



**FONDAZIONE  
BARSANTI e  
MATTEUCCI**

## **Combustion Engine Museum**

**Barsanti and Matteucci**

**Via Sant'Andrea 56-58 - LUCCA**

### **SERVICE CHARTER**

#### **Foreword**

The Charter of Services is the instrument through which the Barsanti and Matteucci Combustion Engine Museum presents to the public its identity and mission, the activities it carries out, the services and quality standards it offers in respect of the needs and expectations of users and visitors, whose satisfaction of cultural needs is a primary objective.

#### **Fundamental Principles**

The Service Charter is based on the following principles:

##### ***Equality***

The Museum provides its services without distinction of sex, race, language, religion, political opinion and access to them is guaranteed to all citizens without limitation. The Museum endeavours to guarantee access also to users with disabilities through the presence of appropriate facilities.

##### ***Impartiality***

The Museum bases its behaviour on principles of objectivity, justice and impartiality. Users can rely on the competence and helpfulness of the staff in meeting their needs, expectations and requests.

##### ***Continuity***

The services are provided continuously and regularly, in the manner and at the times established. Any interruptions in services are promptly communicated by taking all necessary measures to reduce inconvenience to users.

##### ***Visitor participation and involvement***



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The visitor is directly involved in the visit and in the use of interactive stations, educational activities and informative events. The Museum is committed to positively accepting complaints/suggestions/reflections about the service provided and its quality, thus making the user a participant in every decision and trying to satisfy every request in the best possible way.

### ***Security and confidentiality***

The Museum guarantees the compliance of the services provided with current security regulations and in full compliance with legal provisions for the protection of privacy. The user's personal data are used exclusively for institutional purposes and are not processed by unauthorised personnel nor transferred or otherwise communicated and/or disseminated to third parties.

The Museum guarantees the safety of the structures and preserved works with respect to point A.3.4 of Annex A of PFD 50 02/07/2020.

### ***Professionalism of museum workers***

The personnel in charge inspire their behaviour towards the public with assumptions of kindness, courtesy and cooperation. Operators undertake to provide services in a clear and comprehensible manner, using language that is easy and accessible to all users.

### ***Quality of services***

The Museum provides services according to criteria of effectiveness and efficiency, using all the resources at its disposal in a harmonious manner. The Museum's offer is in accordance with its mission and consists of different types of activities based on cultural topics of a predominantly scientific nature.

## **Presentation of the Museum**

**The Barsanti and Matteucci Combustion Engine Museum is located in the Antica Loggetta dei Guinigi in Lucca, Via Sant'Andrea 58, a stone's throw from the entrance to the Guinigi Tower.**

It is managed by the Barsanti and Matteucci Foundation, a non-profit organisation with the institutional aim of honouring the figures of the two scientists from Lucca, Eugenio Barsanti and Felice Matteucci, inventors of the internal combustion engine, and of disseminating knowledge on the latest trends in the world of motoring and on sustainable transport issues.

The Museum, which was active until 2013, was completely renovated in 2022 with the creation of a new layout. In addition to the exhibition of five large moving models of the engines designed by Barsanti and Matteucci, it now boasts films and video clips illustrating the stories of the two characters and their invention, as well as animations aimed at explaining the operating principles and



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innovative mechanisms of the engines in a language easily accessible to all audiences. All films have English subtitles.

In the **room on the first floor**, video clips are shown illustrating the life and work of the two scientists, the **studies they** carried out and the results they achieved, starting in **1843** with their first experiments at the Scuole Pie in **Volterra**, and ending in 1864, when the **Bauer engine** was started up at the John Cockeril Society in Seraing, Belgium.

On display are **models of the apparatuses they** built and used for their first experiments. A video clip, using animated drawings and graphics, illustrates these experiments and the results obtained, from which the two scientists derived the intuition behind the operation of their engines.

On display in the room are reproductions of the **main documents** attesting to their activities related to the experiments, the awards received, and the activities undertaken.

In the rooms on the ground floor, five **large-scale models** reproducing the engines designed by the two inventors **in motion are on display**; a video illustrates, through animated drawings, their main operating characteristics.

Access to the rooms on the ground floor is also guaranteed for **people with motor disabilities**; here, a dedicated monitor allows viewing of the documents and films on display on the upper floor; the films have subtitles in both Italian and English, for use by the deaf.

At the Museum, you can admire the work created by artist Elio Lutri, which graphically illustrates the main stages in the evolution of the internal combustion engine; at the same time, the book 'Traguardi', by Lutri himself, describes the fascinating journey of motoring, which has so profoundly marked the history of the last 170 years.

**Publications edited by** the Foundation, the volume 'Traguardi' by Elio Lutri, and a collection of publications on the subject are available.

Starting with the current school year, the Museum premises will host the activities of the '**BRUM BRUM! Let's turn on the engines**', set up by the Barsanti and Matteucci Foundation with the patronage of the Lucca-Massa Carrara Territorial School Office. The project, intended for schools of all levels, includes activities guided by expert teachers and aimed at raising awareness of the history of the two inventors from Lucca and their invention, as well as arousing the curiosity and interest of young people on technical topics related to engines. The manner of conduct and language are appropriate to the different age groups. Visits must be requested well in advance by e-mail to the Foundation.

### **Opening hours and costs**



## **FONDAZIONE BARSANTI *e* MATTEUCCI**

The Museum is open to the public regularly from the beginning of April to the beginning of November, every Saturday, Sunday and public holidays, from 11 a.m. to 7 p.m.

During these periods, admission is free.

At other times, it is possible to book a visit for groups of at least ten people, agreeing the time and cost at the Foundation's contact details.

### **Contact and information**

All information and updates on the Foundation's activities can be found at [www.barsantiematteucci.it](http://www.barsantiematteucci.it).

You can contact the Foundation at the following numbers:

[info@barsantiematteucci.it](mailto:info@barsantiematteucci.it)

tel 0583 467870

### **Objectives for improvement**

The museum monitors the level of visitor satisfaction by means of ratings on social networks, the signature book inside the museum, search engines and periodic user interviews.

### **Complaints, proposals and suggestions**

The Foundation welcomes proposals, suggestions, both formal and informal, aimed at improving the organisation and the services provided; if users find that the commitments contained in the Service Charter are not being met or wish to put forward suggestions or ideas, they can write to [info@barsantiematteucci.it](mailto:info@barsantiematteucci.it)

### **Revision and updating**

The Barsanti and Matteucci Foundation undertakes to update this charter should changes occur.

Lucca, June 2023