



OPENING TIMES



Tuesday to Sunday

10:00-20:00
Closed Mondays.
Open bank holidays.

The museum closes on

1 and 20 January
25 December

Special opening times

(10:00-14:00)
21, 24 and 31 December

Cloakrooms
Audio-guides in Basque,
Spanish, English, French,
German and Russian
Educational classroom

Educational material
Guided tours
Café
Library
Wheelchairs and cane seats



PARKING

Cars:



Coaches:

Although the museum does not have its own car park, there is an area at the side of the building reserved for passenger drop off and pick up.

PUBLIC TRANSPORT - BUS





GUIDED TOURS INSTRUCTIONS

1. TIMES AVAILABLE: Tuesday to Sunday, 10.00-18.30.

2. NUMBER OF PEOPLE PER GROUP:

Groups with a guide from the museum: minimum 10 and maximum 25 people.
Independent groups: we recommend a maximum of 25 people.

3. RESERVATIONS: all tours (even independent ones) should be reserved at least 3 days in advance. It is not advisable for there to be more than 3 groups touring the museum at any given time. In the event of there being more than one group, the tour will begin from different locations, in order to avoid congestion.

4. Please be **PUNCTUAL**. If you fail to arrive at the appointed time, your visit will not be extended accordingly. We recommend that you arrive 15 minutes before the start of your tour.

5. DELAYS: in the event of delayed arrival, the guide will wait 15 minutes. After that time, he or she will leave. If you are going to be late, even by a few minutes, please call 943 48 15 80 and let us know.

6. RECEPTION: your guide will meet you in the museum foyer. It is at that time that he or she will finalise the details of the tour with the group leader or representative.

7. PERSONAL BELONGINGS: the members of the group will leave their belongings (backpacks, bags, etc.) in the containers provided for that purpose.


8. EXHIBITS: for security reasons, visitors may not touch the exhibits except when invited to do so by the guide.


9. ATTITUDE: out of respect for other visitors to the museum, we ask that you act decorously and responsibly at all times.

10. ACCESSIBILITY: the museum is accessible to everyone. If anyone in your group has special requirements, please notify us when you make your reservation.


PRICE


Guided tour (with a guide):

 € 53 per group

 € 53 per group + reduced entrance ticket (€ 3 / person)

Independent tour:

 € 0

 reduced entrance ticket (€ 3 / person)



The Educational Workshop is available free of charge for all groups with a prior reservation





PAYMENT*

Deadline > Transfer > Promissory note > Confirmation of the visit
Payment should be completed at least 5 days before the date of the visit.

Deadline > **Transfer** > Promissory note > Confirmation of the visit

ACCOUNT NUMBER	ES48 2095 5381 1310 6409 3197
BIC (for foreign transfer)	BASKES2B
CONCEPT	Reservation number and the name of the center

Deadline > Transfer > **Promissory note** > Confirmation of the visit

Promissory note:

 STM_erreserbak@donostia.eus

 santelmo@donostia.eus

Deadline > Transfer > Promissory note > **Confirmation of the visit**

The museum will confirm your visit once it has received the transfer slip.

*Only guided tour.

INVOICE

Billing information must be submitted when confirming the visit.
Subsequently, the invoice will be sent by email.



ENTRANCE TICKETS

On the day of the visit you can buy your entrance tickets at the ticket office.

CANCELATIONS

Deadline: the amount paid will be reimbursed providing proper justification is provided and you notify the museum at least two days before the scheduled date.

If the weather forecast is unfavourable, it is up to the school to decide whether to postpone or cancel the reservation, and to notify the museum at least 48 hours in advance.

If you have any queries, please do not hesitate to contact us.



INFORMATION AND RESERVATIONS

Tuesday to Friday: 10:00-13:00

 STM_erreserbak@donostia.eus

 santelmo@donostia.eus

 www.santelmomuseoa.eus

Telephone num.: (+34) 943 481 561 / 943 481 580 (Monday to Friday, 12:00-14:00)

