



## **Visitor and Operating Regulations for Monuments administered by the Vyšehrad National Cultural Monument**

### **Article 1 - Introductory Provisions**

1. The Visitor's Regulations shall apply to the premises of the City of Prague which are under the administration of the Vyšehrad National Cultural Monument, a contributory organisation of the City of Prague. Prague, and are accessible during guided tours (hereinafter referred to as "monument object").

Brick Gate, casemates to Gorlice, casemates to the redan, Martin casemates, Podol casemates, Church of the Centenary of St. John the Baptist, Chapel of Our Lady of Šancov, Gothic cellar, Powder Room, Špička Gate, Romanesque Bridge.

2. By entering the monument, the visitor undertakes to abide by these Visitor Regulations and to follow the instructions of the authorized staff of the National Cultural Monument Vyšehrad. The visitor also undertakes to observe the visiting rules of the other objects that are part of the selected tour circuit (St. Peter and Paul Basilica, Vyšehrad Cemetery).

### **Article 2 - Organisation of Visitors**

1. The visiting hours of a monument that is not part of a tour circuit are indicated in a visible place at the entrance to the monument and on the website [www.praha-vysehrad.cz](http://www.praha-vysehrad.cz).
2. The starting time of individual tours and up-to-date information about the tour circuits can be obtained at the information centre, the ticket office and on the website [www.praha-vysehrad.cz](http://www.praha-vysehrad.cz).
3. The tours are accessible only with a guide of the Vyšehrad National Park. The permanent exhibition in the Gothic Cellar is accessible without a guide (free tour) or as part of a tour circle.
4. The intervals between individual tours and their maximum capacity are determined by the Vyšehrad National Park. The visitor capacity of the tours and the monument is determined with regard to the operating conditions and the safety of visitors.
5. Guided tours take place regardless of the number of visitors.
6. Groups of more than 20 people can book a tour. The exact date and time of the start of the tour must be arranged in advance with the National Cultural Monument Vyšehrad via the booking form on the website [www.praha-vysehrad.cz](http://www.praha-vysehrad.cz) or by e-mail at [rezervace@praha-vysehrad.cz](mailto:rezervace@praha-vysehrad.cz). If the booked group does not check in at the ticket office no later than 15 minutes before the agreed time for the start of the tour, the agreed tour reservation will be cancelled. National Cultural Monument Vyšehrad reserves the right to supplement the pre-booked group with additional persons up to the maximum capacity of the tour.

### **Article 3 - Admission Fees**

1. Admission to the monument shall be paid in advance. The admission fee and the discounts that are granted on it are set out in the price list valid for the relevant year issued by the National Cultural Monument Vyšehrad. The price list is available at the ticket offices and on the website [www.praha-vysehrad.cz](http://www.praha-vysehrad.cz). Admission fees may be reduced or waived, e.g. in connection with a rental or an event, only with the prior consent of the Director of the National Cultural Monument Vyšehrad.
2. Upon payment of the entrance fee, the visitor will receive a ticket (the group leader will receive a group ticket). Tickets to the Gothic Cellar exhibition are marked with the expiry date. For guided tours accessible only with a guide, the date and time of the start of the tour is marked on the ticket. The ticket is a one-time ticket and is valid only for one visit to the monument.
3. If the visitor fails to arrive at the start of the tour at the time indicated on the ticket, the validity of the ticket is forfeited without refund. Purchased tickets cannot be returned or exchanged.
4. Visitors are obliged to present a valid ticket upon entering the tour circuit, keep it for the entire tour and present it again upon request.
5. By purchasing a ticket, the visitor agrees to the terms and conditions and to abide by these Visitor Regulations.

#### **Article 4 - Visiting a Monument**

1. When touring the interior of a listed building, visitors should pay particular attention to unevenness and lowered floor heights or other hazards arising from the historic nature of the building. When moving around the exterior, extra care should be taken when moving on paths and stairways, not climbing slopes and not leaning against walls. Please note the difficult conditions of movement in the National Cultural Monument Vyšehrad in bad weather.
2. Visitors are obliged to take care of their safety, the safety of accompanied children and other persons entrusted to them.
3. Due to inclement weather, operational and technical problems, short-term rental or an event, the National Cultural Monument Vyšehrad or part of it may be closed to the public.
4. Children under 15 years of age are allowed to enter the monument only when accompanied by a person over 18 years of age who is responsible for the child's behaviour in accordance with the requirements of the Visitor Regulations. Minors or incapacitated persons in all areas of the monument are the responsibility of the parent, legal guardian, adult escort or pedagogical supervision.
5. Visitors to the monument are allowed only in the areas designated for them and are not allowed to enter the areas reserved for the staff of the National Cultural Monument Vyšehrad. Visitors are only allowed to move along designated routes during tours. The toilet in the ticket office of the Brick Gate is intended only for visitors with a valid ticket.
6. Expert interpretation is provided by the staff of the Natural, by guides or by other means. Interpretation by a guide is permitted only by prior arrangement and only if foreign language interpretation cannot be provided by a guide, digital audio guide or foreign language text. When interpreting, care must always be taken to ensure that other visitors and the guide's interpretation are not unduly disturbed and to observe the principles of good manners.

#### **Article 5 - Safety Regulations**

1. Every person entering the monument shall behave in such a way as to avoid endangering himself or herself or other visitors and to avoid damaging the monument and its equipment.
2. Visitors are obliged to follow the instructions of the National Cultural Monument Vyšehrad staff in the monument. In case of disobedience of an instruction or order issued in the interest of the safety of visitors, protection of the monument or exhibition, the visitor will be expelled from the tour without refund of the entrance fee and it is his/her duty to leave the monument immediately. In addition, the visitor exposes himself or herself to the risk of penalties under applicable law.
3. Entry to the monument is forbidden to persons suspected of being drunk or having ingested drugs or other intoxicants and to persons wearing heavily soiled, inadequate or otherwise inappropriate clothing or footwear. It is also forbidden to enter with bulky objects, luggage/bags, pole or wet umbrellas, bicycles, scooters, etc.
4. Smoking (including electronic cigarettes) and handling of open flames is prohibited in the monument. In the event of a fire or other emergency, visitors are obliged to follow the instructions of the National Cultural Monument Vyšehrad staff.
5. For safety reasons, visitors are forbidden to bring any cold, firearms or firearms, glass and sharp objects, explosive substances, flammables and other dangerous objects into the monument.
6. A visitor who is in the heritage building at the time of discovery of loss or damage to the exhibition or equipment during the tour acknowledges, by entering the tour, that he/she may be subjected to the necessary security measures and asked to await the arrival of the Czech Police to investigate the discovered damage or loss.
7. It is forbidden to damage or endanger the monument, exhibition and equipment in any way. In particular, it is forbidden to:
  - a. touching, writing, painting, digging or damaging the exhibits, walls and walls in any way;
  - b. during a guided tour, leave the designated routes, move away from the group being guided;
  - c. disturbing other visitors or the guide's interpretation by making noise (talking, music, singing, using mobile phones and mobile playback devices, loud speeches and other similar activities) or in any way making the tour of the monument unpleasant for other visitors; failure to comply with this condition may be grounds for expulsion from the tour without refund of the admission fee;
  - d. to eat or drink in the interiors of the monument, or to enter with ice cream, drinks, food;
  - e. litter or deposit rubbish anywhere other than in the receptacles provided;
  - f. advertise any goods, services, or activities here, or otherwise disturb the peace and order;
  - g. touch or tamper with electrical boxes, signaling equipment, fire extinguishers, and any other technical equipment;
  - h. tamper with digital screens, information systems and other equipment in the heritage building.
8. It is forbidden to enter the monument with animals, except for a guide dog of a blind person and a dog specially trained to accompany a person with severe disabilities (hereinafter referred to as an "assistance dog"). National Cultural Monument Vyšehrad reserves the right to require proof that it is an assistance dog. In addition, entry with a small dog in a lockable box with an impermeable bottom is permitted with the prior consent of the guide.

9. Due to the heritage protection of the site, serious structural and technical reasons preclude the adaptation of all heritage buildings to persons with reduced mobility (e.g. casemates). It is therefore recommended to consult the visit before purchasing a ticket by emailing [info@praha-vysehrad.cz](mailto:info@praha-vysehrad.cz) or calling +420 778 495 859.

#### **Article 7 - Specific provisions**

1. Entry to and stay in the monument is subject to compliance with applicable legislation and these Visitor Regulations. The National Cultural Monument Vyšehrad reserves the right to refuse entry to or remove any person who fails to comply with the terms of these Visitor Regulations and other legal regulations, as well as the instructions of a National Cultural Monument Vyšehrad employee.
2. In case of inappropriate behaviour of a visitor, the employee of the Vyšehrad National Historical Park is entitled to call the Police of the Czech Republic.
3. Anyone who notices a defect in the monument or its equipment that threatens the safety of persons or a defect that threatens damage to property is obliged to report it immediately to the National Cultural Monument Vyšehrad.
4. Information about the occurrence of an accident must be immediately reported to the National Cultural Monument Vyšehrad staff and recorded in the logbook, which is kept together with the first aid kit at the ticket office in the Brick Gate and in the Gothic Cellar. In addition to the first aid kit, there is also an automated external defibrillator in the information centre at the Leopold Gate and the Burgrave's House.
5. Photography, filming and other documentation is prohibited in the interiors of the monument, except in the areas specified by the guide during the tour, where photography is permitted with respect to the other participants of the tour. Where photography or filming is permitted, it may not be done using a tripod, selfie sticks, or any other lighting or assistive technology. Photographing or filming the guide's explanation is not permitted without his/her express permission. Any photographs, videos or other documentation taken in the monument are not allowed to be used for commercial purposes without the express written permission of National Cultural Monument Vyšehrad. For scientific, documentary and promotional purposes, NKP Vyšehrad grants an exception.
6. When touring the monument or when a cultural or other event open to the public is organised in the monument, the visitor acknowledges and understands that photographic/video documentation may be taken during the tour/event. This documentation will be used solely to fulfil the legitimate interests of the National Cultural Monument Vyšehrad for the purposes of promoting the event on the website, social networks, printed materials, etc. The photo/video documentation will be taken in particular to capture the course of the event as a whole, not individuals. If a visitor has any objections to this, they can contact the event organiser.

#### **Article 8 - Final Provisions**

1. Visitors may send their wishes or comments in writing to [sekretariat@praha-vysehrad.cz](mailto:sekretariat@praha-vysehrad.cz). Visitors can express their compliments, comments or questions orally, in writing or by phone to the National Cultural Monument Vyšehrad.
2. The visitor is responsible for violation of these Visitor Regulations and for damage caused to the property under the management of the National Cultural Monument Vyšehrad according to the applicable legislation, is obliged to compensate for the damage caused and exposes himself to the possibility of punishment for violation of the above rules. National Cultural Monument Vyšehrad shall not be liable to visitors for damages resulting from non-compliance with these Visitor Regulations.
3. Exceptions to these Visitor Regulations may be granted by the Director of the National Cultural Monument Vyšehrad in justified cases.
4. These operating and visitor regulations come into force on 1 July 2024; at the same time, the existing visitor regulations are repealed.

In Prague, 30 August 2024

**Ing. arch. Petr Kučera, Ph.D.**

Director of the National Cultural Monument Vyšehrad