairments.	Integration of new artworks that are part of the existing private family collection heritage.
SERVICES	ACTIVITIES
Incorporation of guided tours tailored for individuals facing temporary or permanent disabilities.	<p>Establishment of an activity catalogue tailored for the 4-10 age bracket.</p> <p>Development of an educational activity catalogue directed towards the 10-17 age range.</p> <p>Scheduling of meetings, conferences, workshops, and experiences aimed at adult audiences and industry professionals.</p> <p>Compilation of an educational activity catalogue tailored to schools of all levels.</p>
CULTURAL PROJECT SUMMARY	
<p>The Fiermonte Museum aspires to become a cornerstone for both tourists and locals in Puglia, championing contemporary art through the celebration of its own collection and the curation of exhibitions and temporary events that delve into themes central to the museum's identity: friendship, love, migration, integration, emancipation, eternity, life and death.</p> <p>To achieve this vision, the museum will collaborate with artists, scholars and industry experts to organize meetings, seminars, educational activities, conferences and performances.</p> <p>Crucially, the museum will foster partnerships with national and international educational institutions (universities and academies) and actively involve local schools in its endeavors.</p>	