

National Heritage Institute
Regional Historic Sights Management in Kroměříž
VISITING REGULATIONS
Valtice castle (hereinafter called „monument“)

Article 1 – ACCESSIBILITY OF THE HISTORICAL MONUMENT

The area is understood to be the entire historical monument, i.e. all buildings, courtyards, roads, park, gardens and further parts of the monument (hereinafter called „premises“). By entering the premises, the visitor undertakes to respect these visiting regulations and to follow the instructions of the authorized employees of the monument’s management.

The premises are split into three parts depending on the accessibility:

- a) parts of the monument which are freely accessible to the public during the visiting hours of the monument
- b) parts of the monument which are accessible only after payment of the admission fee, so called „visiting tours“
- c) parts of the monument which are not at all accessible to the public

Article 2 - ORGANIZATION OF THE VISITING OPERATIONS

1. The ticket office of the monument is open **from 8:30 to 18:00** on visiting days
2. The time of the tours beginning, **the operation time of the ticket offices** and up-to-date information on the tours are available at the ticket office and on the website: www.zamek-valtice.cz.
3. There are tours which are accessible without a guide and tours which are only accessible with a guide.
4. The management of the historical monument determines the intervals between the individual tours. The capacity of tours and monuments is limited by the operational conditions of the monument and the safety of the visitors.
5. Guided tours are available to groups with at least 5 visitors, including visitors with the privilege of free entrance. If there are less than 3 persons, the visitors will have to wait until the start of the following tour, which will be undertaken regardless the number of persons interested. Exceptions can be permitted by the management of the monument. The last tour of the day will take place regardless of how many visitors are present.
6. It is possible to provide tour reservation for large-scale groups or individuals. The exact date and time, when the tour starts, have to be organised and agreed on in advance with the monument management in writing, via phone, e-mail or using the electronic reservation system. The reservation will be cancelled if the group, or the individual, do not appear at least 15 minutes before the organised time of the tour at the ticket office of the monument. The monument management reserves the right to include additional people, up to the maximum capacity of the tour, to the pre-booked group.

Article 3 - ADMISSION

1. **Admission is paid in advance. Admission prices and discounts for a particular year are determined by the National Heritage Institute, Regional Historic Sights Management in Kroměříž. The prices can be seen at the ticket office of the monument.**
2. After paying admission, the visitor receives a ticket (the group leader receives one ticket for the whole group). In the case of visitor tours which are only accessible with a guide, the ticket contains the date and the beginning time of the tour.
3. If a visitor does not attend the tour at the time stated on the ticket, the ticket is then considered invalid.
4. **Purchased tickets will neither be refunded nor exchanged.**
5. All visitors have to show the ticket when entering the tour, keeping it with them at all times during the tour, and showing it upon request.

Article 4 - HISTORICAL MONUMENT TOUR

1. When visiting the exteriors and interiors, visitors have to pay increased attention to any unevenness of the roads, any lowered ceilings passages, or any other risks due to the historical nature of the monument. Extreme caution must be taken, especially when walking in slippers. Visitors have to pay maximum attention to their own safety, the safety of their children and any other accompanied persons. In bad weather, wind and in winter, the visitors have to take care in connection with snow, ice or the possibility of falling branches.
2. Due to bad weather or critical technical problems, the monument management may close a part of the monument.
3. Children under 15 years of age are only allowed to enter the premises if accompanied by a person over the age of 18 who is responsible for behaviour of the child in compliance with the visiting requirements regulations.
4. The visitors may only walk in the interiors of the monument on the specified marked routes.
5. Interpreting of the guide’s presentation is only permitted upon previous agreement and only if the foreign-language presentation cannot be provided by a guide of the monument, by a text or an audio guide in the required foreign language. When interpreting, always pay attention to etiquette and principles of good behaviour towards other visitors.

Article 5 - PROTECTION AND SAFETY OF HISTORICAL MONUMENTS

1. The visitors are required to follow the instructions of the staff of the monument. When instructions or commands issued in the interest of visitor safety, monument or collections protection are not heeded, the visitor will be ejected from the premises without refund of the admission and will be required to leave the premises immediately. In addition, the visitor may be liable for prosecution under the applicable generally binding legal regulations.
2. Selected outer and interior spaces of the premises are monitored by a surveillance system for the protection of the monument, visitors and collections.

3. Intoxicated persons or persons under the influence of drugs will be refused entry to the premises of the monument.
4. Entry to the monument is not permitted to visitors in heavily soiled, inadequate or otherwise unsuitable clothing or footwear.
5. Smoking and any handling of open fire is forbidden in the interiors of the monument. In the case of fire, visitors are required to follow the instructions given by the staff of the monument. Smoking in exterior areas can be further regulated by specific regulation in these visiting regulations.
6. For safety reasons, it is forbidden to carry or use any kind of weapon, firearm or blaster weapon including any replicas in the interiors of the monument.
7. Entrance into installed interiors with excessively bulky luggage, unsuitable headwear, bags, umbrellas and animals is forbidden.
8. If there is a loss of, or any damage to, exhibited historical items during the tour, all visitors attending the tour will be expected to undergo all safety measures, wait for the arrival of the Police of the Czech Republic and respect their instructions (if necessary, visitors will be expected to undergo a search of their person and luggage which will be conducted by the Police of the Czech Republic).
9. **It is forbidden to damage and endanger the monument, its collections, park or garden, and other properties in the premises. In particular, without any limitation, the following is forbidden:**
 - a) To touch the walls and any objects on display; to write or paint on the walls; to cut them; or to be – in any way – detrimental to them.
 - b) To leave designated routes and paths; to depart from the guide and guided group at any time during the tour.
 - c) To disturb other visitors or the guide's presentation by making any noise (talking, playing music, singing, using mobile phones and mobile audio media devices, making loud noises etc.) or otherwise hinder the visitors tour of the monument. Not observing these conditions may be considered a reason for expulsion from the tour without any refund of the admission fee.
 - d) To eat, drink, and chew chewing gums in the interiors of the monument; to enter with an ice-cream, beverages, food and anything similar.
 - e) To throw anything into the fountains and water wells; to pick flowers; to collect fruit; to break branches off trees and bushes; to walk on the lawns and off the designated paths; to camp in the premises and gardens; to put up posters within the premises; to promote whatever goods, services or activities; to otherwise disturb the peace and order; to feed or disturb the animals and birds.
 - f) To go around the premises by any single-track or two-track vehicles (with the exception of wheelchairs for disabled persons and baby prams). Bicycles must be left in specially designated places.
 - g) To park motor vehicles outside the designated areas and public car parks.
 - h) To touch electric distribution boxes, signaling equipment, fire extinguishers and any other technical equipment.
10. The free movement of dogs and any other animals is not allowed; their access into interiors of the monument is totally forbidden.
11. Taking photographs, filming and the creation of any documentation using flash, tripod, selfie sticks or any other lighting and instrumental techniques in the interiors of the monument or other designated places is forbidden. Using any photographs, videos, or any other documentation created in the premises for commercial purposes, without expressed written consent of the National Heritage Institute, Regional Historic Sights Management in Kroměříž, are forbidden. An exception for scientific, documentation, promotional and other purposes may be granted upon written application to the Regional Historic Sights Management.
12. Flying of pilotless aircraft (drones, multicopters etc.) and aero models without previous written consent of the monument manager is forbidden in the entire premises of the monument.
13. Geocaching and any related activities as well as the organization of other adventure games and outdoor games are allowed only with prior consent granted by the monument manager.

Article 6 – SPECIFIC PROVISIONS

1. Entering the central part of the Valtice Castle with a bicycle is restricted (marked with traffic signs). Bicycles can only be left in the bicycle storage room or on specially designated places (at the Castle Theatre, Winter Riding-Hall, Frog Cellar).
2. It is not permitted to park vehicles in the areas designated for the access of the Integrated Rescue System units, i.e. behind the Castle Theatre, under the Spanish Ride Hall, along the Winter Riding-Hall, along the Castle Press Shop, behind the basic Castle building. Entering the whole premises, with vehicles, is only possible with written permission of the Valtice Castle management.
3. Smoking is only permitted in designated areas, which are equipped with ashtrays.

Article 7 - FINAL PROVISIONS

1. Visitors can send their wishes or comments in writing to the e-mail valtice@npu.cz. Visitors can express their compliments, comments or ask questions orally, in writing or by telephone at the Regional Historic Sights Management of the National Heritage Institute in Kroměříž.
2. Visitors are liable for any infringements of the visiting regulations and for any damage caused to the property within the premises towards the National Heritage Institute, resp. monument management in accordance with valid laws and regulations. The responsibility of the monument management, for any damage incurred to the visitors during their stay within the premises, is governed by generally applicable regulations. The National Heritage Institute is not liable to visitors for any damage incurred as a result of not observing these visiting regulations.
3. Exception from the visiting regulations may be permitted by the management of the monument in any reasonable cases.
4. These visiting regulations take effect as from 12 February 2019; the existing visiting regulations are herewith cancelled.

Monument Management
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