



Visitor Regulations of the Jewish Museum in Prague, a common interest group of legal entities, listed in the Association Register at the Municipal Court in Prague under Entry No. L 59006, Business ID number: 60459263, registered seat: U Staré školy 141/1, Josefov, 110 00 Prague 1, Czech Republic.

Section 1 Definition of terms

- 1) For the purposes of the Visitor Regulations of the Jewish Museum in Prague (hereinafter referred to as "the Visitor Regulations"), the Jewish Museum in Prague (hereinafter referred to as "the Museum") refers to the following sites (address in brackets):
 - Maisel Synagogue (Maiselova 10, Prague 1–Josefov),
 - Pinkas Synagogue (Široká 3, Prague 1–Josefov),
 - Old Jewish Cemetery (Široká 3, Prague 1–Josefov),
 - Klausen Synagogue (U Starého hřbitova 3, Prague 1–Josefov),
 - Ceremonial Hall (U Starého hřbitova 3, Prague 1–Josefov),
 - Spanish Synagogue (Věžeňská 1, Prague 1–Josefov),
 - Robert Guttmann Gallery (U staré školy 3, Prague 1–Josefov),
 - Information and Reservation Centre (Maiselova 15, Prague 1–Josefov),
 - Department for Education and Culture in Prague (Maiselova 15, Prague 1–Josefov),
 - Department for Education and Culture in Brno (třída Kpt. Jaroše 3, Brno), (hereinafter referred to as "Museum sites", or individually as a "Museum site").Together, these sites comprise the premises of the Museum.
- 2) "Museum site" refers to any site of the Jewish Museum in Prague that may be visited during opening hours.
- 3) "Visitor" refers to any person who has met the conditions set out in the Visitor Regulations for visiting a site of the Jewish Museum in Prague.

Section 2 Opening hours

- 1) The Museum sites are open:
 - Winter: 9 a.m. – 4:30 p.m.
 - Summer: 9 a.m. – 6 p.m.Summer opening hours begin on the last Sunday of March and end when the clocks change in October.

- 2) Closing of the Museum sites starts 10 minutes before closing time.
- 3) Opening times for the Museum sites may be subject to change under certain operating conditions. The current opening times are displayed on the entry tickets, at ticket counters, and on the Museum's website www.jewishmuseum.cz. The Museum reserves the right to close any of the Museum sites for technical, security, operational, or representational reasons.
- 4) The Museum sites are closed on Saturdays and on the days of other Jewish holidays.

Section 3 Admission tickets

- 1) Admission tickets for the Museum sites must be paid before the start of the tour. They are available at the synagogue ticket counters or at the Museum's Information and Reservation Centre. Admission tickets can also be purchased through the Museum's online store at www.jewishmuseum.cz.
- 2) The current price of admission, the cost of guided tours, and information about any price changes are displayed at the synagogue ticket counters and on the Museum's website: www.jewishmuseum.cz.
- 3) Group tours may be booked in advance, either in person or in writing (by electronic communication), but not over the phone. Group tours can be purchased only at the Museum's Information and Reservation Centre.
- 4) Tours and lectures for groups of pupils and students as part of special educational programmes may be booked and paid for at the Museum's Department for Education and Culture.
- 5) Admission tickets are provided upon purchase. Throughout the visit, admission tickets must be retained for inspection by the Museum ticket checkers/Museum site attendants who are clearly identifiable by their ID card (see Annex to this regulation).
- 6) Each ticket is valid for a single visit to each Museum site. Tickets for individual visitors, families and groups of up to five are valid for seven calendar days from the date of issue. Tickets for groups of six or more visitors are valid only on the date shown on the tickets. The maximum number for any group with a single ticket is fifty.
- 7) Discounts are provided on the set price of admission in accordance with the Museum's current price list that is displayed at ticket counters and on the Museum's website: www.jewishmuseum.cz.
- 8) Once purchased, tickets cannot be returned.
- 9) Visitors will not be entitled to a replacement ticket if they lose their ticket.

Section 4

Showing visitors around Museum sites

- 1) Tour guide services at the Museum sites may be provided only by tour guides with a Prague Guide Licence or a Prague Guide and Tourism Licence issued by the Prague Information Service, or by tour guides with a Museum Tour Guide Licence issued by the Museum's Department for Education and Culture in Prague in association with the Prague Information Service upon completion of a tour guide training course (hereinafter referred to as "accredited guides"). Tour guide services at the Museum sites relate to the provision of information to visitors about the Museum's history, Museum sites and exhibitions, as well as about the cultural/historical context of the Museum's exhibition topics. Accredited guides are required to take other visitors into account when providing their services at the Museum sites.
- 2) Anyone entering a Museum site as an escort for a guest or guests on an official visit of the Museum, or as an accredited guide for a visitor or group of visitors, must have a valid ticket in accordance with their status and in accordance with the Museum's current price list. A tour guide who does not have one of the licences specified in Section 4 (1) of the Visitor Regulations shall be deemed to have the status of a regular visitor, shall be required to pay the price of admission in accordance with the Museum's current price list, and may not provide tour guide services at any of the Museum sites.
- 3) Museum staff acting as an escort for a guest or guests on an official visit of the Museum, or as an accredited guide, must display their staff ID card (on a strap or attached to their clothing) so that it is plainly visible throughout the visit.
- 4) Anyone entering a Museum site as an escort for a guest or guests on an official visit of the Museum, or as an accredited guide for a visitor or group of visitors pursuant to Section 4 (1) of the Visitor Regulations, is required to follow the instructions of the Museum ticket checkers/Museum site attendants and the Museum security staff.
- 5) Anyone entering a Museum site as an escort for a guest or guests on an official visit of the Museum, or as an accredited guide for a visitor or group of visitors pursuant to Section 4 (1) of the Visitor Regulations, is required, when requested by a Museum employee showing a Museum staff ID card or badge, to present for inspection their Museum staff ID card or a valid tour guide licence as specified in Section 4 (1) of the Visitor Regulations.
- 6) When entering a Museum site as an escort for a guest or guests on an official visit of the Museum, or as an accredited guide for a visitor or group of visitors pursuant to Section 4 (1) of the Visitor Regulations, is required to show the Museum ticket checker their Museum staff ID card or a valid tour guide licence as specified in Section 4 (1) of the Visitor Regulations, without being requested to do so.
- 7) When entering a Museum site, an escort for a guest or guests on an official visit of the Museum or an accredited guide for a visitor or group of visitors is required to present their admission ticket to the Museum ticket checker for the purpose of scanning and verifying the number of visitors in their group. In connection with this, an escort for a guest or guests on an official visit of the Museum or an accredited guide for a visitor or

group of visitors is required to co-operate, to ensure that the verification goes smoothly, and to make sure that their group is not joined by any other visitor or visitors.

- 8) The use of microphones or other voice amplification devices is not permitted at any of the Museum sites.
- 9) Inside the Pinkas Synagogue, it is necessary to respect the sacred nature of the place. Please do not disturb others by talking loudly or by giving a commentary.
- 10) Any person who:
 - provides visitor services at a Museum site without a proper licence, or
 - uses a voice amplification device at a Museum site, or
 - fails to observe Section 4 (9) of the Visitor Regulations,will be removed from the Museum's premises and will not be entitled to any refund.

Section 5 Museum site tours

- 1) Museum site tours can be individual or group.
- 2) If visitors are accompanied by an accredited guide, the tour guide licence must be clearly displayed on the tour guide's outermost clothing so that it is plainly visible throughout the visit.
- 3) It is necessary for men to cover their heads when entering the Old Jewish Cemetery. They can take their own head covering, borrow one of the skullcaps offered by the Museum, or buy one for CZK 5 at the entrance to the cemetery.
- 4) Some Museum sites (namely, the Spanish Synagogue and the Maisel Synagogue) have disabled access. Disabled access to the Old Jewish Cemetery is possible only from U Starého hřbitova Street (near the cemetery exit). Disabled access to the ground-floor level of the Klausen Synagogue is possible with assistance (3x2 steps). The Museum's Department for Education and Culture in Prague has disabled access with a limited width (75 cm) to pass through the door. The other Museum sites have no disabled access.
- 5) Visitors with a valid ticket are permitted to take photographs at the Museum sites for personal or non-commercial purposes. Such picture taking is permitted without the use of a tripod, selfie-stick, flash or other means of artificial lighting.
- 6) Taking photographs and filming at the Museum sites for commercial or non-personal purposes is possible only with prior written consent from the Museum. For permit applications it is necessary to contact the Museum by email at copyright@jewishmuseum.cz. Written consent is provided only after the application has been dealt with and upon payment of a fee specified in the Museum's price list. The script or screenplay of the film project in question shall comprise an integral part of any film permit application and is subject to approval from the Museum. The use of tripods, flash or other means of artificial lighting must be discussed in advance and requires prior

written consent from the Museum. Photographing or filming that requires the use of larger equipment shall be done under the supervision of an authorized member of Museum staff.

- 7) Visitors to the Old Jewish Cemetery are required to follow a designated tour path, which is marked with directional signs and physical barriers. It is prohibited to go off the marked route.

Section 6 Security and safety of individuals

- 1) Entry to the Museum sites will be denied to the following:
 - anyone who is under the influence of alcohol or other addictive substances;
 - anyone who is behaving aggressively or abusively towards Museum staff;
 - anyone whose face is concealed (apart from the wearing of sun-glasses or head coverings);
 - anyone whose clothes indicate that they sympathize, support or promote a movement that is aimed at suppressing human rights and freedoms (within the meaning of Sections 403 and 404 of Act No. 40/2009 Coll., the Czech Criminal Code);
 - anyone carrying a weapon (within the meaning of Act No. 119/2002 Coll.) or any other dangerous object that could render a physical attack more forcible (see Section 118 of Act No. 40/2009 Coll.);
 - anyone carrying a large item of luggage (with a capacity larger than 30 litres).
- 2) Visitors are required to:
 - pay close attention to their personal items; the Museum shall not be held liable for the loss through theft of personal items;
 - undergo a security check when asked by a member the Museum's uniformed security staff;
 - leave the premises if asked to do so by an authorized official of the Museum (i.e., a member of the Museum's uniformed security staff, a clearly identifiable Museum ticket checker/Museum site attendant, or other Museum employee);
 - make sure that all of their personal items are at their side at all times. It is strictly prohibited to leave any items unattended; the Museum shall not be held liable if any unattended items are subsequently destroyed by the Czech Police.
- 3) The use of open flames of any kind at a Museum site is strictly prohibited. In the event of a fire or any other emergency, visitors are required to follow the instructions of the Museum ticket checkers/Museum site attendants and members of the Museum security staff.
- 4) If a visitor suffers an injury or is afflicted with an indisposition at a Museum site, it is necessary immediately to inform one of the Museum ticket checkers/Museum site attendants, or a member of the Museum security staff, or an employee of the Information and Reservation Centre.
- 5) The Museum shall not be held liable for any injury or harm that may arise as a result of a failure to comply with the Visitor Regulations, or as a result of an infringement by a

visitor. The Museum's liability for any harm that may occur to a visitor is governed by general regulations under Czech law.

Section 7

Other activities on the premises of the Jewish Museum in Prague

- 1) The following is prohibited at Museum sites:
 - any kind of selling without written permission from the Museum, or
 - any kind of soliciting, except for collecting donations that have been permitted in writing or have been organized by the Museum.

Section 8

Protection of cultural monuments and safety of collections

- 1) Visitors are required to follow the instructions of the Museum ticket checkers/Museum site attendants, members of the Museum security staff and other clearly identifiable Museum staff. Visitors may be removed from the Museum's premises without entitlement to a refund of the ticket price if they fail to follow an instruction or order that has been issued in the interests of visitor safety and for the protection of sites and collections, or if they breach the Visitor Regulations.
- 2) In the event of a repeated breach, or a gross violation, of the Visitor Regulations, a visitor may in future be completely denied entry to any of the Museum sites.
- 3) Visitors are prohibited from damaging any of the buildings, exhibits or other property at the Museum sites. In particular, it is forbidden:
 - to touch the interior walls or exhibits, with the exception of objects that are expressly designed for touching (i.e., haptic exhibits);
 - to write or draw on the walls, or to contaminate or damage them in any other way.
- 4) Visitors are prohibited from disturbing or disparaging the solemn and religious character of the Museum sites. In particular, it is forbidden:
 - to disturb other visitors by noise (including loud speaking, the use of amplifiers and audio equipment, live music, singing, reproduced music, and other such activities);
 - to eat, drink or smoke at any of the Museum sites, or to enter any of the Museum sites with food (including ice-cream) or drinks;
 - to enter any of the Museum sites with a dog or other animal, apart from a properly identified guide dog for the visually impaired;
 - to deposit litter except in litter bins provided for this purpose;
 - to enter the Old Jewish Cemetery or the Pinkas Synagogue in inappropriate clothing (for example, topless, with bare arms/shoulders/belly, in swimwear, barefoot, etc.);
 - to disturb the peace and quiet of the Museum sites in any other way.
- 5) Children under the age of 15 shall not be allowed to move unaccompanied at any of the Museum sites. The person or persons accompanying children under the age of 15 are responsible for compliance with this regulation.

Section 9 Closed circuit television system

- 1) The Museum sites are permanently monitored by a CCTV (closed circuit television) system operated by the Museum. The presence of CCTV monitoring is indicated by pictograms with additional information.
- 2) The 24/7 CCTV cameras capture personal data relating to visitors in the form of identifiable images (faces) without the use of biometric recognition software. CCTV footage is kept for a period of seven days (168 hours). If a security incident occurs, the relevant footage shall be retained for as long as necessary.
- 3) The Museum processes CCTV data for the justified purpose of protecting the lives and health of visitors and for protecting the assets located at the Museum sites.
- 4) In justified cases, CCTV footage may be handed over to the law enforcement authorities, to the administrative authorities conducting a misdemeanour procedure, or to other bodies (e.g., insurance companies).
- 5) The Museum has carried out the appropriate technical and organizational measures against misuse of personal data relating to visitors, including safeguarding their rights and obligations. If visitors have any queries or require any further information, they may contact the Museum-appointed data protection officer by email at poverenecgdpr@jewishmuseum.cz.

Section 10 Final provisions

- 1) Visitors shall be held liable for any breach of the Visitor Regulations and for any damage caused by a breach of the Visitor Regulations.
- 2) A report shall be drawn up in the event that a visitor causes damage to the Museum by failing to observe the Visitor Regulations or by infringing legal obligations. The assistance of the Czech Police will be sought (in accordance with the Czech Police Act No. 273/2008 Coll.) if a visitor is unwilling to prove their identity. The extent, amount and means of compensation shall be determined in compliance with Czech law.
- 3) Visitor comments and complaints are dealt with by the JMP's Information and Reservation Centre at Maiselova 15, Prague 1
Tel.: 222 749 464, 222 749 461
Email: irc@jewishmuseum.cz

Prague, 1 October 2018
Leo Pavlát
Director
Jewish Museum in Prague

ID card of a Museum ticket checker/Museum site attendant



Kontrolor / Kustod