

SERVICE CHARTER
ANDRÉS DE RIBERA FOUNDATION (FAR)
LOCAL PUBLIC FOUNDATION

1. GENERAL INFORMATION

A. Identification Details

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The **Andrés de Ribera Foundation** was established on **10 July 1987**, and its **Board of Trustees** is composed of its founding entities: the **Jerez City Council** and the **Provincial Council of Cádiz**. It is registered in the **Register of Foundations of Andalusia**, classified as **Cultural in nature**, and listed under the **second section: "Cultural, Civic and Sports Foundations"**, with registration number **CA-481**. The Foundation's **registered office** is located in **Jerez de la Frontera (Cádiz)**, at **Calle Cervantes no. 3**, **Finca "La Atalaya"**, postal code **11403**.

The Foundation manages the **Palacio del Tiempo** (*Palace of Time*) **Clock Museum**, which houses **nearly 300 timepieces** dating from the **17th to the 19th centuries**, displayed as a **permanent collection**. The **general visit** takes place on **weekday mornings** at **09:30, 10:30, 11:30, 12:30, and 13:15**, and is available to **individual visitors** (with or without prior booking, subject to availability) as well as to **pre-booked groups**.

Advance booking is recommended for **groups larger than 15 people**, preferably via **email** at **info@elmisteriodejerez.org** or through the **online form** available on the website.

Individual visitors may book tickets directly at the **museum ticket office**. It is advisable to **call in advance** at **(+34) 956 149 500** during **peak season**, as some visiting sessions may be fully booked.

- **Main entrance:** Calle Cervantes no. 3, Jerez de la Frontera (Cádiz)
- **Secondary entrances** remain closed except for special occasions:
 - Calle Lealas, 30 (access to the events area)
 - Calle Pizarro, 19 (rear area access)



B. General Description of the Foundation's Purposes

In the field of cultural activities:

- To contribute to the **cultural and tourism development** of the city of **Jerez de la Frontera** through the **public and permanent exhibition** of its collections of **clocks** (*Clock Museum or Palace of Time*), **silver pieces**, and **ivory walking canes**, as well as the **presentation of traditional local products**, thus complementing a **typical cultural tourism experience** in the city alongside other existing attractions.
- To sponsor, promote, and host **all types of exhibitions, cultural and artistic events**.
- In general, to develop **any artistic, cultural, or folkloric activities** that are compatible with or complementary to the purposes described above.

In the field of educational activities:

- To create and/or maintain **Vocational Training Centres**.
- To acquire suitable premises and the necessary materials for this purpose.
- To create and grant **study scholarships** to individuals who, based on their personal and family circumstances, capacity, dedication, and merit, are considered deserving of them. The **amount** of these scholarships is determined **annually**, depending on the nature of the studies or training involved.
- To establish **awards**, periodically determined according to the Foundation's resources, to recognise **outstanding work or merit**, including literary or journalistic achievements, academic excellence, research or invention in any field, or any actions that bring **benefit and inspiration to society**.

The Foundation may also engage in **economic activities** related to its founding objectives, provided they are **complementary and secondary** in nature. Such activities may be carried out **directly** or through **participation in commercial entities**, provided that the Foundation **does not assume personal liability** for corporate debts, and that **authorisation or notification** is made to the **Protectorate**, in accordance with Articles **33.4 and 45.1 (k)** of Law 10/2005.

Finally, the Foundation may carry out its **cultural, educational and tourism activities within or outside its headquarters**, either **directly** or through **priority sponsorship programmes** and **collaboration agreements** with other **public or private entities**.

C. Catalogue of Services and Procedures

Cultural sphere (Museum)

- To make available to the community its **facilities and human and material resources** for cultural activities that promote the **Foundation's statutory purposes**.
- To establish **collaborations** and **partnerships** with other institutions and organisations to foster **cultural and tourism development** in the city.
- To promote activities encouraging **citizen participation** in cultural and social life.
- To promote and disseminate **European decorative arts of the 17th to 19th centuries** through the permanent exhibition of **historic clocks**, ensuring their **preservation**.
- To promote **inclusive cultural access** for **vulnerable groups**.
- To collaborate in the **promotion of Jerez** as a **cultural tourism destination**.

Adult Groups

Museum capacity per session: **100 people** (according to the current licence).

Schools and Youth Groups

The museum offers **guided tours** for organised groups of pupils and students. An **Educational Guide** is provided to schools during the booking process. Guided tours can also be conducted **in English** upon prior request, **at no additional cost**.

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Senior Visitors and Groups

The **Palace of Time Museum** route is **fully accessible**, designed to accommodate visitors with **reduced mobility**.

Visitors with Disabilities

Guided tours for **blind or visually impaired visitors** include the possibility of **touching certain objects**, always **under staff supervision**. **Braille booklets** are available on request. There are **no architectural barriers**, and the **main entrance** has a **certified access ramp**. Approximately **85% of the clock collection** is displayed at a height suitable for viewing from a **wheelchair**. The museum holds **PREDIF certification** (*State Representative Platform for People with Physical Disabilities*) as an **accessible museum**.

Educational Programmes

- The Andrés de Ribera Foundation takes part each academic year in the “**Jerez Educa**” Campaign, organised by the **Jerez City Council**, aimed at local schoolchildren.
- It also runs an **annual educational programme** called “**Fundación Joven**”, directed at schools and youth centres.
- Under an **agreement with the University of Cádiz**, the Foundation **hosts university students for professional internships**.

Special Activities

The Foundation organises “**Open Days**”, special free-admission events with a **cultural focus**, held on **notable dates**, until **capacity is reached**.

Photography Service

The Foundation allows the use of its **premises for photography or filming**, subject to a **fee** and **general conditions**.

The **use of images for commercial or profit-making purposes** is **strictly prohibited** without **express written authorisation** from the **Andrés de Ribera Foundation**.

Publications

The **Palace of Time Museum** aims to promote its activities across different media, including printed materials:

- *“Illustrated Catalogue of the Clock Museum”* — Legal Deposit CA-852-1995
- *Colour fold-out brochure* (available in Spanish, English, and German)
- *Limited edition catalogue available for purchase* at the **Museum Reception / Ticket Office**

D. Unique Venue for Meetings and Events

Within its facilities, the **Andrés de Ribera Foundation** provides advice and coordination for **a wide range of social, educational, and cultural events**, positioning *Los Museos de la Atalaya* as one of the city’s **most distinctive event venues**.

Main objectives in this field:

- To **advise institutions and organisations** on the organisation of events with social and educational value.
- To **promote corporate and meeting tourism**, attracting a variety of events and formats that contribute to the **socioeconomic development of Jerez**.
- To establish **agreements and partnerships**—both public and private—to enhance this activity.
- To make available to the community the **Foundation’s meeting and event spaces**, listed below, primarily for activities aligned with the **Foundation’s cultural and educational goals**.
- To collaborate in promoting **Jerez as a conference destination**.
- To contribute to the **cultural development of the city**, hosting cultural gatherings and performances.
- To foster **citizen participation** in social initiatives, with particular attention to **vulnerable groups** and **associations with social purposes**.

Spaces available for use or hire:

- **Meeting Room (Multimedia Auditorium)** – Temporary use
- **“Don Jorge” Banquet Hall** – Temporary use
- **Bodega Courtyard** – Temporary use
- **Atalaya Gardens**, as an adjoining and complementary outdoor area
- **Palace of Time Museum** – Hire of full museum or specific rooms, including private visits

These spaces are available for **institutional, corporate and social events**, including:

- Concerts
- Conferences, seminars, congresses, and conventions
- Graduation ceremonies and other social events
- Product presentations
- Award ceremonies and gala evenings
- Gala dinners
- Press breakfasts
- Assemblies
- Institutional receptions and other official acts

E. Regulatory Framework

On the administration and legal structure of the Foundation:

- **Decree 279/2003**, of 7 October, establishing the Register of Andalusian Foundations and approving its organisational and operational regulations.
- **Law 38/2003**, of 17 November, General Law on Grants.
- **Law 5/2010**, of 11 June, on Local Autonomy of Andalusia.
- **Law 10/2005**, of 31 May, on Andalusian Foundations.
- **Decree 32/2008**, of 5 February, approving the Regulations for Foundations in Andalusia.
- **Law 40/2015**, of 1 October, on the Legal Regime of the Public Sector.
- **Law 9/2017**, of 8 November, on Public Sector Contracts.
- **Royal Legislative Decree 2/2015**, of 23 October, approving the revised text of the Workers' Statute.
- **Law 37/1992**, of 28 December, on Value Added Tax.
- **Law 49/2002**, of 23 December, on the tax regime of non-profit entities and fiscal incentives for patronage.
- **Royal Decree 1514/2007**, of 16 November, approving the General Accounting Plan.
- **Royal Decree 1491/2011**, of 24 October, adapting the General Accounting Plan to non-profit entities.
- **Royal Decree 304/2014**, of 5 May, approving the Regulations of Law 10/2010 on the prevention of money laundering and terrorist financing.
- **Law 27/2014**, of 27 November, on Corporation Tax.

On activities, spaces, and facilities:

- **Law 31/1995**, of 8 November, on the Prevention of Occupational Risks.
- **Royal Decree 486/1997**, of 14 April, establishing minimum health and safety provisions at workplaces.
- **Royal Legislative Decree 8/2015**, of 30 October, approving the revised text of the General Social Security Law.
- **Royal Decree 513/2017**, of 22 May, on fire protection systems.
- **Decree 94/2014**, of 27 May, on the technical standards for the protection of public buildings against intrusion risks.
- **Royal Decree 842/2002**, of 2 August, approving the Low Voltage Electrotechnical Regulations.
- **Royal Decree 1314/1997**, of 1 August, on the application of the EU Directive on lifts.
- **Decree 472/2019**, of 28 May, regulating consumer complaints and claims in Andalusia.
- **Royal Decree 2816/1982**, of 27 August, General Regulations for Public Shows and Recreational Activities.
- **Law 13/1999**, of 15 December, on Public Shows and Recreational Activities of Andalusia.

F. Rights and Responsibilities of Citizens

Rights

- To be treated with respect and courtesy.
- To receive clear information about the services provided.
- To receive personal and direct attention.
- To choose whether to communicate in person, by phone, or electronically.
- To submit suggestions, complaints, or commendations regarding the services.
- To have their **personal data protected**, ensuring confidentiality and security.

Responsibilities

- To maintain respectful conduct toward Foundation staff and other users.
- To follow the guidelines set by the Foundation's personnel.
- To use the facilities and equipment appropriately and responsibly.
- To provide the necessary information for an appropriate response to requests.
- To make constructive suggestions for improving the service.

G. Citizen Collaboration and Participation

- The Foundation fosters **agreements with public and private entities** that promote and disseminate its cultural heritage, including business and tourism associations such as **AETC (Tourism Companies of Cádiz)**, **Cluster Destino Jerez**, the **University of Cádiz**, and the **Wine and Brandy Route Association** of Jerez.
- It promotes **museum visits** by schools in **Jerez, the province of Cádiz, and the rest of Andalusia**, to encourage educational and cultural experiences.
- It makes its **venues available for social, cultural, and educational use**, upon formal request and authorisation.
- Through its **founding entities (co-patrons)**, the Foundation encourages **citizen participation** in activities of social relevance, particularly those related to **volunteering, disability, senior citizens, environmental protection, and gender equality**.

2. QUALITY COMMITMENT

- To carry out **regular inspections** of facilities and services, optimising performance according to applicable standards.
- To conduct **monthly, quarterly, and annual evaluations** of the Foundation's operations.
- To monitor citizen and visitor engagement through **social networks**, responding within **24 hours**, and never later than **72 hours**.
- To follow up on **online review platforms**, fostering cooperation agreements to enhance reputation and cultural diffusion.
- To encourage **collaboration with educational and social organisations**.
- To promote **museum visits by schools and students** in Jerez and beyond.
- To foster **citizen involvement** in socially responsible, environmental, and equality-oriented initiatives.

3. SOCIAL RESPONSIBILITY

- **Rental income and museum ticket sales** are essential contributions that support the **preservation of the Foundation's heritage assets**, which include the **1860 neoclassical palace**, **19th-century winery buildings**, **listed historic gardens**, and **art collections** (17th–19th century clocks, canes, silverware, Flemish tapestries, and a late Gothic sculpture).
- The Foundation, as a **local public entity**, also hosts **social, educational, and cultural events**, providing a **public service** and enabling access for **vulnerable groups** through **sustainable use of its facilities**.
- It promotes **educational visits for children and young people** to foster awareness of **art, heritage conservation, and environmental respect**.
- Both the **Palace of Time Museum** and the **Atalaya Congress Centre** are **PREDIF-certified** as **accessible** for visitors with **reduced mobility or physical disabilities**, and **Braille texts** are available for the visually impaired.
- The **Service Charter** is published on the **Museos de la Atalaya website**, ensuring **transparency**.
- The Foundation conducts its activities under **principles of sustainability**, balancing **economic growth, environmental care, and social well-being**.
- Clients and collaborators are encouraged to apply **sustainable criteria**, including:
 - Promoting **KM0 and local products** for events.
 - Encouraging **waste recycling** and **plastic-free practices**.
 - Enforcing **noise control regulations**, as La Atalaya is located in a **residential area**.
 - Promoting **responsible consumption** of resources (paper, water, energy).
 - Ensuring respect for the **19th-century heritage buildings and gardens**.
 - Enforcing all **safety and occupational risk prevention** regulations, with an **updated Self-Protection Plan** and pre-event coordination with clients.

4. PERFORMANCE INDICATORS

- **Human resources indicators**, aligned with national and local statistical surveys.
- **Attendance indicators** for hosted events, reflecting the Foundation's contribution to Jerez's **cultural and tourism development**.
- **Visitor indicators** for the **Palace of Time Museum**, as a measure of cultural outreach.
- **Financial indicators** on the allocation and use of resources.

5. COMPLAINTS AND SUGGESTIONS SYSTEM

The Foundation provides a **Complaints and Suggestions System** enabling citizens to submit proposals for improving services or report delays, deficiencies, or other incidents. Responses are issued within **ten working days**, in accordance with **Decree 472/2019** (Andalusian Regulation on Consumer Complaints and Claims).

Channels for submission:

In person:

- Ticket Office, *Palace of Time Museum* (official complaint forms available).

Online:

- Website: [Museos de la Atalaya](#)
- Email: info@elmisteriodejerez.org

By telephone:

- Central switchboard: **+34 956 149 500**

By post:

- **Fundación Andrés de Ribera**
Calle Cervantes no. 3
11403 Jerez de la Frontera (Cádiz)

Social networks:

- **Twitter:** @JerezAtalaya / @Palacio_Tiempo
- **Instagram:** @palacio_del_tiempo_jerez
- **Facebook:**
 - [Espacios La Atalaya Jerez](#)
 - [Museo Palacio del Tiempo Jerez](#)
 - [Palace of Time Jerez](#)
- **LinkedIn:**
 - [Museos de la Atalaya](#)
 - [Museo Palacio del Tiempo – Unique Experiences](#)