

# visitor rules

1. Admission fees are determined by the operator's Price List. Visitors are obliged to pay the admission fee to the Old Town Hall at the ticket office or ticket machine (except for tickets purchased online), keep the ticket until leaving the paid premises of the building and present it at any time upon request. The ticket is valid for one visit to the Old Town Hall only. For statistical and operational reasons, all visitors will receive an individual or group ticket. The ticket office does not refund or exchange the purchased tickets. Ticket sales end 40 minutes before the end of the opening hours.
2. The operator reserves the right to temporary or earlier termination of ticket sales in the event of overcrowding or for other serious (mainly security) reasons. The state rooms may be closed in connection with use for ceremonial purposes of the Prague City Hall. In such case, the admission fee to the building for selected categories of the Admission Price List is automatically reduced.
3. The operator reserves the right to limit the number of tickets sold to one person per day. At the same time, the operator reserves the right to limit the number of sales contracts concluded with one person per day; the sale contract is considered to be concluded at the moment of payment of the admission fee by the customer.
4. The number of visitors is limited by building's operating conditions and by the safety of visitors. Tours are possible individually or with a guide. Tours in the Old Town Hall can only be provided by a local guide of the building, tours by external guides are prohibited. In the state rooms, where individual and guided tours are held in parallel, individual visitors are not allowed to disturb the commentary of guided group tours in any way, especially by making noise, talking with other visitors or by loud reading of the printed guide.
5. The maximum number of people in one group for a guided tour of the historical interiors is 35 (including the guide). If the group size exceeds the limit, visitors are divided into smaller groups that go on the guided tour in turns (if the situation allows). The interval between individual tours is determined by the operator's staff.
6. Visitors to the Old Town Hall are only allowed in the designated public areas. It is forbidden to cross the delimited corridors in the state rooms.
7. Children under the age of 15 may only visit the Old Town Hall when accompanied by an adult, who is responsible for their behaviour in accordance with these Visitor Rules. The accompanying adult is obliged to supervise children to prevent their injury and/or damage to the building/mobiliary/displays of the Old Town Hall. The behaviour of pupils and students who visit the Old Town Hall in a group is the responsibility of the educational supervisor.
8. Strollers are not allowed in the Old Town Hall. Leaving the stroller outside is at visitors' own risk and responsibility.
9. Visitors in wheelchairs and with canes are allowed to visit the Old Town Hall according to the conditions and possibilities of the site. Further information will be provided by the operator's staff. Only the tower of the building allows completely barrier-free access.
10. It is not allowed to enter the Old Town Hall with food and open drinks, animals, or bulky luggage. Also, persons who are drunk or under the influence of intoxicating substances, dirty or whose appearance and behaviour otherwise cause public nuisance are forbidden to enter the building.
11. The lift to the tower is intended primarily for families with small children, the elderly or persons with reduced mobility and wheelchair users. Due to the operational and technical conditions of the building, the lift may not be in operation.
12. Due to the large number of staircases, visitors are advised of the difficulty of the tour and that they undertake the tour at their own risk, especially taking into account their current fitness and overall health.
13. In the area of the observation gallery of the Old Town Hall Tower, there is a strict ban on climbing over the security bars, climbing on the sills of the observation windows, throwing objects from the tower and taking photographs in a way that overcomes the bars (e.g., by taking photographs with a selfie stick through the bars).
14. Smoking is prohibited in the Old Town Hall without exception, including electronic cigarettes and handling of open flame.
15. It is forbidden to leave luggage and other objects unattended within the Old Town Hall premises except for designated areas.
16. Visitors are obliged to leave all luggage in the cloakroom on the ground floor. Luggage larger than 70 cm (h) x 40 cm (w) x 45 cm (d) is not allowed in the building.
17. Visitors must be dressed appropriately. Access will be denied in particular to visitors wearing swimwear, having no top or bottom part of clothing or shoes.
18. Photography and filming for private use without the use of a tripod is allowed in the premises of the Old Town Hall. Photography and filming for other than private purposes is only possible with the prior consent of the operator. Photography using flash is always prohibited.
19. For the protection and safety of exhibits and visitors, it is prohibited to touch the mobiliary or other exhibition equipment. It is strictly forbidden to damage or endanger the building in any way. It is not allowed to write or paint on the walls, or to carve into them.
20. To protect the building, visitors and furnishings, selected outdoor and indoor areas are monitored by a camera system with recording.
21. By purchasing a ticket, the visitor accepts the provisions of the Visitor Rules and undertakes to follow the instructions of the operator's staff. In the event of any violation, the operator's responsible employee has the right to ask the visitor to leave the building without refunding the admission fee. Additionally, the visitor exposes themselves to the risk of prosecution under the generally binding regulations.
22. If a visitor causes damage to the building due to a violation of these Visitor Rules or other inappropriate behaviour, they will be obliged to provide adequate compensation. The operator's liability for any damages incurred by visitors during their stay in the building is governed by generally applicable regulations.
23. Visitors can note their wishes, compliments, complaints and comments in writing on the spot in the "Wish and Complaint Book", which is available from the operator's staff upon request. In addition, the visitor can contact the operator orally, in writing, or by telephone.

National cultural monument owned by the Capital City of Prague.