

Here are some **Frequently Asked Questions** to help you prepare for your visit to The City Palace Museum, Maharana of Mewar Charitable Foundation, Udaipur

**What does The City Palace Museum, Udaipur offer?**

The Museum, 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. Situated in a 450+ year old complex, it offers the viewers a chance to see and engage with a collection of textiles, paintings, silver, and several other artefacts formerly belonging to the Mewar Family. This is a living palace complex, a part of which forms the residence of the Royal 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 physical capacity, interests and time constraints of your group members. We would suggest a minimum of an hour, to get a flavour of the Museum.

**What are the Museum timings?**

The Museum is open from 09:00 am to 09:00 pm IST, all seven days of the week. Sale of Museum tickets close at 08:00 pm

**What are the admission charges?**

A Museum visitor has to buy a Museum ticket of INR 400. 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 priced at INR 150
- Personnel from Defence, Paramilitary and Police force, and Senior citizens (above 60 years) can avail a concessional rate of INR 250 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. You can also instead pre-book your ticket online at <https://www.citypalacemuseum.org>

**Do you have a parking facility?**

Two and Four wheeler parking is available on campus, subject to availability, priced at INR 25 and 350 respectively

**Is photography allowed?**

Yes, however flash photography is not permitted in galleries and exhibit areas. Commercial and professional photography can only be conducted with due permission from the MMCF Administration

**Are Museum guides and audio guides available?**

Yes, the Museum has the facility of certified, trained guides – identifiable by their orange coloured lanyard. The charges are fixed and mentioned on the Guide's Identity card. Audio guide services are available at the Information Desk, Moti Chowk, in English, French, German and Spanish languages.

**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 stairways, this is not possible in all areas. For special requests on accessibility accommodations, please email [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in). Refer to the list below for available provisions

- 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 cars are available to ferry visitors from Palace gates to the Museum, at a nominal fee

**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 rooms are available on the Museum premises. Please inquire at Information desk, Moti Chowk

**Is drinking water facility available?**

Water coolers are installed at Moti Chowk. Bottles can be refilled as required

**Are food and drinks allowed in the Museum?**

Food and non-alcoholic drinks are allowed only in the open/courtyard areas; 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?**

Museum merchandise and publications can be availed at Udaya Bookstore, Manek Chowk or at Baadi Mahal. Browse through the options using the links below

<https://www.eternalmewar.in/souvenirs>

<https://www.eternalmewar.in/publication>

### **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 even YouTube. We also have our own website. Refer to the links below-

- Instagram  
[https://instagram.com/city\\_palace\\_museum](https://instagram.com/city_palace_museum)
- Facebook  
<https://www.facebook.com/thecitypalacemuseum/>
- Twitter (X)  
[https://twitter.com/CP\\_Museum](https://twitter.com/CP_Museum)
- YouTube  
<https://www.youtube.com/EternalMewar>
- Website  
<http://www.citypalacemuseum.org/>

### **How can I know more about the Museum's educational offerings?**

The Museum's Art Adventure series includes a wide variety of educational and engagement offerings. Primarily operating out of the Activity Room, near Curator Office, Zenana Mahal, the space offers participants opportunity to engage in hands-on workshops, art activities, games, Museum based trainings, and more. There would also be scope to engage in learning beyond this space while onsite in and around the Museum or online. For details about activities, availability, registrations, fees, certificates, etc. please visit <https://citypalacemuseum.org/whatson> or email [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in). Also, the Museum has several art based trails to help you engage with the space and collection – available on its website and at the Museum, at multiple locations

### **As a visitor, how can I help protect the heritage site? Are there specific rules that I should adhere to?**

Yes, as a visitor you are an important stakeholder in caring for our heritage site. We invite you to appreciate but request you to not touch or harm the artwork or site. Spitting, smoking and consumption of tobacco are strictly prohibited. Consume food or drink only in open courtyards not inside the Museum. Do not litter; kindly dispose-off waste in dustbins, in a hygienic manner

**What do I do in case of an emergency?**

Stay calm. Look for personnel in uniform to guide you. You may also refer to and navigate using the emergency signage. If you feel unwell during the visit, please inform the nearest Museum personnel and follow the directions – there is a dispensary on campus for first aid.

**I am research scholar and I want to access research material or need a high resolution image of an artefact. Whom should I contact?**

We encourage and support scholarly, creative and/ or culturally significant works. Please write to [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in) with your request or to know more

**I/ my organization wish to collaborate with the Museum. How do I go about it?**

Proposals for collaborative projects are to be addressed to [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in). The Museum particularly encourages educational institutions and other like minded organizations to join in collaboration. Outcomes could take the form of an exhibition, internship program, workshop and other forms of learning, etc.

**I did not find the answer to my question. How do I get in touch?**

We are happy to hear from you. Please send in your queries to [mmcf@eternalmewar.in](mailto:mmcf@eternalmewar.in)