

Visitor Regulations of the Jewish Museum in Prague

Section 1

Definition of terms

(1) For the purposes of these regulations, the Jewish Museum in Prague (JMP) is deemed to be the following sites:

- Maisel Synagogue
- Spanish Synagogue
- Pinkas Synagogue
- Old Jewish Cemetery
- Klausen Synagogue
- Ceremonial Hall
- Robert Guttmann Gallery
- Information and Reservation Centre
- Department for Education and Culture in Prague and Brno

(2) 'Visitor' refers to any person visiting a JMP site.

(3) 'Visitor site' refers to any JMP site that may be visited during opening hours.

Section 2

Opening hours

(1) Opening hours are between 9 a.m. and 4.30 p.m. in the winter season and between 9 a.m. and 6 p.m. in the summer season.

(2) The JMP is closed on Saturdays and Jewish holidays.

(3) Visiting times may be altered for individual sites due to temporary requirements.

Section 3

Admission tickets

(1) Admission tickets are available at the ticket counter of each visitor site or at the Information and Reservation Centre. Tickets for standard tours of the JMP can also be purchased online at www.jewishmuseum.cz. The price of admission, the cost of guided tours and information about price changes are displayed at the ticket counters. Group tours may be booked in advance, either in person or in writing (by email or fax). By telephone it is possible only to check the capacity and time options of respective tours. Group tours can be purchased only in the Information and Reservation Centre at U Maiselova 15, Prague 1.

(2) Tours and lectures for groups of pupils and students as part of special educational programmes may be booked and paid for in the JMP's Department for Education and Culture at Maiselova 15, Prague 1.

(3) Throughout the visit, admission tickets must be retained for inspection by the JMP's ticket checkers/custodians, identifiable by a badge. Each ticket is valid for a single visit to each site for seven days from first use. This does not apply to tickets for groups of five or more, which are valid only for the single day that is stated on the tickets.

(4) Discounts are provided on the set price of admission in accordance with the JMP's current price lists.

(5) Once purchased, tickets cannot be returned.

Section 4

Site tours

(1) Site tours may be individual or group.

(2) If visitors are accompanied by a guide with a JMP tour guide license, the latter must be clearly displayed on the guide's outermost clothing so that it is plainly visible throughout the visit.

(3) When entering the Old Jewish Cemetery, men are required to cover their heads. Male visitors who do not have a head covering of their own can borrow a skullcap or buy one for CZK 5 at the entrance.

(4) Some visitor sites have disabled access (Spanish Synagogue, Maisel Synagogue, entrance to the Old Jewish Cemetery from U Starého hřbitova Street).

(5) Photography in all JMP sites is permitted without the use of additional equipment (e.g., lighting, own power supply, tripod, etc.).

For research, documentation, printing or commercial purposes, it is necessary to apply for a photography or filming permit. These applications are dealt with by Eduard Feuereis, tel: 222 749 230, email: eduard.feueis@jewishmuseum.cz, address: U Staré školy 1, Prague 1.

(6) Visitors to the Old Jewish Cemetery are required to follow a designated tour path.

(7) Persons in a drunken state or under the influence of intoxicating substances are not allowed in the JMP.

(8) Visitors are required to safeguard their personal items. The JMP is not liable for the loss or theft of personal items.

(9) The JMP reserves the right to close any of its visitor sites, either for operational reasons or for representation purposes.

Section 5

Other terms of use

(1) The following is prohibited on JMP premises:

a) to carry out any form of sale without the written permission of the JMP.

b) to solicit visitors for monetary or any other support with the exception of collections permitted in writing or organized by the JMP.

c) to act as a tour guide without a JMP tour guide license or authorization in accordance with the Czech Trading Act and the relevant legal regulations. Acting as a tour guide is deemed to be the giving of information about the history of the JMP and the sites in its care.

d) to enter with a weapon or other dangerous item (knives, chains, etc.)

e) to enter with an excessively large bag or a suitcase.

Section 6

Protection of cultural monuments and safety of collections

(1) Visitors are required to follow the instructions of the JMP's ticket checkers/custodians, security staff and other authorized personnel. Visitors may be removed from a JMP site without entitlement to a refund of the ticket price if they fail to follow an instruction or order issued in the interests of visitor safety and for the protection of sites and collections, or if they breach the visitor regulations. In the event of a repeated breach of the visitor regulations, a visitor may be completely denied entry to JMP sites.

(2) It is prohibited to damage the sites, exhibits or other property in the care of the JMP. In particular, it is forbidden:

a) to touch the interior walls and exhibits, with the exception of objects that are expressly intended for touching;

b) to write or draw on the walls, or to contaminate and damage them in any other way;

c) to disturb other visitors by noise (including the use of amplifying and audio equipment, music, singing, reproduced music, loud speaking, etc.);

d) to eat, drink or smoke inside the premises, or to bring ice-cream or drinks, etc., onto the premises;

e) to bring dogs or other animals onto the JMP's premises; guide dogs for the blind that are properly identified may enter any JMP sites, including the Old Jewish Cemetery.

f) to deposit litter anywhere except in designated litter bins;

g) to enter the Old Jewish Cemetery or the Pinkas Synagogue in appropriate clothing (uncovered shoulders, swimwear, etc.);

h) in any other way, to disturb the peace and quiet of the JMP's sites, which are of a religious and reverent nature.

(3) Some of the JMP's premises are monitored by CCTV under the supervision of security staff for the safety of its visitors, sites and exhibitions.

Section 7

Fire protection and visitor safety

(1) Inside the visitor sites it is strictly prohibited to start or maintain an open fire. In the event of a fire or any other emergency, visitors are required to follow the instructions of the JMP's ticket checkers/custodians and security staff.

(2) If a visitor suffers an injury or is afflicted with an indisposition, it is necessary to contact the JMP's ticket checkers/custodians and security staff or the Information and Reservation Centre.

(3) In all of the JMP's sites it is prohibited to leave bags or other items unattended. Visitors are required to undergo a security check and bag search when asked by the security staff. Anyone who refuses will be denied entry.

(4) The JMP is not liable for any injury or harm that may arise as a result of a failure to comply with the visitor regulations.

(5) The JMP's liability for any harm that may occur to visitors is governed by general regulations under Czech law.

(6) Visitor comments and complaints are dealt with by the Information and Reservation Centre:

Address: Maiselova 15, Prague 1

Tel: 222 749 464, 222 749 461

Fax: 222 749 463

Section 8

Final provisions

(1) Visitors are liable for any damage caused by a breach of the visitor regulations.

(2) A protocol will be drawn up in the event that a visitor causes damage to the JMP by failing to observe the visitor regulations or as a result of inappropriate behaviour. The assistance of the Czech Police will be sought (under Section 13 of Act No. 283/91, Coll.) if a visitor is unwilling to prove their identity. The extent, amount and means of compensation shall be determined in accordance with the JMP's relevant regulations.

Prague, 2 February 2017

Leo Pavlát,
Director, Jewish Museum in Prague