

## VISITOR RULES

### Brewery tour – Pilsner Urquell route

#### I. General Provisions

1. All visitors are obliged to familiarize themselves with these Visitor Rules at the beginning of the brewery tour.

#### II. Opening hours, tour routes

2. The Visitor Centre building is open every day between the following times:

**April – September**      **8:00 to 18:00**  
**October – March**        **8:00 to 17:00**

3. The cash desk – reception is open according to the building's opening hours.
4. Individual visitors may tour the Plzeňský Prazdroj, a.s. brewery every day, at the scheduled tour times. See our website for the most current times: [www.prazdrojvisit.cz](http://www.prazdrojvisit.cz). **The tour can only be taken in the language assigned to the respective tour time. In such case, it is not possible to organise private interpreting of the guide's speech into a language of choice.**
5. **For groups of fifteen or more visitors it is possible to take a brewery tour based on a prior order.** For all organized groups it is required to make reservations in advance, either by phone, fax or email using the contact details below, and at least 24 hours before the planned tour. Cancellations or delays need to be notified at least by phone.
6. Based on a timely prior order, it is possible to schedule a tour outside the designated times as long as the space is not already reserved for another event. A supplemental fee is charged for reservations made for tours outside designated times in the amount of 50 CZK per person.
7. **The brewery tour offers the following options:**
  - a) **Pilsner Urquell Brewery Tour** – lasting approximately 100 min. includes: gallery in the Visitor's Centre, new packaging hall, Pilsner Urquell brewing film, sensory exposition, old brew house, new brew house, the People of Pilsner Urquell hall and the brewery cellars with beer tasting).
  - b) **Gambrinus Brewery Tour**

#### III. Admission fees

1. The brewery tour fee is paid **in advance**. The fee amount and seasonal discounts are posted at the Visitor Centre's reception counter.
2. After paying the entrance fee, visitors receive a ticket which they must retain throughout the entire brewery tour and be prepared to present at any time if asked to do so by Plzeňský Prazdroj, a.s. brewery staff. By buying a ticket the visitor agrees to respect the rules and conditions stipulated in these visitor rules.
3. The ticket is valid only for the period for which it is purchased. **Tickets cannot be refunded or rebooked after being purchased.**

#### IV. Plzeňský Prazdroj, a.s. brewery tour

1. In addition to Czech, the brewery tour is available in six languages (German, English, Russian, French Italian and Spanish). If a guide is available who speaks the relevant language of the group of visitors, the brewery tour will proceed only in this language. In the case of other languages, the tour will be given in Czech and a qualified interpreting will be facilitated in the relevant language of the visitors' group. This option does not apply to those times reserved for individual visitors where the language of the tour assigned to the respective tour time must be respected.
2. The maximum number of visitors per group is 45. For numbers exceeding this figure, the service of another guide will be needed, unless an exception is made. The maximum number of disabled persons allowed in the brew house premises is 11.
3. Tour reservations may be made in person, in writing, or electronically (see the contact list below). For a reserved group, a guide will wait up to 30 minutes beyond the agreed meeting time, and only if there is no other group to follow.



4. Visitors under the age of 18 are allowed admission to the brewery, including the production premises, only with the approval of and if accompanied by their parents or other responsible persons older than 18 years of age and fully aware of their lawful responsibilities (such as teachers or guides). Underage visitors are encouraged to take the Brewing - A Successful Czech Industry tour instead.
5. **Each brewery tour includes a tasting of unfiltered and non-pasteurized beer. The beer contains alcohol and cannot be served to minors (persons under the age of 18, pursuant to Act N. 379/2005, Coll. on Measures to Protect against Damage Caused by Tobacco, Alcohol and Other Addictive Substances, and on changes in related laws.)** Beer tasting is voluntary and therefore the company does not take any responsibility for any unforeseen or unexpected negative consequences.
6. **In the event of organized groups with at least one group member under the age of 18 (for example, primary or secondary school educational trips, children's or junior athletics clubs etc.), this shall result in the entire group being denied participation in any beer tasting.**
7. A brewery tour shall be restricted to the designated tour routes and may **only** be conducted by the allocated guide. **Visitors shall respect the guide's instructions and these Visitor Rules.** The number of visitors in a group is regulated in order to ensure the smooth progression of tours and visitor security, as well as in order to prevent damage to property or safety problems.
8. Attention! The visit of the brewery area could elicit in some visitors an allergic reaction to hops, malt or other substance used for brewing.
9. The Plzeňský Prazdroj brewery's liability for any damage caused to visitors is governed by generally binding regulations.
10. The visitors enter the brewery premises at their own risk and are obliged to observe maximum caution, especially with respect to possible vehicle traffic, the great temperature fluctuation, noise, wet surfaces and steep steps encountered on the route of the brewery tour. Given that the tour goes through the production areas of the brewery, including the cellars, where the temperature is 7 °C all year round, visitors are recommended to wear suitable clothing and sturdy shoes, also in the summer. Visitors should exercise more caution in areas with wet floors.
11. Visitors **shall follow** the instructions of the tour guide and other Plzeňský Prazdroj brewery staff. Visitors on the brewery tour who fail to follow instructions issued in the interest of visitor safety and the protection of company property will be asked to leave the building with immediate effect and without a refund. Any visitors asked to leave shall be subject to prosecution in accordance with generally binding regulations.
12. **The production areas may not be entered by infectious persons.** If a visitor is aware of such indisposition, or if they have been in contact with an infectious person, they must report it to the reception personnel at the Visitor Centre prior to the start of the tour.
13. Persons who are justifiably suspected of being **under the influence of alcohol or drugs** shall **not be permitted** to join a brewery tour. The company does not take any responsibility, should persons under the influence of alcohol or drugs do any harm to themselves.
14. Entrance to the tour route **is not permitted** for visitors with excessive luggage, pets or extremely dirty clothing.
15. Plzeňský Prazdroj, a.s. **shall not be liable** for lost or abandoned items.
16. It is **forbidden** in any way to damage or put the building, and other brewery property at risk. **It is particularly forbidden to:**
  - a) touch the walls and exhibited items, write or paint on the walls or otherwise damage or destroy the property of Plzeňský Prazdroj, a.s.
  - b) leave the demarcated route – of the brewery tour – or stray away from the guide and the tour group.
  - c) interrupt the guide (by telephone, music, singing, use of radio and recorders, speech or other such activity) or in any other way to disturb or bother other visitors, damage property or health or otherwise impair the brewery tour.
  - d) eat and drink during the brewery tour, except in places designated for beer tasting.
  - e) **smoke** except in the area specially set aside for smokers, or to use naked flame and light.
  - f) litter the brewery tour route or brewery premises or to otherwise disturb the peace and order of brewery operations or break safety regulations.
  - g) **bring into the brewery any firearms, cutting and stabbing weapons, explosives of any type, dangerous objects or harmful substances that may cause damage to property or human health.**



17. On tours of the company Pilsner Urquell brewery, taking photographs and/or making audio, video, combined audio-video or any other type of recordings ("recordings") is permitted for a free. Photos and recordings may only be used for private purposes by the person who has made them and it is prohibited to publish and/or commercially use them in any way whatsoever, unless expressly agreed by the Plzeňský Prazdroj, a.s. company.
18. Visitors to the Plzeňský Prazdroj, a.s. brewery are liable for any breaches of the Visitor Rules and damage caused under generally binding regulations.

**V.  
Concluding provisions**

1. Visitors may communicate any wishes, complaints and comments at the Visitor Centre cash desk.
2. These Visitor Rules come into effect on November 1, 2017.

**Visitor Centre**  
**U Prazdroje 64/7, 301 00 Plzeň**  
**Tel: + 420 377 062 888**  
**Fax: + 420 377 062 715**  
**E-mail: [exkurze@prazdrojvisit.cz](mailto:exkurze@prazdrojvisit.cz)**  
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