

## FAQs

### **THE CITY PALACE MUSEUM MAHARANA OF MEWAR CHARITABLE FOUNDATION (MMCF) UDAIPUR 313001, RAJASTHAN, INDIA**

Updated as on 10<sup>th</sup> July 2020 at 16:30 pm

#### General Information:

- **What does The City Palace Museum, Udaipur offer?**  
The City Palace Museum, Udaipur, administered by the Maharana of Mewar Charitable Foundation (MMCF) was set up in 1969 to safeguard and preserve the cultural heritage and the time honoured traditions of the people of Mewar. The Museum, situated in a 450+ year old complex, offers the viewers a chance to see a collection of textiles, paintings, silver, and several other artefacts belonging to the Mewar Family. This is a living palace complex; a part of which forms the residence of the present 76<sup>th</sup> custodian of the House of Mewar, and his Family
- **How much time shall I plan for my visit?**  
It is difficult to say how much time it will take to visit, as it depends on the age and interests of your group members, but we would suggest a minimum of an hour, to get a flavour of the Museum
- **What are the Museum timings?**  
The Museum timings are 09:30 am to 05:30 pm, all seven days of the week. Sale of Museum tickets closes at 04:45 pm
- **What are the admission charges?**  
A Museum visitor has to buy a Museum ticket of INR 300  
The City Palace Museum, Udaipur has followed a uniform, 'one fee' policy for its visitors; Indian or foreign
- **Are there any concessions for special categories?**  
Yes. The Museum offers concessional rates for certain categories of visitors
  - Entry is free for children (below 5 years) and differently-abled persons
  - For children (between ages 5 years and 18 years), students with valid Identity cards and teachers with student group the entry ticket is for INR 100
  - Personnel from Defence, Paramilitary and Police force, and Senior citizens (above 60 years) all get concessional rate of INR 200 on production of valid identity cards
- **Where can I buy the Museum ticket?**  
There are ticket counters at the two gates of the City Palace, at Badi Pol and Shitla Mata. Besides, online ticketing is in process, and will be soon available at <https://www.citypalacemuseum.org>

- Is photography allowed?  
Yes, however flash photography is not permitted specially in the galleries and exhibit areas. Also, commercial and professional photography can only be conducted with due permission from the MMCF Administration

### Supporting facilities at the Museum:

- Are Museum guides and audio guides available?  
Yes, the Museum has the facility of certified guides. The charges are fixed and mentioned on the Guide Id's  
The Museum also has the facility of audio guide services in English, French, German and Spanish languages. However, in keeping with safety protocols during the Covid-19 pandemic, audio guides will not be available, till further notice
- Are there any special facilities for differently-abled visitors?  
The Museum makes a constant effort to ensure universal accessibility for its visitors. However, due to different levels in the Museum and the narrow stairwells, this will not be possible in all areas. The following initiatives have been taken so far:
  - Free Wheelchair service; kindly request at the Information Desk, Moti Chowk
  - Accessible Lift for physically disabled; kindly request at Information Desk, Moti Chowk
  - Ramps
  - Side railings to assist in climbing steep stairs
  - Guide Book in Braille
  - Accessible Toilet; key available at Information Desk, Moti Chowk
  - Electric carts are available to ferry visitors from Palace gates to the Museum
- Are cloakrooms and lockers available?  
Cloakroom and locker facilities are available near Badi Pol ticket counter
- Is the Museum child-friendly?  
Yes. Baby changing and feeding room is available on the Museum premises. The keys are available at Information desk, Moti Chowk
- Is drinking water facility available?  
Yes, there are water coolers installed at Moti Chowk. However, considering the present situation, it is advisable to carry your own bottles that can be refilled as required
- Are food and drinks allowed in the Museum?  
Food and drink is allowed only in the open/courtyard areas, but not inside the Museum, nor near objects in the gallery spaces or exhibit areas

- Is free wi-fi available?  
Not at present. However, the Museum plans to offer this facility in the future
- Can I purchase Museum merchandise and books?  
Unfortunately, there is no Museum Souvenir Shop at this moment but the Museum will very soon have its own customized merchandise for sale  
Books can be purchased at the Information desks at Moti Chowk, Badi Mahal and Lakshmi Chowk. The Museum will also have an online purchasing option for books and merchandise in the future
- Are the Museum's publications available as e-books?  
No
- Can I subscribe to the Museum's Newsletter?  
Please visit [http://www.eternalmewar.in/news\\_letter](http://www.eternalmewar.in/news_letter) to access, or subscribe
- Is the Museum on social media platforms?  
Yes, the Museum is active on several Social Media platforms; Facebook, Instagram, Twitter, and now even YouTube. We also have our own website

Links:

Instagram

[https://instagram.com/city\\_palace\\_museum](https://instagram.com/city_palace_museum)

Facebook

<https://www.facebook.com/thecitypalacemuseum/>

Twitter

[https://twitter.com/CP\\_Museum](https://twitter.com/CP_Museum)

YouTube

<https://www.youtube.com/EternalMewar>

Website

<http://www.citypalacemuseum.org/>

#### Important information for Museum visitors during COVID-19 pandemic:

- Is the Museum open?  
Yes, the Museum is open
- How do I buy tickets?  
Tickets can be purchased at the ticket counters at Badi Pol, Shitala Mata Gate, or online. The online facility is under process at present and will soon be operational. Once it is in place, we encourage booking online (<https://www.citypalacemuseum.org>) with due consideration of your safety, wherein you will not have to wait in line, or interact with more people than necessary

- Are visitor numbers going to be limited? If so, how many will be allowed in a group?  
In keeping with social distancing, visitor numbers will be limited. The maximum number allowed in a group will be taken care of, at the Palace gates only. Even this limited number may have to split up in enclosed rooms and spaces of the Museum
- Are guided tours and audio guides available?  
Guide facility has been restarted. There will be an option to book with or without a guide online soon. However, in keeping with safety protocols during the Covid-19 pandemic, audio guides will not be available till further notice
- Will I be able to catch my favourite exhibition at the Museum?  
Yes, the Museum and its galleries are open for visitor viewing. We are, however, taking our exhibitions and collections online, to enable access for all. Please follow our website and social media handles, to stay updated
- Can I participate in Museum activities and workshops?  
Considering our visitor's health and safety, all activities and workshops will either be postponed to a later date, or held on a virtual platform. Follow our Social Media handles for updates. To request for certain activities and workshops, please email at: [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in)

#### Museum and Staff safety measures during COVID-19 pandemic:

- What safety measures has the Museum taken for visitors during the pandemic?  
We want our visitors to stay safe!
  - We have ensured complete and regular cleaning and disinfecting of all surfaces, especially high-touch surfaces
  - A Temperature Check is done for each visitor, at the entry point
  - Hand sanitizing stations are placed in locations throughout the premises. Washrooms are available for hand washing, in designated areas, which are disinfected regularly
  - Masks are made mandatory for both Museum visitors and staff. Masks are available at all ticket counters, if the visitor is not carrying their own mask
  - Social distancing markers are indicated on the floor and vertical surfaces/stands
  - Visitor inflow has been controlled; only a certain number of visitors will be allowed into the Museum per day
  - No more than 25 people (including staff and visitors) will be allowed in a large courtyard space, at a given time. This number will be limited to 10 people for enclosed rooms and spaces like Lakhu Gokhda area
- What safety protocols have to be followed by the museum visitors?
  - Kindly co-operate during the Temperature Check, at the entry gate
  - Masks for visitors are mandatory – masks are available at the ticket counters, if the visitor is not carrying their own mask

- Sanitizers are provided at designated areas; visitors are requested to make use of this provision. Follow the 20 second hand washing routine with soap, whenever possible
  - All frequently contacted surfaces are regularly disinfected but please abstain from touching these surfaces, as far as possible
  - Social distancing should be maintained at all times. Please do not crowd, follow the social distancing markers and co-operate with the attendants and guides
  - Spitting, smoking and consumption of tobacco are strictly prohibited
  - Do not litter; kindly dispose off waste in dustbins, in a hygienic manner
  - We also encourage visitors to take the normal precautions, including adhering to coughing and sneezing etiquette
  - Visitors with flu-like symptoms are requested to remain at home and avoid public spaces
  - If you feel unwell during the visit, please inform the nearest Museum staff and follow the directions
- What safety protocols have to be followed by the museum staff?
    - Staff is requested to follow orders by their Department heads and report to office only when notified
    - You are to provide complete co-operation during Temperature Checks
    - Masks to be worn
    - Kindly adhere to social distancing norms, and other Covid-related protocols even when at office, as informed
    - Regular and thorough hand-washing, and hand sanitizing to be followed by all persons employed on campus
    - Staff indicating the slightest of symptoms are advised to inform concerned heads, and not to come to the Museum

#### Emergency measures during COVID-19 pandemic:

- What are the emergency measures planned by the Museum in case of appearance of a Covid-19 case on the premises?  
We have a response plan, based on WHO guidelines, for such a situation, which will be as below:
  - Any near contacts of the Covid-infected person, during the visit, will also be checked for symptoms
  - The said persons will be advised to monitor themselves for symptoms for 14 days, and take their temperature twice a day
  - The management will take the due decision in case of an occurrence, while ensuring complete sanitation, and safety of its staff and visitors

#### Research and Collaborations:

- Can I download or use images available on the Museum's website or social media platforms for my use?
- OR**
- I want a high resolution image of an image that is already available on the internet. Whom should I contact?  
Please write to [info@citypalacemuseum.org](mailto:info@citypalacemuseum.org) or [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in) for more details

- I am from an educational institution; how do I collaborate?

The Museum often works with schools and organizations to enable learning to be fun and yet informative. These could be tied up and based on the school curriculum. A whole range of activities; workshops, guided walkthroughs with experts, hands on learning and much more can be organized. Due to the current situation, we're going digital. To collaborate or know more, email: [info@citypalacemuseum.org](mailto:info@citypalacemuseum.org) or [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in)

Still have a question?

Please send in your queries to [info@citypalacemuseum.org](mailto:info@citypalacemuseum.org) or [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in)