

COVID-19 PROTOCOL

Following the Basque government's protocol on reopening museums and the instructions of the healthcare authorities, the Bilbao Fine Arts Museum wishes to provide its guests with a safe visit, and it has therefore put a series of measures into place. The most important ones are found in the decalogue below:

Before your visit



We recommend that you buy your tickets online



At the ticket office, paying by card is preferable to cash



We have individual cloakrooms in the lobby at the museum's entrance (via Plaza Chillida and Plaza Monumento a Arriaga).

Thank you in advance for your cooperation

**BILBOKO ARTE
EDERREN MUSEOA
MUSEO DE BELLAS
ARTES DE BILBAO**



Pursuant to DECREE 47/2021 published in the Official Gazette of the Basque Country (BOPV) on 14 December 2021, the European Union's Digital COVID Certificate (QR) is needed to access the museum and all its activities and services.



Face masks must be worn in both open-air and closed spaces by those over the age of six years old according to the terms established by law

During the visit, it is recommended



Keep a safe distance of 1,5 metres



Do not touch surfaces, and practise sound hand hygiene; to do so, we are offering automatically dispensing hydrogels in the museum's welcome areas.



Follow the routes established for the visit



Lifts are reserved solely for the use of individuals with reduced mobility



Follow the instructions of museum staff at all times