

MUSEUM OF PRAGUE

VISITOR GUIDELINES AND CONDITIONS OF ENTRY

Introductory Provisions

These Visitor Guidelines and Conditions of Entry govern entry to and stay within all publicly accessible buildings, sites and facilities operated by the Museum of Prague (hereinafter referred to as the “Museum”), unless otherwise specified at individual Museum sites.

By entering the Museum premises, visitors acknowledge that they have acquainted themselves with these Visitor Guidelines and Conditions of Entry and agree to comply with them.

All museum sites are operated by the Museum of Prague, a contributory organisation of the Capital City of Prague, with its registered office at Kožná 475/1, 110 00 Prague 1, Company ID No.: 00064432, VAT ID No.: CZ00064432.

Admission to the Museum and Opening Hours

- 1.**
Opening hours and admission conditions vary from one Museum of Prague building to another. Current information is available at the entrance to each building and on the Museum's website.
- 2.**
Admission fees shall be paid at the Museum ticket office or online in accordance with the current price list.
- 3.**
Upon request, visitors shall provide proof of eligibility for reduced-price or free admission by presenting the relevant document.
- 4.**
A ticket is valid for a single visit only, and visitors are required to present it upon request.
- 5.**
Purchased tickets are non-refundable, except in extraordinary circumstances (such as fire, evacuation, technical failure endangering life or health, etc.).
- 6.**
A ticket is valid for a single admission only and becomes invalid once the visitor leaves the Museum premises.
- 7.**
The Museum reserves the right, where justified (e.g. for technical reasons, capacity limitations or extraordinary circumstances), to modify opening hours, restrict operations, temporarily close the Museum or individual Museum buildings, or regulate the number of visitors in particular areas.



Visitors and Their Liability for Damage to Museum Property

1. Visitors are obliged to behave considerately within the Museum premises and to handle Museum property with due care, including refraining from any conduct that could result in damage to, destruction of, or loss of exhibits, exhibition equipment, buildings, or furnishings.
2. Children under 15 years of age may visit the Museum only when accompanied by a legal guardian or another adult person over 18 years of age who shall be responsible for them.
3. Organised groups shall be supervised by their accompanying persons (group leaders or organisers of the visit).
4. Visitors (or their accompanying persons) shall be fully liable for any damage caused by their conduct to Museum property. In the event of damage, the Museum shall be entitled to:
 - a) file a damage report with the liable person describing the extent and circumstances of the damaging event,
 - b) request compensation for the damage,
 - c) contact the Police of the Czech Republic if the visitor refuses cooperation or if the identity of the liable person is uncertain,
 - d) expel the person responsible for the damage from the Museum premises.



Cloakroom and Luggage

1.

Visitors are obliged to leave large items of luggage (e.g. suitcases, hiking backpacks, etc.), backpacks, umbrellas, sports equipment, and other bulky items in designated storage areas. The Museum reserves the right to request inspection of large items of luggage for security reasons and for the protection of its collections.

2.

The Museum shall not be liable for money, valuables, or other high-value items that visitors fail to deposit in designated storage areas. The Museum shall not be liable for items left outside expressly designated storage areas. Liability of the Museum for damage to, loss of, or destruction of items deposited by visitors in designated storage areas shall be governed by Section 2945 of Act No. 89/2012 Coll., the Civil Code, as amended.

3.

Storage options and procedures may vary between Museum sites. Current information is available at the relevant ticket office.



Baby Strollers and Accessibility

1.
Entry with baby strollers is permitted.
2.
In certain parts of the exhibitions, movement with strollers may be restricted for spatial reasons.
3.
Accessibility conditions may vary between Museum sites. Current information is available on the Museum website or at the relevant ticket office.



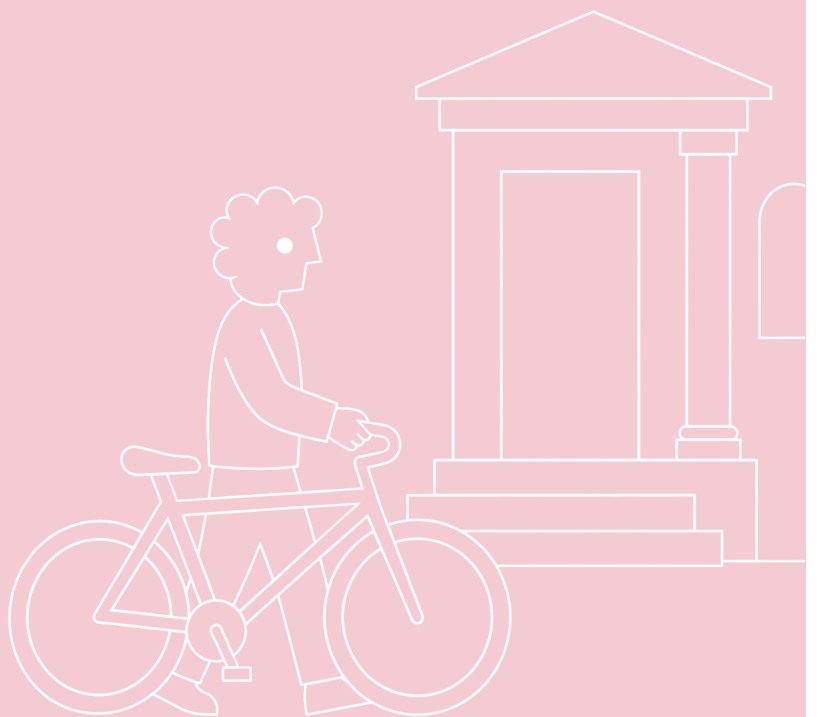
Scooters, Bicycles and Balance Bikes

1.

Children's balance bikes, scooters, roller skates, bicycles, and other sports equipment may not be used within the Museum premises.

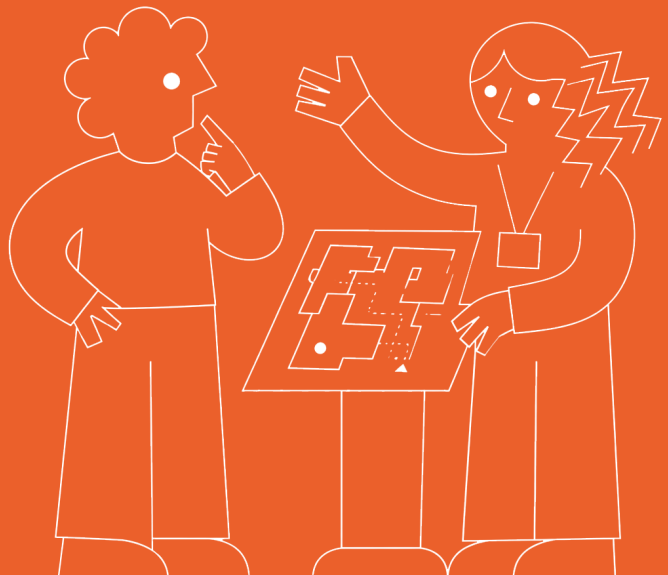
2.

Bicycles, scooters, children's balance bikes, and similar items may be left in designated areas as directed by Museum staff. Where lockable storage facilities are not available, visitors are required to secure such items using their own locks. The Museum notes that, in the event of damage to an item that has not been secured with the visitor's own lock, the degree of contributory negligence on the part of the visitor may be taken into account when assessing claims for compensation pursuant to Section 2918 of Act No. 89/2012 Coll., the Civil Code, as amended.



Movement within the Museum Premises and Safety

1.
Visitors may enter only publicly accessible areas of the Museum.
2.
Entry into service areas, technical rooms, repositories, and other unmarked areas not intended for the public is prohibited.
3.
Visitors are obliged to comply with fire safety regulations and evacuation procedures.
4.
In the event of an emergency (e.g. fire, evacuation, technical failure endangering life or health, etc.), visitors are obliged to leave the building using marked emergency exits and to follow the instructions of Museum staff, security personnel, or other authorised persons.
5.
It is prohibited to leave luggage or other items unattended in publicly accessible areas outside designated storage areas.
6.
In the event of injury, visitors are obliged to inform Museum staff without undue delay.



Animals

1.
Animals are not permitted inside the Museum.
2.
An exception applies to assistance dogs accompanying persons with disabilities.



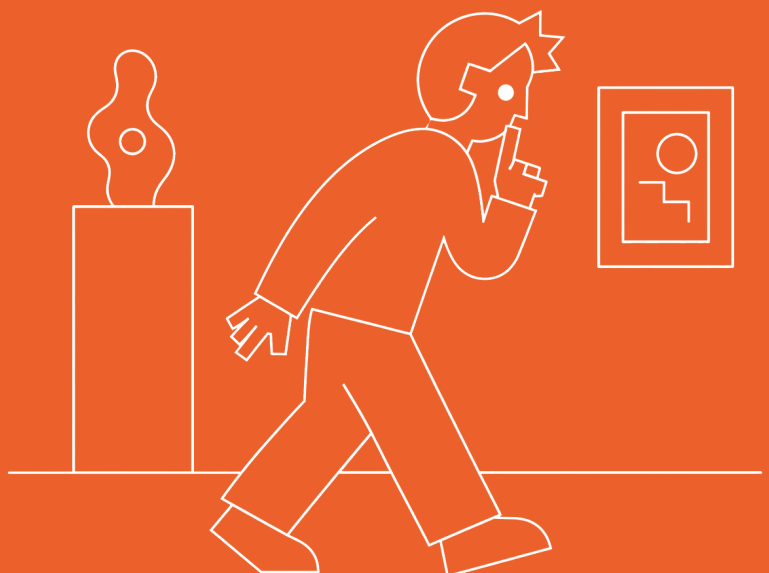
Conduct within the Museum

1.

Visitors are obliged to behave considerately and in a manner that does not disturb other visitors.

2.

In the event of inappropriate conduct or breach of these Visitor Guidelines and Conditions of Entry, visitors may be expelled from the Museum premises without entitlement to a refund of the admission fee.



Restrictions within the Museum Premises

The following are prohibited within the Museum premises:

- a) entering the Museum under the influence of alcohol or other intoxicating substances,
- b) bringing weapons, pyrotechnics, or other dangerous items into the Museum,
- c) using means of transport (scooters, bicycles, etc.), except mobility aids,
- d) polluting the Museum premises or adjacent outdoor areas in any manner,
- e) entering exhibition areas with open beverages or food,
- f) smoking or handling open flames,
- g) using mobile phones for loud conversations in exhibitions and exhibition halls
in a manner that disturbs other visitors.



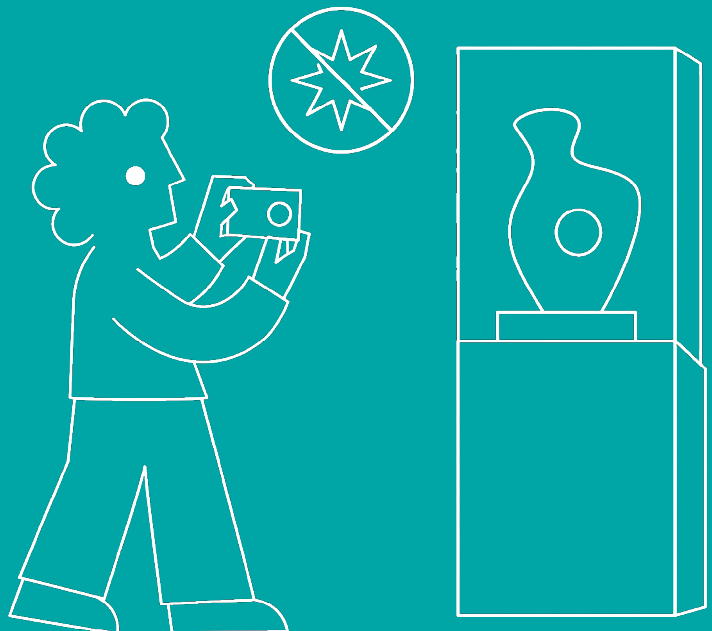
Photography and Filming

1.

Photography and filming for personal use are permitted without the use of flash, tripods, or selfie sticks.

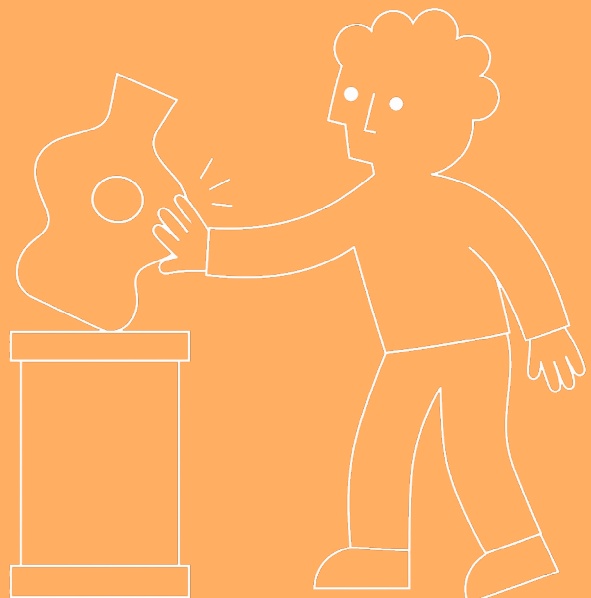
2.

Commercial photography and filming are permitted only with the prior consent of the Museum.



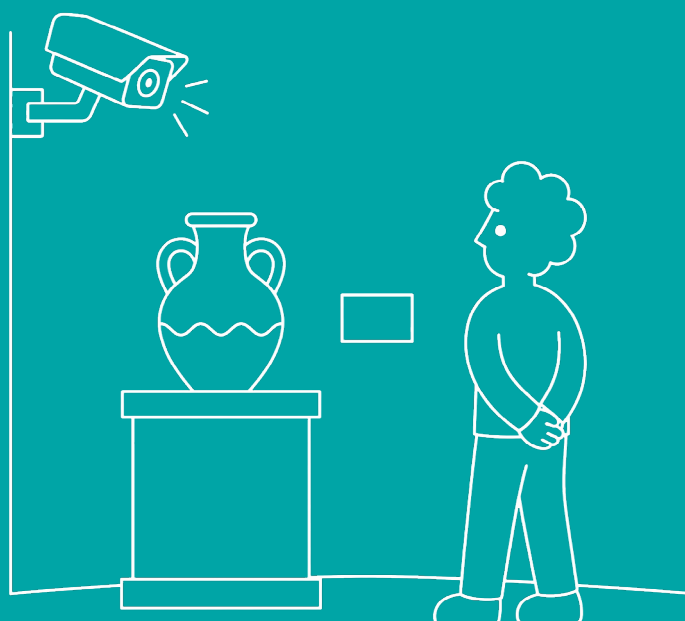
Protection of Museum Buildings and Exhibits

1.
Visitors must not damage any Museum of Prague building, its equipment, or exhibited items.
2.
Visitors must not touch exhibits, display cases, or other exhibition equipment unless expressly permitted within the exhibition.
3.
Persons accompanying children's groups or individual visitors under 15 years of age are responsible for ensuring that they comply with these Visitor Guidelines and Conditions of Entry.



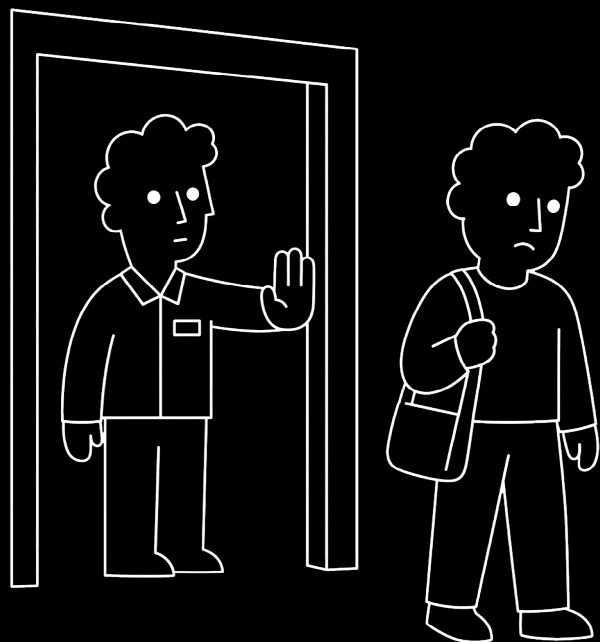
CCTV System

1.
The Museum premises are monitored by a CCTV system for the purposes of protecting persons, Museum property, and Museum collections, preventing unlawful conduct, and documenting damaging events.
2.
Recordings are processed in compliance with applicable legal regulations on the basis of the legitimate interest of the controller within the meaning of Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and are retained for the period strictly necessary.
3.
Detailed information regarding the processing of personal data and the rights of data subjects is available at: <https://www.muzeumprahy.cz/o-nas-dalsi-informace/>



Right to Refuse Entry or Terminate a Visit

The Museum reserves the right to refuse entry or terminate a visit without entitlement to a refund of the admission fee for persons who breach these Visitor Guidelines and Conditions of Entry, behave inappropriately, or endanger the safety of visitors, employees, or exhibited items.



Final Provisions

1.
Breaches of these Visitor Guidelines and Conditions of Entry may be dealt with in accordance with applicable legal regulations.
2.
Suggestions, wishes, or comments may be entered in the visitors' book available at each Museum site, or submitted by email or in writing to the Museum's Directorate.
3.
Detailed information about the Museum's collections, permanent exhibitions and temporary exhibitions is available on the Museum website or may be obtained from Museum staff upon request.
4.
These Visitor Guidelines and Conditions of Entry shall enter into force and effect on 17. 8. 2026.



RNDr. Ing. Ivo Macek
Director of Museum of Prague