

# Monumental complex *Santa Severa's Castle*

## Service charter

## Presentation

The monumental complex of the Castle of Santa Severa is one of the most important areas of historical and archaeological interest on the Tyrrhenian coast north of Rome, an Italian wonder, an extraordinary place that Regione Lazio has wanted to reopen to citizens as early as 2014 to allow them to enjoy its historical, artistic and archaeological charm.

Today the complex is one of the most important museums and cultural centres of the Roman coast, starting to become a real engine of development, a driving force for socio-economic growth for the region and a large-scale attractor, compared to its large potentiality and its immeasurable value from the cultural, artistic and archaeological point of view.

Regione Lazio has entrusted its in-house company LAZIOcrea S.p.A. (Manager) - with a contract stipulated on 13/01/2017 - the execution of services and activities for the management and enhancement of the monumental complex of the Castle of Santa Severa for the duration of six years (6). LAZIOcrea S.p.A. is therefore dedicated to the enhancement of this priceless heritage, promoting its knowledge through a path that is coherent with the context conditions, with the potential of the asset, with the expected demand and with the local relational and institutional fabric, so as to reach large sections of the public and guarantee the maximum accessibility and usability of the Complex, improving the overall visit experience through a renewed offer to the public of quality and efficiency.

## What the Service Charter is

The Service Charter is the document by which each service provider assumes a series of commitments towards its users regarding its services, the methods of delivery of these services, the quality standards and informs the user on the modalities of protection provided. The introduction of the Charter of services as a tool for the protection of citizens comes with the Directive of the President of the Council of Ministers of 27 January 1994 "Principles on the provision of public services".

Subsequently, with D.L. n. 163 of May 12, 1995 converted into Law no. 273 of 11 July 1995 ("Urgent measures for the simplification of administrative procedures and for the improvement of the efficiency of public administration"), the procedural discipline for improving the quality of services was laid down, submitting to the President of the Council of Ministers to establish, with a specific provision, the general outline of the relative maps.

In the Service Charter, the Authority declares which services it intends to provide, the methods and standards of quality it intends to guarantee and undertakes to comply with certain quality and quantity standards, with the aim of monitoring and improving the quality of the service offered.

It constitutes a real "pact" with users, an instrument of communication and information that allows them to know the services offered, the methods and standards promised, to verify that the commitments undertaken are respected, to express their assessments also through forms of complaint.

The Charter will be periodically updated to consolidate the quality levels achieved and record the positive changes that have taken place through the implementation of improvement initiatives, which may also derive from the regular monitoring of users' opinion.

## General fundamental principles

The carrying out of the activities inside the Monumental Complex of Santa Severa is inspired by the following "fundamental principles":

- Transparency

Transparency, at the basis of the process of improving the quality of services, is intended as total access to information. The current legislation in this regard provides that the following must be guaranteed: constant updating, completeness, integrity and simplicity of consultation of the information.

- Equality and impartiality

Every user has the right to equal treatment, without unjustified discrimination and without distinction of nationality, sex, language, religion, political opinion. This monumental complex will work to remove any inefficiencies and promote initiatives aimed at facilitating access and use of foreign citizens, people with disability, and sensory, cognitive and disadvantaged people from the social and cultural point of view.

- Continuity

The services must be rendered with continuity and regularity according to the times communicated. In case of impediments, users must be promptly notified and all necessary measures must be taken to minimize the inconvenience.

- Participation

The Manager promotes information on the activities performed and, when taking management decisions, takes into account the needs expressed and suggestions made by users, either individually or in combination.

- Efficiency and effectiveness

The Manager pursues the goal of continuous improvement of the efficiency and effectiveness of the service, adopting the most functional technological, organizational and procedural solutions.

## Description of the Structure

### Essential features

The Castle of Santa Severa, owned by Regione Lazio, is located in the municipality of Santa Marinella (RM) and contains within it several structures of value and historical-archaeological and cultural importance. Its history dates back more than 2000 years: the first settlements date back to the Bronze Age, when the populations settled in this stretch of Tyrrhenian coast for its environmental characteristics, in particular due to the presence of numerous courses and sources of fresh water.

From the seventh century B.C., in correspondence of this promontory, Pyrgi was founded, expression of the maritime power of the Etruscan Caere, today's Cerveteri, which, together with the other cities of coastal Etruria, exercised the almost unconditional control of the Tyrrhenian Sea. The Etruscan settlement developed over an area of over 10 hectares around the port, frequented mainly by Greek and Phoenician sailors and traders.

The site was probably inhabited without interruptions until late antiquity (IV - V century AD) and it is thanks to the continuity of life on the remains of the Roman castrum that, in medieval times, the village known as Castellum Sanctae Severae was formed.

In the first half of the III century B.C., with the Romanization of the territory, in this same place a maritime colony was founded.

The Roman Pyrgi, built on a part of the previous Etruscan village, was a fortified city, based on the model of the castrum that is the military camp.

With the imperial age, lacking the strategic-military function, the coast was occupied by luxurious maritime villas, owned by rich Roman families.

The extraordinary discovery of the remains of an early Christian cult building testifies how in the late Imperial era, between the end of the III and the beginning of the IV century A.D., the martyrdom of Santa Severa, killed with his brothers under the empire of Domitian, would have taken place here.

Each era has left its mark, from the Etruscans to the Romans, from the Middle Ages to our days, as there are many stories and legends related to this pleasant place.

Ancient Roman families, nobles and Pontiffs lived here, until in 1482, and until 1980, it became the property of the Order of the Holy Spirit.

The complex includes the Manor, the Fortress joined by a bridge to the Saracen Tower, the medieval village, the early Christian church, the Baptistery, the Church of Santa Maria Assunta, the two buildings of the Manica Lunga and the Manica Corta, the Museum of the Sea and of the Navigation, the Museum of the Territory, the Antiquarium and the Visitor Center Macchiatonda Nature Reserve, as well as outdoor spaces of notable bill as the Spianata dei Signori, the Cortile delle Barrozze, the Piazza del Castello and the two Churches.

All sealed by the marvellous setting of the sea that surrounds the Complex in its embrace.

## Task and Services

The Manager of the Monumental Complex is responsible for ensuring the safety of the assets and their exploitation, in order to ensure the use of the external and internal spaces in accordance with current legislation.

Each space must be manned by trained and qualified personnel with a control function, but also as a host.

The Manager is also responsible for the coordination of tourism, cultural, recreational and educational activities that take place within the complex, monitoring the quality of services. A picture, as complete as possible, of the history and culture of the site or of the archaeological site connected to it must be provided. In this perspective, various visit solutions are proposed to the public, designed to illustrate the evolution of the important Etruscan city, the port of Caere and the site of an important sanctuary, from the early stages of life up to today.

## Quality standards of services

QUALITY FACTOR / INDICATOR	COMMITMENTS OF THE MANAGER
Access	
Regularity and continuity	
Opening hours and days	<p>from April 1st to June 30th from 1 to 30 September            Tuesday to Friday from 9.00 to 18.00            Saturday and Sunday from 10.00 to 19.00</p> <p>from 1 October to 31 March            Tuesday to Friday from 9.30 to 16            Saturday, Sunday and holidays from 10.30 to 17 hours            24 and 31 December 2017 from 10.30 to 14 hours            from 1 July to 31 August            from Tuesday to Sunday from 10.30 am to 3.30 pm            daily admissions per hour for 50 people maximum per hour            from 4.00 pm to 11.00 pm ordinary opening  <i>The ticket office closes an hour earlier</i>            Closed on Mondays, December 25th and January 1st</p>
Reception	
Website	<a href="http://www.castellodisantasevera.it">www.castellodisantasevera.it</a>
Ticket office	Managed by the municipality of Santa Marinella (Coopculture) and LAZIOcrea S.p.A.
	<p>It is a point for information</p> <p>It answers questions related to the museum or collections</p>

		<p>FULL TICKET € 8,00</p> <p>REDUCED TICKET € 6,00: Those who purchase an educational service (visit, laboratory or audio guide); Children from 6 to 14 years; Adults over 65; Group of students for a didactics with only entry turn (teachers and escorts with free admission); Groups of at least 12 people; teachers of all levels (with a document certifying it, MIUR form); MiBACT employees (with document certifying this), employees of Regione Lazio; LAZIOcrea employees, Teatro di Roma employees</p> <p>FAMILY TICKET* € 8,00 + € 8,00 (2 adults, parents) FREE entrance for children aged up to 18 years old</p> <p>FREE: Children under 6 years; Children under 18 included in the "Family Ticket"; Children from 6 to 10 years participating in an educational workshop; School groups that purchase an educational service; Residents in the city of Santa Marinella; people with disabilities and their couriers; touristic guides; card holders I.C.O.M (International Council of Museum); University students of archaeology, history of art, cultural heritage, architecture (with document certifying it); Journalists (with registration form) accredited at the ticket office.</p>
	Booking ticket	<p>Single € 2,00 Group € 10,00 Schools € 5,00</p>
	Reservation until 17:00 of the previous day	Yes
	Internet pre-sale before 23.59 of the previous day	No
Waiting for the ticket purchase	At the Castle	5- 30 minutes (depends on periods of greater or less affluence)
	By booking	5-10 minutes
	Waiting for access to visit for groups, for schools, for other categories	5- 10 minutes



Information and orientation	information points	Yes there are information points located in different areas of the complex, both in the Ticket Office and in the visiting areas
	free information material	Yes (Italian, English)
	online information on services	Yes
	Internal signage	YES (Italian, English)
	Outdoor signage	YES (Italian, English)
	service workers and hall staff	YES (Italian, English); the staff is able to provide basic information on the Castle of Santa Severa
easy access for people with disability	Yes, all the spaces are accessible (except for: Baptistry, first and second floor Museo del Castello, second floor Museo del Territorio, excavations of Pyrgi, Casa della Legnaia, Torre Saracena)	

QUALITY FACTOR / INDICATOR	COMMITMENTS OF THE MANAGER
Fruition	
Dimension	

Availability of material	Open rooms for fruition	Free access: Cinte esterne, Cortile della Torretta, Cortile delle Barrozze, Piazzale delle due Chiese, Chiesa dell'Assunta, Giardino ex palmetto
	Areas dedicated to fruition	Access with ordinary integrated ticket: Ticket valid for 1 entry usable during the day The integrated ticket includes:  <ul style="list-style-type: none"> <li>- Antiquarium and Pyrgi.finds</li> <li>- Museum of Sea and Ancient Navigation</li> <li>- Territory Museum</li> <li>- Baptistry (only with guided tour)</li> <li>- Fortress and Early Christian Church courtyard</li> <li>- Casa del Nostromo</li> <li>- Casa della Legnaia (only with guided tour)</li> <li>- Museo del Castello/della Rocca</li> <li>- Saracen Tower (only with guided tour and few groups with quota restrictions)</li> </ul>

Visit conditions		<p>The organized groups (even the scholastic groups) made up of 12 visitors and over, up to a maximum of 30 units, have the obligation to book the entrance.</p> <p>Inside the single rooms of the museum spaces there will be at maximum two groups at the same time.</p> <p>The Casa della Legnaia can only be visited with a guided tour. The baptistery can only be visited with a guided tour.</p> <p>The Saracen Tower can only be visited with a contingent and accompanied visit. It's not accessible to the disabled, it is not recommended for children under 6 years of age, cardiopathic people and pregnant women.</p>
	Areas dedicated to communication	Yes, there are video rooms, rooms for teaching and / or laboratories, rooms for conferences, meetings, presentations.
Effectiveness of mediation	Parking areas	Yes, there are large parking areas at the entrance or during the visit
	Lighting	Yes, the prepared lighting is designed to avoid areas of shade, glare or excessive efforts on the part of the visitor
	Monitoring and maintenance of rooms and spaces	Yes, the monitoring of the rooms, lifts, flights of stairs, of all the external and internal spaces is carried out in a systematic way to guarantee the usability of the places. Cleaning is done every day. Active video surveillance service.
	Effectiveness of mediation	
Availability of tools for knowledge and enjoyment of assets	panels and / or mobile boards	YES (Italian, English)
	Captions	YES (Italian, English)
	short guides	YES (Italian, English)
	general catalogue	YES (Italian, English) for payment
	audio guides	YES (Italian, English) for payment € 5,00 full € 4,00 reduced

Educational visits

Typology of visit

Medieval visit A

Introduction to the Village, Courtyard of the Guard and the Barrozze, Church of the Assumption, Baptistery, Piazza della Rocca, Casa della Legnaia  
Scavi Paleochristian Church, Casa del Nostromo, Rocca Museum and Torre Saracena (the latter only with additional payment Visit B).

Tuesdays - Fridays 11:00 a.m. and 4:00 p.m.  
Saturdays, Sundays and holidays 10:30 a.m., 11:30 a.m., 3:30 p.m. and 4:30 p.m. in Italian,  
It lasts 90 minutes, max 30 participants

Saracen Tower visit B

Guided tour to the Saracen Tower

Tuesdays-Sundays from 10.20 to 18.30 (last tour), every 10 minutes in Italian, last 10 minutes, max 10 participants, it is not accessible for disabled people, we discourage the tour to under 6 year children, cardiophatics and pregnant women. You can visit the Saracen Tower only by a guided tour in a scheduled time.

Archaeological path visit C

Visit to the Museum of Sea and Ancient Navigation, Antiquarium and excavations of Pyrgi, polygonal walls, view of Pyrgi Submerged by the large garden or former palm grove of the Castle

Tuesdays - Sundays at 17.15 in Italian,  
last 90 minutes,  
max 30 participants

Single tickets:

visits A and C € 6,00 full/€ 4,00 reduced  
visit B € 3,00 (combined with payment of visit A)  
audio guide € 5,00 / € 4,00 reduction

School tickets

Class group (max 30 students)  
visits A and C € 90,00/€ 80,00 reduction

Group tickets:

Maximum group ( max 30 persons)  
visit A visits A and C € 130,00/€ 120,00 reduction  
visit B € 3,00 for persons (combined with payment of visit A)

Thematic itineraries

last 2h 30'

for schools and groups by booking

	<p>ITINERARY A From the Ancient Pyrgi to the Medieval Castle Visit to the Museum of Sea and Ancient Navigation, Church of the Assumption, Baptistery, Early Christian Church, Boatswain's House, Woodshed Cellar, Musealized areas of the Castle, Manica Lunga (in case of exhibit) or Antiquarium and Pyrgi finds, Polygonal Walls</p> <p>ITINERARY B From the Ancient Pyrgi to the Medieval Castle (with Saracen Tower)</p> <p>Visit to the Museum of Sea and Ancient Navigation, Church of the Assumption, Baptistery, Early Christian Church, Boatswain's House, Woodshed Cellar, Musealized areas, of the Castle, Saracen Tower, Manica Lunga (in case of exhibit) or Antiquarium and Pyrgi finds, Polygonal Walls</p> <p>Schools tickets: Class (max 30 students) itinerary A € 160,00/€150 reduction itinerary B € 160,00/€150 reduction + € 3 per person</p> <p>Groups tickets: Group (maximum 30 persons) itinerary A € 200,00/€ 150,00 reduction itinerary B € 200,00/€ 150,00 reduction + € 3 per person</p> <p>Any changes will be published on the website and on our main communication channels</p>	
	website	<a href="http://www.castellodisantasevera.it">www.castellodisantasevera.it</a> and <a href="http://www.coopculture.it">www.coopculture.it</a>
	multimedia tools	yes
	Online tools	yes
	Other information material	Material (books, magazines, gadgets, etc. ..) on payment at the Sea Museum Bookshop and adjacent bookstore
Qualified assistance for disabled people	continuously	
	Continuously or on request	Yes, modality to be established.

Availability of specific tools for sensory, cognitive disabled people	existence of specific instruments and subsidies	
	existence of specific paths	

QUALITY INDICATOR	COMMITMENTS OF THE MANAGER
Services	
Range	
Bookshop	Yes, it follows the access time of the museum complex and is adjacent to the Sea Museum Rooms. Accessible for free
Library and reading room	Yes, it follows the access time of the museum complex and is adjacent to the Sea Museum Rooms. Accessible for free
Coffee bar	Yes
Restaurant	No
Wardrobe	Yes, for payment
Warehouse	Yes, for payment
Access monitoring	Integrated ticket validation procedures: 1. First Sea Museum Hall (at ticket office) 2. Antiquarium entrance (with scanner reader) 3. Manica Lunga entrance (from 23 June 2017 and with scanner reader: specific event card will be produced) 4. Entrance to the Territory Museum (with punching machine) 5. Entrance Piazza della Rocca (with scanner reader)
Parking area	Yes, parking area in front of the Castle entrance
Transports	Bus: COTRAL Rome-Civitavecchia service S.S. AURELIA crossroads Castle of Santa Severa. Train: Roma-Civitavecchia line stop Santa Severa station. Car: SS Aurelia junction Castello Santa Severa, parking adjacent to the Castle.
Valorisation	
Range	

Exhibits	Yes, in all the rooms of the Monumental Complex that have the appropriate characteristics to accommodate them, are set up exhibitions or expositions also organized by and with third parties, can be free or paid.
Events	Yes, conferences, meetings, concerts, editorial presentations, etc., are organized both in the external and internal areas of the monumental complex, can be free or paid and realized thanks to the collaboration of third parties
Publications	Yes, catalogues, scientific literature, etc. they can be free or paid and made also thanks to the collaboration of third parties
Dissemination of the activities / initiatives	Yes, different channels for the dissemination of institutional and temporary activities used: newspapers and online media, posters, mailing lists, site, newsletters, social networks, etc.
Additional resources	Yes, institutional agreements have been reached among the entities involved in the enhancement of the Monumental Complex: Regione Lazio, the Municipality of Santa Marinella and the Ministry of Heritage and Cultural Activities and Tourism
Other	

### Education and Didactics

#### Range

Initiatives	Visits and thematic paths	Yes (as specified in the educational visits in: Fruition_ Effectiveness of the mediation)
	artistic and animation workshops	Yes, calendar and activities published on the site and on the main communication channels
	training courses for school teachers	Yes, calendar and activities published on the site and on the main communication channels
	training courses for educational operators	Yes, calendar and activities published on the site and on the main communication channels
	special projects in agreement with schools	Yes, calendar and activities published on the site and on the main communication channels
	Other initiatives	Yes, the initiatives will be published on the site and on the main communication channels

Information and assistance with qualified personnel	Yes, calendar and activities published on the site and on the main communication channels
Regularity and continuity	
Possibility of consultation of teaching documentation	Yes, in the days and hours of opening to the public. For special requests it is possible to contact the reference staff of the Monumental Complex
In evidence	
Targeted dissemination measures of initiatives	Yes, dissemination interventions are made ad hoc for each initiative through a targeted communication program according to needs

QUALITY INDICATOR	COMMITMENTS OF THE MANAGER
Documentation on preserved goods	
Range	
Cataloguing documents	Yes, located in the museum areas, updated and available on the days and hours of opening to the public.
Restoration documents	
Movement documents	
Photographic archive	
Multimedia archive (sound, audio-visual)	
Publications	Yes, located in the museum areas, the bookshop and the Library that can be consulted and purchased on the days and hours of opening to the public.
Regularity and continuity	

	Possibility of consultation	Yes, in the days and hours of opening to the public. For special requests it is possible to contact the reference contacts of the Monumental Complex
	Relations with stakeholders	
	Range	
	Involvement of stakeholders	The institutions involved in the project (Regione Lazio, Santa Marinella Municipality and Ministry of Heritage and Cultural Activities and Tourism) collaborate in concert for the enhancement of the monumental complex with the managing body (LAZIOcrea) and other public and private partners supporting the initiative
	In evidence	
	Method of communication of the activity	Communication takes place through the site of the Castle of Santa Severa and all the communication channels indicated
	Additional resources	
	Specialized services	
	Archive	
	Library	
	Photo library	
	Storage area	Yes; access is allowed to scholars by appointment
	Improvement goals	
	Range	
	Improvement goals	The goal is to improve the efficiency and effectiveness of services, adopting the most functional technological, organizational and procedural solutions for their use by visitors
Initiatives aimed at improvement	Of structures	The planned infrastructural works are: extraordinary maintenance for the safety of the structures and the environments of the Complex, reactivation of the hydraulic and electrical systems; redevelopment of the premises that have never been restructured; setting up offices and changing rooms; WI-FI network and wiring, hardware and software, consumables; preparation of rooms (chairs, projectors, etc.)
	Of collections	



	Of services	5 museums, 5 conference rooms of various sizes, 1 cocktail bar, 1 bookshop, 1 bookshop, 1 hostel, outdoor spaces for events, 1 consecrated church, 1 consecrated baptistry, 1 XII century tower, 1 medieval fortress, 3 artisan workshops in the medieval village
	Of valorization activities	Thanks to the collaboration of the various stakeholders, events, exhibitions, fun-educational activities, guided tours in 3 languages and different visits are scheduled. Wide summer visiting hours and evening visits on the weekends.
	Other:	
<b>Complaints</b>		
	Complaints	The complaint forms can be delivered to the staff at the reception points, forwarded to the following e-mail address: info@castellodisantasevera.it or inserted in the appropriate boxes placed at the ticket office.

## Protection and Participation Complaints, Proposals and Suggestions

If users find the non-compliance with the commitments contained in the Service Quality Charter, they can make specific complaints to be presented in the following way:

- o filling out the appropriate Complaint Form attached here, which can be downloaded from the website <http://castellodisantasevera.it/> and available at the reception points and ticket offices.

The form can be delivered to the staff at the reception points, forwarded to the following e-mail address: [info@castellodisantasevera.it](mailto:info@castellodisantasevera.it) or inserted in the appropriate boxes placed at the ticket office. Complaints will be answered within 30 working days and, in the event of established disruption, the user will be granted a refreshment.

Users can also make proposals and suggestions aimed at improving the organization and provision of services, which will be the subject of careful analysis. These indications can be forwarded through the following e-mail address [info@castellodisantasevera.it](mailto:info@castellodisantasevera.it) or by using the special boxes located at the ticket office.

## Communication

The Service Quality Charter services is available on request at the reception points and can be downloaded via the website <http://castellodisantasevera.it/>

## Review and Update

The Charter is subject to periodic updating, at least every two years.

## COMPLAINTS FORM

(PLEASE FILL IN BLOCK LETTERS)  
COMPLAINTS WRITTEN BY:

SURNAME \_\_\_\_\_

NAME \_\_\_\_\_

BORNIN \_\_\_\_\_ PROVINCE \_\_\_\_\_

DATE \_\_\_\_\_ RESIDING IN \_\_\_\_\_

PROVINCE \_\_\_\_\_

ADDRESS \_\_\_\_\_

ZIPCODE \_\_\_\_\_ PHONE \_\_\_\_\_ FAX \_\_\_\_\_

COMPLAINTS TOPIC

\_\_\_\_\_

CAUSE OF COMPLAINTS:

\_\_\_\_\_

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REQUESTS FOR SERVICES IMPROVEMENT

\_\_\_\_\_

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*Personal data will be used exclusively for responding to this complaint and to provide information on cultural events organized by this Enterprise (D.Lgs. 30/06/2003 n° 196).*

DATE \_\_\_\_\_ SIGNATURE \_\_\_\_\_

We will answer within 30 working days.

## SUGGESTIONS AND COMPLAINTS FORM

First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Nationality: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Comments: \_\_\_\_\_

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Personal data will be used exclusively for responding to this complaint and to provide information on cultural events organized by this Enterprise (D.Lgs. 30/06/2003 n° 196).

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

We will answer within 30 working days.