

National Heritage Institute

REGIONAL HERITAGE SITE MANAGEMENT AT SYCHROV

RULES FOR VISITORS TO THE HERITAGE SITE OF THE STATE CASTLE OF VIZMBURK

(the "heritage site")

Article 1 - ACCESS TO THE HERITAGE SITE

The heritage site is part of a national cultural heritage site, protected under Act No. 20/87 Coll. on State Heritage Protection, as amended.

Article 2 - ORGANISATION OF VISITS

1. Visitor traffic is organized by the tenant and operator of the castle - the registered Association for Vizmburk, Havlovice 38, 542 32 Havlovice, ID No. 26586860, represented by Mgr. Jan Košťál, Chairman of the Association and Mgr. Jaroslav Balcar, Vice-Chairman of the Association (the "Operator").
2. Information about the starting times of the tours and other current information about the visitor traffic is available from a cashier at the ticket office of the heritage site or on the website at: www.vizmburk.cz
3. The tours are either unguided or guided.
4. The intervals between individual tours and their maximum capacity are determined by the heritage site management. The visitor capacity of the tours and the heritage site is determined with regard to the operating conditions of the heritage site and the safety of visitors.
5. The Operator of the heritage site reserves the right to put additional people to a group with prior reservation up to the maximum capacity of the tour.

Article 3 - ADMISSION FEE

1. The admission fee is payable in advance. The admission fee and the discounts that are granted from it are determined by the price regulation effective for the respective year issued by the Operator of the heritage site. Admission fees are published in the ticket office of the heritage site and on the Operator's website at: www.vizmburk.cz
2. After paying the admission fee, the visitor gets a ticket (group leaders get a group ticket).
3. Visitors must show their tickets upon starting the tour, keep their tickets for the entire tour and present them again upon request.

Article 4 - TOUR OF THE HERITAGE SITE

1. When visiting the interiors of the heritage site, visitors must pay close particular attention to uneven road surfaces, reduced passageways or other hazards occasioned by the historic nature of the heritage site. Increased caution is required while walking in slippers. Visitors must take the utmost care for their safety, the safety of the children they are accompanying and any other persons entrusted to them.
2. For the reasons of bad weather, rental of the heritage site or critical technical problems, the manager may close the heritage site or any part of it.
3. Children under the age of 15 are allowed to enter the heritage site only when accompanied by a person over the age of 18, who is responsible for ensuring that the child's behaviour complies with the requirements of the Rules for Visitors.
4. In the interiors of the heritage site, it is allowed to walk only along the defined and marked routes.

Article 5 - PROTECTION AND SAFETY

1. Visitors are must follow the instructions of the staff at the heritage site. If a visitor disobeys an instruction or order issued in the interest of the safety of visitors, the protection of the heritage site or the collections, the visitor will be expelled from the grounds without refund of the admission fee and must leave the heritage site immediately. In addition, the visitor might be subjected to sanctions under the generally applicable laws.
2. To protect the heritage site, visitors and cultural furnishings, selected interior spaces are monitored by a camera system with video recording. Information on data protection is provided on the website at www.vizmburk.cz in the data protection section.
3. Persons reasonably suspected of being drunk or having consumed drugs or other narcotic substances are strictly prohibited from entering the heritage site.
4. Visitors wearing inappropriate clothing or footwear are not allowed into the heritage site.
5. Smoking (including electronic cigarettes) and any handling of open flames outside of the designated locations is prohibited at the heritage site. In the event of a fire or other emergency, visitors must follow the instructions of the staff.
6. For security reasons, visitors are prohibited from bringing any cold weapons, firearms, explosives and chemicals, including replicas, into the heritage site. Exceptions may be granted by the authorized representative of the Operator, who is fully responsible for granting such exceptions.
7. A visitor who is at the heritage site at the time of detecting any loss or damage of the exhibited furnishings during the tour, acknowledges, by entering the heritage site, that they may be subjected to all necessary security measures and asked to await the arrival of the Police of the Czech Republic for the purpose of investigating the detected damage or loss.
8. It is prohibited to damage or endanger the heritage site or its cultural and other furnishings in any way. In particular, it is prohibited to:
 - a) touch, write on, paint on, scratch or damage the walls and exhibits in any way
 - b) damage or endanger the archaeological location within the heritage site in any way;
 - c) leave the designated routes during the tour;

- d) throw away anything except in the garbage bins, break tree and bush branches, scare animals and birds, camp in the area of the heritage site, put up posters or otherwise disturb the order;
 - e) drive any vehicles, including bicycles, in the grounds of the heritage site (the only exceptions are wheelchairs for the disabled and prams). Bicycles can only be stored at the heritage site on designated locations;
 - f) disturb other visitors or the guide's explanation with noise (talk, music, singing, the use of mobile phones and mobile playback devices, loud speeches and other similar activities) or in any way make the visit to the heritage site unpleasant for other visitors; failure to comply with this condition may be grounds for expulsion from the tour without refund of the admission fee;
 - g) eat and drink in the interiors of the heritage site, enter the interiors with ice cream, drinks, food;
 - h) advertise any goods, services, or activities here, or otherwise disturb the peace and order;
 - i) touch or handle electrical boxes, signalling equipment, fire extinguishers or any other technical equipment;
 - j) tamper with touch screens, cameras or any other equipment at the heritage site or the ticket office.
 - k) touch or tamper with the information system of the heritage site.
9. Movement of animals at the heritage site is subject to the following conditions:
 - a) The animal must be on a leash.
 - b) The owner of the animal, or the person leading the animal, is responsible for the animal's behaviour, including any damage that might be caused by the animal to the property managed by the National Heritage Institute.
 - c) The person responsible for the animal must ensure that the animal's excrement is cleaned up.
 - d) The admission of the animal is free of charge.
 10. You can take pictures in the interior of the premises of the heritage site while respecting the other participants of the tour. Use of any photographs, videos or other documentation taken in the heritage site for commercial purposes without the express written consent of the National Heritage Institute, the Regional Heritage Site Management in Sychrov is prohibited. For scientific, documentary, promotional, and other purposes, the Regional Management may grant an exemption upon written request.

Article 6 - SPECIFIC PROVISIONS

1. Flying drones on the lands of the National Heritage Institute (NHI) is subject to a prior written permission ("Consent to Engage in the Operation of Unmanned Systems", the "Consent"). The Consent to fly over a heritage site under management of the National Heritage Institute may be issued upon a written request by the head of the management of the heritage site (castle manager) or the director of the Regional Heritage Site Management at Sychrov.
2. When touring the interior of the heritage site or when a cultural or other event open to the public is held at the heritage site, the visitor acknowledges and understands that by participating in the event/tour, photographic/video documentation may be taken during the event. This documentation will be used exclusively to meet the legitimate interests of the National Heritage Institute (also referred to as "NHI") for the purposes of promoting the event, informing about the event, etc. on the website, social networks, printed materials, etc. The photographic/video documentation will be taken mainly to capture the course of the event as a whole, not specific individuals. If visitors have any objections to this, they can contact the event organiser. The National Heritage Institute always protects any personal data obtained against misuse and processes them in accordance with currently applicable laws. Information on the protection of personal data, including advice on the rights of visitors, is available on the NHI website at www.npu.cz/www.vizmburk.cz in the personal data protection section.

Article 7 - FINAL PROVISIONS

1. Visitors can express their praise, comments or questions in writing by e-mail to the tenant and operator of the castle, which you can find on www.vizmburk.cz, or ratiborice@npu.cz; or at the National Heritage Institute, Regional Heritage Site Management at Sychrov: bidlasova.lucie@npu.cz
2. The visitor is liable to the National Heritage Institute or the manager of the heritage site for violation of the Rules for Visitors and for damage to property at the heritage site, in accordance with the applicable laws. The liability of the management of the heritage site for any damage caused to visitors during their stay on the grounds is governed by the generally applicable laws. The National Heritage Institute is not liable to visitors for damages resulting from failure to comply with these Rules for Visitors.
3. Exceptions to the rules for visitors may be granted in justified cases by the manager of the heritage site.
4. These Rules for Visitors enter into effect force on 1 January 2023; the existing Rules for Visitors are being repealed at the same time.