

## Visitor Rules of the Jewish Museum in Prague

an association of legal entities registered in the Association Register maintained by the Municipal Court in Prague under file no. L 59006, ID No. 60459263, with its registered office at U Staré školy 141/1, Josefov, 110 00 Prague 1.

The Visitor Rules of the Jewish Museum in Prague (hereinafter “Visitor Rules”) supplement the organization’s internal rules. In the event of any conflict, the Visitor Rules take precedence for visitors. For JMP employees, internal regulations take precedence.

### Article 1 Definitions

- 1) **For the purposes of the Visitor Rules**, the “Jewish Museum in Prague” (hereinafter “JMP”) refers to the group of the following sites:
  - Maisel Synagogue (Maiselova 10, Josefov, Prague 1),
  - Pinkas Synagogue (Široká 3, Josefov, Prague 1),
  - Old Jewish Cemetery (Široká 3, Josefov, Prague 1),
  - Klausen Synagogue (U Starého hřbitova 3, Josefov, Prague 1),
  - Ceremonial Hall (U Starého hřbitova 3, Josefov, Prague 1),
  - Spanish Synagogue (Věžeňská 1, Josefov, Prague 1),
  - Artschul Gallery (U Staré školy 3, Josefov, Prague 1),
  - Information and Reservation Center (IRC, Maiselova 15, Josefov, Prague 1), –  
Education and Culture Department, Prague (Maiselova 15, Josefov, Prague 1).
- 2) **The term “visitor site”** here refers to any JMP site that visitors may enter during operating hours.
- 3) For the purposes of the Visitor Rules, the term “**Prague Jewish Town**” refers to the area comprising the JMP visitor sites and the Old-New Synagogue (Altneuschul), which is administered separately by the Jewish Community of Prague. The term “visitor area” here refers to the area that visitors may enter during operating hours with a unified JMP admission ticket.
- 4) In 2026, the Prague Jewish Town visitor area consists of the following sites:
  - Maisel Synagogue (Maiselova 10, Josefov, Prague 1),
  - Pinkas Synagogue (Široká 3, Josefov, Prague 1),
  - Old Jewish Cemetery (Široká 3, Josefov, Prague 1),
  - Spanish Synagogue (Věžeňská 1, Josefov, Prague 1),

- Old-New Synagogue (Červená, Josefov, Prague 1),
  - Klausen Synagogue (U Starého hřbitova, Josefov, Prague 1) – partially open for temporary exhibitions,
  - Artschul Gallery (U Staré školy, Josefov, Prague 1) – scheduled to open in the second half of 2026,
  - Ceremonial Hall (U Starého hřbitova, Josefov, Prague 1) – scheduled to open in 2027.
- 5) The term “**visitor**” here refers to any individual who has met the conditions stated in the Visitor Rules for entering any of the visitor sites.
- 6) The term “**Operations Coordinator**” here refers to an individual employed by the JMP who performs coordination activities at JMP sites. Indoors, they are identifiable by an Operations Coordinator badge (see Appendix 1 to the Visitor Rules), and outdoors by a reflective vest bearing the JMP logo.

## Article 2 Operating Hours

- 1) The operating/opening hours for the JMP visitor tour are determined by the season and the annual shift between daylight saving time and standard time.
- 2) Saturday is a closing day; Jewish holidays are variable closing days.
- 3) JMP opening hours in 2026:
- January 1 – March 31, 9:00–16:30
  - April 1 – April 30, 9:00–18:00
  - May 1 – August 31, 9:00–19:00
  - September 1 – October 17, 9:00–18:00
  - October 18 – December 31, 9:00–16:30
- 4) Jewish holidays in 2026 (JMP closed):
- April 2: 1st day of Pesach
  - April 3: 2nd day of Pesach
  - April 8: 7th day of Pesach
  - April 9: 8th day of Pesach
  - May 22–23: Shavuot
  - September 12–13: Rosh Hashanah

September 21: Yom Kippur

September 26–27: Sukkot

October 3–4: Shemini Atzeret/Simchat Torah

- 5) The JMP starts to usher visitors out of visitor sites 10 minutes before visiting hours end. Visitors are guaranteed entry to visitor sites up to 30 minutes before visiting hours end.
- 6) Visitor days and hours at individual visitor sites may be adjusted based on the JMP's operational requirements. Current operating hours are listed on admission tickets, at ticket offices, and on the website [www.jewishmuseum.cz](http://www.jewishmuseum.cz). Temporary changes to opening hours (excluding holidays) are announced at least 24 hours in advance on the JMP's website, on social media, and at the Information and Reservation Center (IRC), unless prevented by extraordinary circumstances.
- 7) The JMP reserves the right to fully close any visitor site for technical, safety, operational, or representational reasons.

### Article 3 Admission Tickets

- 1) Access to the visitor tour and the individual sites is permitted only with a valid ticket. Tickets can be purchased online from the e-shop at [www.jewishmuseum.cz](http://www.jewishmuseum.cz), at the ticket counters of the individual synagogues, and at the JMP's Information and Reservation Center (IRC).
- 2) Current information on admission fees, discounts, guide service charges, and any changes is provided at synagogue ticket counters and on the JMP's website: [www.jewishmuseum.cz](http://www.jewishmuseum.cz)
- 3) Guided tours for groups can be booked in advance, either in person at the IRC office (Maiselova 15, Prague 1) or by email at [irc@jewishmuseum.cz](mailto:irc@jewishmuseum.cz). The person booking the tour must pay all fees in advance at the IRC.
- 4) Tours and lectures for groups of pupils and students within special educational programs may be booked and paid for at the Education and Culture Department, Maiselova 15, Prague 1 (email: [education@jewishmuseum.cz](mailto:education@jewishmuseum.cz)).
- 5) After paying the admission fee, visitors will receive a ticket, which must be kept for the entire duration of the visit and presented upon request to JMP operations coordinators and members of the JMP security staff.

- 6) Purchased tickets are non-refundable.
- 7) Visitors are not entitled to a replacement ticket in the event of loss of a valid ticket.
- 8) Each visitor site within the Prague Jewish Town visitor area may be entered only once per ticket.
- 9) Tickets for individual visitors, families and groups of up to five people are valid for three calendar days from the date of issue.
- 10) Tickets for groups of six or more visitors are valid only on the date indicated on the ticket.
- 11) The maximum number of visitors allowed in a group under one ticket is 25 people.
- 12) Members of the Society of Friends of the Jewish Museum in Prague receive priority entry to all museum sites upon presentation of a valid membership card. Members may skip the line at security checkpoints and proceed directly to the security screening area. Visitors with "Priority Entry" or "Priority Entry + One Guest" tickets are entitled to the same priority access.

## Article 4

### Guiding Visitors Through Visitor Sites

- 1) Only guides accredited in the Czech Republic may conduct guiding activities within the JMP. A guide may be asked, upon request, to present a national guide ID of Level I or II, or a JMP guide license.
- 2) When providing information, the guide must be considerate of other visitors and the sacred nature of the site.
- 3) Inside the Pinkas Synagogue, the sacred nature of the space must be respected. Loud conversation or commentary is not permitted.
- 4) The area near the ticket counters in the Information and Reservation Center (IRC) is not intended for continuous commentary by guides.
- 5) The use of voice amplifiers is not permitted during the JMP tour.
- 6) Anyone entering a visitor site, including guides, must have a valid ticket.
- 7) Exceptions apply to:

- a. JMP employees, who must clearly display their JMP employee ID badge
  - b. Accredited guides who have completed a special JMP educational course and hold a valid JMP License (see Appendix to Article 4, JMP License)
- 8) Anyone entering a visitor site, including guides, is required to follow the instructions of JMP operations coordinators and security staff. The instructions of operations coordinators and JMP security staff are binding. Failure to comply may result in the visitor being removed from the visitor area without compensation.
- 9) Guides are fully responsible for their respective groups throughout the JMP tour. They are specifically required to:
- Present their own ticket as well as their group's tickets,
  - Cooperate during security checks at entrances,
  - Ensure that the group remains together, – Ensure that their clients follow the Visitor Rules, – Cooperate with JMP staff.
- 10) Anyone who violates any of the above rules may be removed from the visitor area without entitlement to a refund of the admission fee.

## Article 5 Touring Visitor Sites

- 1) Tours may take place individually or in groups.
- 2) Accredited guides accompanying visitors must clearly display their guide license throughout the entire visit.
- 3) Upon entering the Old Jewish Cemetery, men are required to wear a head covering, either their own or one borrowed for this purpose.
- 4) Accessibility for Visitors with Disabilities
  - Spanish Synagogue, Maisel Synagogue – barrier-free access.
  - Old Jewish Cemetery – barrier-free access only from U Starého hřbitova Street (at the cemetery exit).
  - Klausen Synagogue – entry to the ground floor requires assistance (3×2 steps). The upper floor is inaccessible.

- Education and Culture Department – barrier-free access with an opening width of 75 cm.
  - Other sites are not accessible to physically disabled visitors.
- 5) Touring the Old Jewish Cemetery is permitted only along the designated route. Entering areas outside the designated route is prohibited.
- 6) **Photography and Video Recording in Visitor Sites**
- for personal and non-commercial purposes: permitted for visitors with a valid ticket, without the use of a tripod, selfie stick, additional lighting, or flash;
  - for purposes other than personal use: permitted only on the basis of written authorization (contact: [copyright@jewishmuseum.cz](mailto:copyright@jewishmuseum.cz)).
    - Issuance of written authorization is contingent upon prior discussion of the request and receipt of payment for the fee as outlined in the JMP price list.
    - An integral part of the request for filming permission is the film project script, which is subject to JMP approval.
  - **The use of tripods, lights, and flashes** must also be discussed in advance and authorized in writing. When larger filming equipment is used, photography or filming shall take place under the supervision of an authorized JMP employee.
  - Photography and video recording **for the JMP's promotional purposes**, with any equipment, is possible without prior authorization. For this kind of documentation at a visitor site, personnel must display their JMP ID badge or ensure they are accompanied by an authorized JMP employee.

## Article 6

### Protection and Safety of Persons

- 1) Entry to visitor sites is prohibited for persons:
- with excessively large bags (exceeding 30 liters in capacity),
  - under the influence of alcohol or other intoxicating substances,
  - exhibiting aggressive or rude behavior toward JMP staff,
  - with their face covered by anything other than sunglasses or a head covering.
  - wearing clothes indicating sympathy with, support for, or promotion of movements aimed at suppressing human rights and freedoms (within the meaning of Sections 403 and 404 of Act No. 40/2009 Coll., the Criminal Code),

- carrying weapons (within the meaning of Act No. 119/2002 Coll.) or other dangerous objects that can be used to increase the force of an assault against a person or persons (pursuant to Section 118 of Act No. 40/2009 Coll.).
- 2) Visitors are required to follow these instructions:
- Pay increased attention to their personal belongings. (The JMP bears no responsibility for losses resulting from theft.)
  - Submit to a security check upon entry.
  - Leave the premises if instructed to do so by an authorized JMP employee (either a member of the JMP security staff, a JMP operations coordinator, or another JMP employee, all identifiable by their badges).
  - Keep all personal belongings with them at all times. Leaving any belongings anywhere within JMP premises is strictly prohibited. (The JMP bears no responsibility for damage to items removed by the Police of the Czech Republic.) – Do not leave baby strollers unattended.
  - Refrain from using open flames throughout the visitor sites. (In the event of a fire or any emergency, visitors must follow the instructions of JMP operations coordinators and security staff.)
  - Refrain from using electrical outlets throughout the visitor sites.
- 3) If a visitor is injured or becomes medically indisposed within a visitor site, it is necessary to immediately contact a JMP operations coordinator, a member of the JMP security staff, or an IRC employee.
- 4) The JMP is not liable for injuries or damages resulting from violations of the Visitor Rules or from unlawful conduct by visitors. The JMP's liability for any damages incurred by visitors is governed by the generally applicable regulations of Czech law.
- 5) Violations of any of the Visitor Rules are governed by the State Heritage Care Act and the Criminal Code of the Czech Republic.

## Article 7

### Other Activities on JMP Premises

- 1) The following is also prohibited in the visitor area:
- conducting any form of itinerant or stall-based sales without written authorization issued by the JMP, or
  - requesting monetary or other support from visitors, except for collections that are either authorized in writing or organized by the JMP.

## Article 8

### Protection of Cultural Monuments and Safety of Collections

- 1) Visitors are required to follow the instructions of JMP operations coordinators, JMP security staff and other JMP employees, all identifiable by their badges. Failure to comply with an instruction or order issued for the purpose of safeguarding visitors or protecting visitor sites and collection items on display, or failure to comply with the Visitor Rules may result in the visitor being removed from the visitor area without entitlement to a refund of the admission fee.
- 2) In the event of repeated or serious single violations of the Visitor Rules, the visitor may be completely denied future entry to visitor sites.
- 3) Visitors must not damage any of the buildings, collection items on display, or other property located within the visitor sites. In particular, it is forbidden:
  - to touch interior walls or items on display, except for items explicitly designated for touching, or
  - to write or draw on walls or surfaces, or to otherwise deface or damage them.
- 4) Visitors must not undermine or demean the sacred or religious nature of the visitor sites. In particular, it is forbidden:
  - to disturb other visitors with noise (including loud speech, use of amplifying or sound devices, singing, performing music, playing recorded music, and other such activities);
  - to eat, drink or smoke in any visitor area, or to enter any visitor area with food (including ice-cream and other snacks) or beverages;
  - to bring dogs or other animals onto the visitor sites, with the sole exception of properly certified assistance dogs;
  - to dispose of litter outside designated waste containers;
  - to enter visitor sites dressed inappropriately, which includes being topless, having exposed arms, shoulders or midriff, or wearing swimwear or being barefoot;
  
  - to otherwise disturb the peace and quiet in any visitor area.
- 5) Children under 15 may enter visitor sites only when accompanied by an adult. It is the responsibility of the accompanying adult to ensure that children under 15 comply with the Visitor Rules.

## Article 9

### CCTV operation

- 1) The JMP, as the operator of its sites, maintains a permanent CCTV system in the form of continuous camera recording in the visitor area. This information is provided to visitors through pictograms with supplementary text.
- 2) The continuous camera recording captures visitors' personal data in the form of identifiable likenesses (faces). Only standard video recording is used, without any software-based comparison of biometric characteristics. The retention period for CCTV footage is seven days (168 hours); footage related to a specific incident is kept for as long as necessary.
- 3) The JMP processes this data based on its legitimate interest in protecting the life and health of visitors and safeguarding the property located within the visitor sites.
- 4) In justified cases, the CCTV footage can be used by law enforcement authorities, administrative authorities conducting misdemeanor proceedings, or other entities, including insurance companies.
- 5) The operator has implemented appropriate technical and organizational measures to prevent misuse of visitors' personal data, including ensuring their rights and obligations. The operator has appointed a data protection officer who may be contacted at [povernecgdpr@jewishmuseum.cz](mailto:povernecgdpr@jewishmuseum.cz) for specific questions or requests from visitors.

## Article 10

### Final Provisions

- 1) Visitors are responsible for any infringement of the Visitor Rules and for any damage arising from such violations.
- 2) If a visitor causes damage to the JMP by violating the Visitor Rules or a legal obligation, a formal incident report will be drawn up. If the visitor in question refuses to provide identification, assistance from the Police of the Czech Republic will be requested (pursuant to Act No. 273/2008 Coll., on the Police of the Czech Republic). The extent, amount, and method of compensation will be determined in accordance with the legal regulations of the Czech Republic.

- 3) Visitor comments and complaints are dealt with by the Information and Reservation Center,  
Maiselova 15, Prague 1  
Tel: 222 749 464, 222 749 461, 732 414 330  
E-mail: irc@jewishmuseum.cz

## Appendix 1)

ID badge of a JMP Operations Coordinator



Appendix to Article 4 / JMP License

