

## Visitor rules Pilsen Historical Underground

### I. Opening hours

The building is open for tours:

April – September daily from 10:00 to 18:00 hrs

October – March daily from 10:00 to 17:00 hrs

January closed

The last tour takes place one hour before the closing time.

The cash desk is open according to the building's opening hours

The tour lasts approximately 50 minutes.

The tour outside the stipulated opening hours can be arranged by written request in advance

### II. Entrance fees

1. The tour fee is paid in advance. The fee amount and seasonal discounts are posted at the Museum's cash desk.
2. After paying the entrance fee visitors receive a ticket which they must retain throughout the entire tour and be prepared to present at any time if asked to do so by the Brewery Museum/ Pilsen Historical Subterranean staff. By buying a ticket the visitor undertakes to respect the rules and conditions stipulated in these Visitor Rules.
3. The ticket is valid only for the period for which it was purchased. Tickets cannot be returned after being purchased.

### III. Pilsen Historical Subterranean Tour

1. The tour is possible **only with a guide** and the **group can be no larger than 20 persons**. Less numerous groups - individual visitors may tour make in specific times every day. For the individual visitors' tour to be realised are necessary at least 3 people.
2. Tour reservations may be made personally, in writing or electronically (see contact details below). For a reserved group a guide will wait up to 30 minutes beyond the agreed meeting time, and then only in the absence of another group. In case the group is delayed due to unexpected reasons (eg. traffic-jam or accident), alternative time of the tour is based on the mutual agreement according to the operation of the subterranean and the client request.
3. Children under the age of 3 are not allowed to tour the Pilsen Historical Underground. Children under the age of 15 may only tour the underground if accompanied by an adult.
4. An underground tour shall be restricted to the designated tour routes. Visitors shall respect the guide's instructions and these Visitor Rules. The cash desk staff shall regulate the number of visitors (maximum number of visitors at a time is 60) with a view to ensuring the smooth progress of tours and visitor security and in order to prevent damage to property and health.
5. With regard to low ceilings and wet surfaces the entry is allowed only to visitors having a protective helmet and a solid footwear.
6. The visitors take due note of the fact that the exhibition space of the museum, as a historical building, do not agree with current building specifications, eg. unnormalised communication width, headroom, steep steps. The visitors taking the tour are not allowed to run, jump, jostle, throw things, etc. and they are obliged to take into consideration increased attention to prevent origin of any damage. In case of the property or health damage, the visitor is obliged to inform immediately the subterranean staff (guide or cash desk staff) and state all circumstances connected with the damage.
7. The liability of the underground keepers for any damage caused to visitors is governed by generally binding regulations.
8. For persons over the age of 18, each underground tour includes a tasting of the beer.
9. Na Parkane Beer Pub is a part the Brewery Museum and the Pilsen Historical Underground and there the visitors may buy and taste unfiltered and unpasteurised beer. The beer contains alcohol and may not be served to minors (persons under the age of 18 in accordance with the Act on Protection against Alcoholism and other Addictions 37/1989 Coll.).
10. In case of evacuation respect guide's instructions.
11. 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"). 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.

### IV. Protection of cultural landmarks and safety of collections

1. Visitors shall follow the instructions of the Brewery Museum/Pilsen Historical Underground staff. Visitors who fail to heed instructions issued in the interest of visitor safety and the protection of company property and collections will be asked to leave the building with immediate effect and without a refund. The visitor shall be liable for prosecution in accordance with generally binding regulations.
2. Persons who are justifiably suspected of being drunk or under the influence of drugs shall not be permitted to enter the building.
3. Entrance to the building is not permitted for visitors with luggage, umbrellas, pets, in extremely dirty, insufficient or improper clothing.
4. It is forbidden in any way to damage or put at risk the building, and other museum/underground property. It is especially forbidden to:
  - a) touch the walls and exhibited items, write or paint on the walls or otherwise damage or destroy the property
  - b) leave the demarcated route and distance yourself 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 burden the other visitors or otherwise spoil the brewery tour
  - d) eat and drink indoor, enter with drinks, ice cream etc.
  - e) smoke anywhere in the building except where there are designated smoking or otherwise reserved areas, to use naked flames and light in the whole building
  - f) damage floral decorations, otherwise litter premises of the museum, etc.
  - g) let dogs or other animals off the lead
  - h) otherwise disturb peace and order
5. Visitors are liable to the Pilsen Historical Underground 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 Brewery Museum cash desk.
2. These Visitor Rules come into effect 1<sup>st</sup> January 2018.