



Recommendations and precautions for visitors

We thank you for your interest in visiting Roque de los Muchachos Observatory (ORM) and we hope that you enjoy your visit.

Please read this page carefully before making your reservation.

The Observatory cannot be held responsible for any inconvenience or discomfort caused by failure to observe these recommendations.

Cancellation of visits by the ORM: The Observatory management reserves the right to cancel any visit for any reason or owing to unforeseen circumstances. In such cases, the Observatory shall not be held liable for any inconvenience caused.

Before your visit

Health and altitude

The ORM is located 2400 metres above mean sea level, at which altitude there is a noticeable reduction in atmospheric oxygen content. For this reason, visits to the Observatory are not recommended for babies, persons with anaemia, of advanced age, or with physical problems, especially those suffering from heart and respiratory illnesses. If you have any doubts about the advisability of travelling to this altitude, please consult your doctor beforehand. If you should note such symptoms as nausea, giddiness, shortness of breath, palpitations, ear-ache or headache, let your guide know of this immediately.

The ORM management cannot be held responsible for any deterioration in a visitor's health caused by altitude or non-observance of these recommendations and precautions.

In the case of minors, the adults accompanying them are solely responsible for ensuring that they observe all the above precautions.

Equipment

The visit will last 45-90 minutes, so:

- Take measures to protect yourself against the sun's ultraviolet rays. The use of caps, sunglasses and protective creams is recommended.
- To counteract the low relative humidity prevalent at the ORM, carry sufficient liquid (water or fruit juice) to prevent dehydration.
- There are no shops from which to buy food at the ORM, so you should bring your own lunch. A light and fresh lunch is recommended since the high altitude can cause stomach inflammation and digestive problems.

- Bring comfortable clothing and suitable shoes (avoid sandals). Bring spare warm clothing for sudden drops in temperature and for entering the telescope domes.

Transport and punctuality

You should arrive at the Observatory at least 15 MINUTES BEFORE the arranged time of the visit (the ORM does not provide transport for visits).

Find out how long the journey from your starting point to the Observatory will take. Please bear in mind that the Observatory is located at an altitude of 2400 metres and that access is by means of a high mountain road. If you are unsure how long the journey will take, consult us at visitasorm@ias.es. If you have not arrived at the agreed time of commencement, your visit will be considered cancelled.

Please drive carefully.

During your visit

What to do when you arrive

When you arrive at the ORM, go to the second heliport on the left where a guide will be waiting to provide you with further information on your visit.

Do not forget to take the receipt for your reservation; you will need it to gain access to the ORM. If you fail to present this receipt, the IAC cannot guarantee your access for the visit.

Precautions during your visit

The management of the ORM request that you adhere strictly the following guidelines during your visit:

- For your own security, stay with your assigned group during the entire visit and follow your guide's instructions at all times.
- If you are provided with protective clothing or other security items in the vicinity of a telescope building, please use these with all due care.
- When driving within the ORM grounds, you must wear your safety belt and obey all the road signs.
- Smoking is prohibited by law in all buildings and public areas.
- Because the Observatory is located in a "pre-Park" zone, please respect the environment. Rubbish and residues must be left at the points allocated for this purpose.