

National Heritage Institute

REGIONAL HISTORIC SITES MANAGEMENT IN ČESKÉ BUDĚJOVICE

VISITOR RULES AND REGULATIONS OF THE LISTED BUILDING - HLUBOKÁ NAD VLTAVOU CASTLE

(Hereinafter referred to as "listed building")

Article 1 – ACCESSIBILITY OF THE LISTED BUILDING

The listed building is part of a national cultural building, protected under Act No. 20/87 Coll. on State Heritage Care, as amended.

Article 2 - ORGANISATION OF VISITOR TRAFFIC

1. The ticket office of the listed building is open on the following days: November to March: 9:00 to 12:00 and 12:30 to 16:00 daily except Mondays; April, September and October: 9:00 to 12:00 and 12:30 to 16:30 daily except Mondays; May and June: 9:00 to 12:00 and 12:30 to 17:00 daily except Mondays; and July to August: 9:00 to 12:00 and 12:30 to 17:00 daily except Mondays. **In December, the castle closes completely a few days before Christmas and re-opens shortly after the New Year.**
2. Starting time of individual tours and up-to-date information about the tours are available at the ticket office of the listed building and on the website: www.zamek-hluboka.cz
3. Sightseeing tours are divided into unguided and guided tours.
4. The intervals between individual tours and their maximum capacity are determined by the management of the listed building. The visitor capacity of the tours and the listed building is determined with regard to the operating conditions of the listed building and the safety of visitors.
5. Guided tours are held in groups of at least 8 visitors, including people with free admission. Groups with less than 8 visitors will wait for the start of the following tour, which will take place regardless of the number of visitors. Exceptions are authorised by the manager of the listed building. In the case of the last tour of the day, this tour will take place regardless of the number of visitors.
6. Groups and individuals can book a tour. The exact date and time of the start of the tour must be agreed in advance with the management of the building in writing, by phone or via e-mail. If the reserved group or individual does not report to the ticket office of the listed building no later than 15 minutes before the agreed time for the start of the tour, the agreed tour reservation shall be cancelled. The management of the listed building reserves the right to supplement the pre-booked group with additional persons up to the maximum capacity of the tour.

Article 3 - ADMISSION

1. **Admission to the listed building is paid in advance. The admission fee and discounts that are provided are set out in the price list valid for the relevant year issued by the National Heritage Institute, the Regional Historic Sites Management in České Budějovice. The price list of the listed building is available at the ticket office and on its website www.zamek-hluboka.cz.**
2. After paying the entrance fee, the visitor receives a ticket (the group leader receives a group ticket). In the case of guided tours only, the time of the start of the tour is printed on the ticket.
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.
4. **Purchased tickets cannot be returned or exchanged.**
5. Visitors are obliged to present their ticket upon entering the tour, keep it for the entire tour and present it again upon request.

Article 4 – SIGHTSEEING TOUR OF THE LISTED BUILDING

1. When visiting the interiors of a listed building, visitors should pay particular attention to uneven surfaces, reduced passageways, or other hazards arising from the historic nature of the listed building. Increased caution is required when moving about in slippers. Visitors are required to take the utmost care for their own safety, the safety of accompanied children and any other persons entrusted to them.
2. Due to unfavourable weather conditions, rental of the listed building or critical technical problems, the management may close the listed building or part of it.
3. Children under the age of 15 are allowed to enter the building only when accompanied by a person older than 18 years, who is responsible that the child's behaviour complies with the requirements of the visitor rules and regulations.
4. Inside the listed building, visitors are only allowed to walk along designated and marked routes.
5. Interpretation of the guide's commentary is only permitted by prior arrangement and only if foreign-language interpretation cannot be provided by the on-site working guide, printed foreign-language text or through the audio equipment provided. When interpreting, care must always be taken to ensure that neither other visitors nor the guide's interpretation are unduly disturbed and to observe the principles of courtesy towards other visitors.

Article 5 - PROTECTION AND SAFETY

1. Visitors are obliged to follow the instructions of the staff in the premises of the listed building. In the event of disobedience of an instruction or order issued in the interest of the safety of visitors, the protection of the building or the collections, the visitor will be expelled from the premises without refund of the admission and it is their duty to leave the listed building immediately. In addition, the visitor runs the risk of being penalised in accordance with general binding legislation.

2. To protect the listed building, visitors and cultural furnishings, selected interior spaces are monitored by a camera system with recording. Information on data protection is available on the website www.npu.cz in the section related to data protection.
3. Persons reasonably suspected of being intoxicated or having consumed drugs or other intoxicants are completely prohibited from entering the premises of the listed building.
4. Visitors wearing heavily soiled, inadequate or otherwise inappropriate clothing or footwear are not permitted to enter the listed building.
5. Smoking (including electronic cigarettes) and any handling with open fire is prohibited in the premises of the listed building. In the event of a fire or another emergency, visitors must follow the instructions of the listed building's staff.
6. For safety reasons, visitors are prohibited from bringing any weapons or firearms, explosives and chemicals, including replicas thereof, into the premises of the listed building.
7. Bulky luggage, inappropriate headwear, bulky bags, poles or wet umbrellas, selfie sticks, trekking poles, baby carrier backpacks and backpacks for carrying animals are prohibited to be brought to the installed interiors.
8. A visitor who is in the premises of the listed building at the time of discovering the loss or damage of the exhibited furnishings during the tour, by entering the premises of the listed building, acknowledges that they may be subject to all necessary security measures and asked to await the arrival of the Police of the Czech Republic in order to investigate the discovered damage or loss.
9. It is forbidden to damage or endanger the listed building and its cultural furnishings in any way, shape or form. In particular, it is forbidden:
 - a) To touch, write, paint, scratch or damage the walls, and exhibits in any way;
 - b) To leave the designated routes, move away from the guide and the guided group during a guided tour;
 - c) To disturb other visitors or the guide's interpretation by making noise (talking, music, singing, use of mobile phones and mobile playback devices, loud speeches and other similar activities), or in any way to make the visit to the premises of the listed building unpleasant for other visitors; failure to comply with this condition may be reason for expulsion from the tour without refund of the admission fee;
 - d) To eat, drink or chew chewing gum in the interiors of the listed building, or enter with ice cream, drinks or food;
 - e) To advertise any goods, services, or activities therein, or otherwise disturb the peace and order;
 - f) To touch or handle electrical switch boxes, signalling equipment, fire extinguishers, and any other technical equipment;
 - g) To handle touch screens, cameras and other equipment in the premises of the listed building or ticket office/visitor centre.
 - h) To touch or handle with the information system of the listed building.
10. Movement of animals in the premises of the listed building:
 - a) Entry with animals is strictly forbidden into the premises of the listed building, except for the 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") with the prior consent of the management of the listed building (on some routes, movement with assistance dogs is restricted or prohibited for operational reasons). The management of the listed building is entitled to require proof that the dog is an assistance dog. A person with an adverse health condition is obliged to present a licence of assistance dog with special training upon request.
11. Taking photos, filming and other documentation is prohibited in the interiors of the listed building, except in the rooms specified by the guide at the beginning of each tour, where taking photos is permitted with respect to other tour participants. Where taking photos is permitted, it must not be completed with the use of flash, tripod, selfie sticks, or any other lighting or assistive technology. Taking photographs of the tour guides without their expressed consent is not permitted. Any photographs, videos or other documentation taken in the premises of the listed building is prohibited to be used for commercial purposes without the expressed written permission of the National Heritage Institute, Regional Historic Sites Management in České Budějovice. For scientific, documentary, promotional and other purposes, this Regional Historic Sites Management grants an exception on the basis of an official written request.

Article 6 – SPECIFIC PROVISIONS

1. Written and telephone bookings can only be arranged for groups with a minimum of 10 people.
2. Smaller groups and individuals can purchase tickets online via the NPU ticket portal on the listed building's website: www.zamek-hluboka.cz.
3. Taking photographs and filming is prohibited on all guided tours. Taking photographs and filming is only allowed during the free tour of the tower.
4. The capacity of the number of persons in groups on the tour routes is set as follows: route I - 55 persons; routes II, III and VI - 20 persons and route IV - 10 persons.
5. During route IV visitors must use plastic shoe covers to protect the parquet floors. Exceptions may be granted by the group guide.
6. When touring the interior of a listed building or in the event that a cultural or another event open to the public is held in the premises of the listed building, the visitor acknowledges and understands that photographic/video documentation may be taken during the event. This documentation will be used solely to meet the legitimate interests of the National Heritage Institute (also referred to as "NPU") for the purposes of promoting the event, informing about the event, etc. on the website, social networks, printed materials, etc. Photo/video documentation will be taken in particular to capture the course of the event as a whole, not of specific individuals. If a visitor has any objections to this, they can contact the event organiser. The NPU always protects the personal data collected against misuse and processes this data in accordance with current legislation. Information about the protection of personal data, including information about the visitor's rights, can be found on the NPU website www.npu.cz in the section Personal data protection.

Article 7 – FINAL PROVISIONS

1. Visitors can send their wishes or comments in writing to the following e-mail address: hluboka@npu.cz. Visitors can express their compliments,

comments or questions either orally, in writing or by phone at the Regional Historic Sites Management of the National Heritage Institute in České Budějovice.

2. The visitor is liable to the National Heritage Institute or the management of the listed building according to the valid legal regulations for violation of the Visitor Rules and Regulations and for damage caused to the property in the listed building. The liability of the management of the listed building for any damage caused to visitors during their stay in the premises is governed by general applicable regulations. The National Heritage Institute shall not be liable to visitors for damages resulting from failure to comply with these Visitor Rules and Regulations.
3. Exceptions to the Visitor Rules and Regulations may be granted by the head of the management of the building in justified cases.
4. These Visitor Regulations shall enter into force on 1 January 2023; at the same time, the existing Visitor Rules and Regulations shall be repealed.