



PROVINCIA DI POTENZA

Services Charter

Natural History Museum of Vulture

(adopted with Directive Determination no. 3829 del 27 december 2016)

Telephone exchange/fax: 0972-731028

Website address: www.provincia.potenza.it

e-mail: museodelvulture@provinciapotenza.it

INTRODUCTION

The Services Charter is a communication and information tool that allows users of the Natural History Museum of Vulture to know the services offered, to check that commitments are respected, and to express their feedback through complaints.

The adoption of the Services Charter promotes a broader appreciation of historical and cultural heritage kept in the Natural History Museum of Vulture, to adapt the organization of activities to users' expectations.

PRESENTATION OF THE NATURAL HISTORY MUSEUM OF VULTURE

The Natural History Museum of Vulture is located in the beautiful Monticchio Abbey. This Abbey is suspended on a rock ridge that is reflected on the smallest volcanic lakes of Mount Vulture. After the earthquakes of 1456, the Museum became the refuge of Benedictine monks of the Sant'Ippolito Abbey. They occupied pre-existent caves populated by Basilian monks.

In the Abbey there are beautiful byzantine frescoes recently restored.

Present building was built by Capuchin monks, who settled there around 1600.

The Museum occupies three of the four levels of the building and tells the long history of 750.000 years of Vulture, a volcano that became extinct 130.000 years ago.

The Province of Potenza has realized the Museum that comes from an idea of the Professor *Renato Spicciarelli*.

Each level of the Museum corresponds to each research and study section, dedicated to the activities connected to the anthropization process of the territory, to flora and fauna and to educational workshop.

Fittings have been thinking to a path backwards in time that starts from today and arrives at first earthquakes and explosions that build up the volcano.

The Museum is dedicated to the *Bramea*, a living fossil butterfly, discovered in 1963 by the Earl Harting.

PURPOSES OF THE NATURAL HISTORY MUSEUM OF VULTURE

The Natural History Museum of Vulture is a permanent non-profit institution, serving the community and open to the public.

Its first purpose is to protect, preserve, emphasize and promote the study and the knowledge of the historical, cultural and landscaping heritage of Vulture, in order to preserve the memory and urge the curiosity of the past, and to promote the knowledge of critical tools useful to the better comprehension of the present.

Great importance is given to users school, with the assumption that knowledge of the Heritage educates to its responsible custody and its conscious preservation, identifying into concrete practices of "active citizenship".

MISSION OF THE NATURAL HISTORY MUSEUM OF VULTURE

The mission of the Natural History Museum of Vulture is to acquire, preserve, study, exhibit and communicate its collections. The path includes:

- The history of religious community of Vulture;
- The park of Federico II and the hunt with falcon;
- Shelter Ranaldi with its Neolithic cave paintings;
- The Atella prehistoric man;
- The habitat of the last 100.000 years.

Other activities belonging to the Natural History Museum of Vulture are cultural, educational and formative initiatives.

FUNDAMENTAL PRINCIPLES

The Natural History Museum of Vulture is inspired by the following principles:

- ***Equality and Impartiality:*** it is guaranteed an equal treatment to all users, without discriminations of sex, race, language, religion, nationality, politic opinion. The Natural History Museum of Vulture will remove possible inefficiency and will guarantee the access to all citizens, without any restriction;
- ***Continuity:*** the Natural History Museum of Vulture guarantees continuity and regularity in the provision of his services, committing to promptly communicate any interruption;
- ***Participation:*** users must actively participate, in order to put into practice any request and suggestions;
- ***Security and Confidentiality:*** in order to protect user privacy, the Natural History Museum of Vulture won't give up to third parties or distribute the user personal data;
- ***Availability and Clarity:*** the staff of the Natural History Museum of Vulture must be kind, polite and collaborative;
- ***Effectiveness and Efficiency:*** the objective of the Director and the staff of the Natural History Museum of Vulture is the continuous improvement of the efficiency and effectiveness of its services, by adopting the most functional technological, organizational and procedural solutions.

USER RIGHTS

Users are entitled to:

- Obtain clear and precise information about the offers and access modes to the services offered by the Natural History Museum of Vulture;
- Communicate with the Natural History Museum of Vulture by using phone, fax, email;
- Communicate observations, suggestions and complaints on Visitor Register.

USER DUTIES

It is always good to adopt behaviors of good education. Users are obliged to:

- Deposit big bags or other items in laboratory and library wardrobes;
- Do not introduce large-sized animals;
- Do not introduce food;
- Do not smoke.

SERVICES

The services offered by the Natuarl History Museum of Vulture are included in the following areas:

ACCESS TO THE MUSEUM AND RECEPTION

- Info point with Italian and English informative material;
- Online information about the services offered;
- Log reports and suggestions and Mailing list of the Museum;
- OPENING HOURS AND DAYS:

from 17 January to 9 April	Closed on Sunday and Monday
Tuesday and Friday	9.00-13.30 (last access at 13.00) 14.30-17.30 (last access at 17.00)
Wednesday, Thursday and Saturday	9.00-13.30 (last access at 13.00)
from 16 April to 5 November	Closed on Monday

Tuesday, Friday and Sunday 9.00-13.30 (last access at 13.00)
14.30-17.30 (last access at 17.00)
Wednesday, Thursday and Saturday 9.00-13.30 (last access at 13.00)

from 7 November to 16 December Closed on Sunday and Monday
Tuesday and Friday 9.00-13.30 (last access at 13.00)
14.30-17.30 (last access at 17.00)
Wednesday, Thursday and Saturday 9.00-13.30 (last access at 13.00)

CLOSED to the public: from 1 January to 19 February, from 17 December to 31 December

Special openings on holidays 2016:

16-17 April _ 25 April _ 1 May _ 2 June _ 15 August _ 1 November _ 8 December
9.00-13.30 (last access at 13.00)
14.30-17.30 (last access at 17.00)

Christmas markets: 7-8-9-10 December 9.00-13.00 (last access at 13.00)
15.30-21.00 (last access at 20.30)

The Natural History Museum of Vulture is closed on **5 August** because of Patronal Feast.

- **ENTRY FEE:** for groups and school classes is welcome the reservation at the telephone number and fax **0972 -731028** or via e-mail: museodelvulture@provinciapotenza.it.

Entry:

€ 3,00 – adults (from 18 to 99 years)
€ 1,00 – teenagers (from 6 to 17 years)

Group entry: are required reservation and the performance of the receipt, made according to the following modes:

- **GROUPS:** for groups with more than 5 persons, entry is free for 5 and it is of € 3.00 for adults and € 1.00 for teenagers from 6 to 17 years;
- **SCHOOL CLASSES:** for school classes with more than 10 students, entry is free for 10 and it is of € 1.00 for the students and € 2.00 for each teacher.

The payment must be made on **c.c.p. n. 12511853** payable to **Provincia di Potenza - Servizio di Tesoreria**, reason for payment **Rimborso Museo del Vulture**.

The receipt will have to be presented at the entrance, to the staff of the Museum, or sented in advance via fax or email.

Any variation will be notified on the website <http://www.museodelvulture.it>

You can always request information or assistance through the email address museodelvulture@provinciapotenza.it or at the telephone number and fax: 0972 731028.

Referents:

- *Museum curator:* Prof. Renato SPICCIARELLI
- *Responsible official:* Prof.ssa Piera DE MARCA
TEL. +39 0971 444833
FAX +39 0971 444820
piera.demarca@provinciapotenza.it

The Natural History Museum of Vulture is located in the Monticchio Abbey, in the Regional Reserve Lake Small Monticchio SP43 in the municipality of Atella.

It is accessible by car and is located about 14 km from Rionero in Vulture.

HOW TO GET THERE: For those coming from the Adriatic, along the A14 motorway from Bologna to Foggia, continue on the SS655 until the interchange of Candela, where you take the SS658 in the direction of Potenza up to Rionero in Vulture. From the Tyrrhenian side, instead, the A3 Salerno-Reggio Calabria up to the exit of Sicignano. Hence the E847 up to Potenza, where you take the SS658 up to Rionero in Vulture. Or A16 Napoli-Canosa, exit of Candela, where you take the SS 658 towards Potenza up to Rionero in Vulture.

ACCESS TO THE HERITAGE AND FRUITION

- Rooms open to fruition in the days and times specified in the Regulation;
- Bookshop;
- Presence of staging areas;
- Monitoring and maintenance of rooms and spaces;
- Panels and / or mobile boards on every floor;
- Captions relating to the exposed collections;
- Website, Facebook page and Twitter profile.

CULTURAL PROJECTS

- Promoting school visits by sending the press, via PEC, at the beginning of each school year.

STRUCTURE AND SAFETY

- Presence of anti-theft, antifire, safety signs and emergency exits;
- Daily cleaning.

TRAINING and TEACHING

- Educational workshops, nature and cultural animation;
- Permanent training for adults, by organizing meetings in collaboration with organizations recognized by the Regional Education;
- Assistance to researchers, scholars and specialists;
- Training and internships;
- Assistance thesis and Master.

PROTECTION and PARTICIPATION OF USERS

In order to assess the quality of the service, standards compliance, the degree of user satisfaction and the possibility of further improvements, the Natural History Museum of Vulture performs periodic checks on the quality and overall effectiveness of the services provided by evaluating the approval rate of the proposals, the degree of satisfaction of user expectations, quantitative data on the use of the facilities.

If users report non-compliance with the commitments contained in the Service Charter, can make claims. All complaints, formal or informal, positive or negative are welcomed.

It is made a regular monitoring of complaints, to which we will respond within 30 days.

Users are also invited to make proposals and suggestions aimed at improving the organization and service delivery.

The Institute also performs:

- Surveys or sample surveys on the approval of the public;

- Interviews and surveys of population samples to detect the reasons of interest or lack of interest to the museum.

COMMUNICATION, REVIEW AND UPDATE

The Service Charter is published on the Internet site and distributed at the entrance of the structure.
The Charter is subject to regular updating.