



VISITOR RULES

Brewery tour – Gambrinus 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

1. The Visitor Centre building is open daily as follows:

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

2. The tours of the Gambrinus Brewery can be realized on certain days and times only. For groups of over 15 people, it is possible to book a tour in advance, for individual visitors we have the given tours - the current offer is available at www.prazdrojvisit.cz. The cash desk of the Visitor Centre is open in accordance with the opening hours of the route.
3. **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 a reservation in advance, either by phone, fax or email using the contact details below and at least 72 hours before the planned tour. Cancellations or delays need to be notified at least by phone.

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 and a receipt which they must retain throughout the entire brewery tour and be prepared to present them 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.**
4. In addition to the scheduled visit time, the Gambrinus Brewery tour can be arranged in advance on the basis of a written order, with a surcharge of 50, - CZK / person.
5. The waiting time of the tour guide for an organized group is at maximum 30 minutes, but only if there is no other scheduled group.

IV.

Gambrinus Brewery tour

1. The brewery tour for individual visitors can be carried out in the Czech language only. For groups of fifteen or more visitors, it is possible to take a tour in English or German only if booked in advance.
2. The maximum number of visitors per group is 40 people. In the case of a larger number of visitors, it is needed to make a reservation for two or more groups unless an exception is allowed.
3. The route is not barrier-free. Children under three years of age are forbidden to enter the route for safety reasons. A tour with a baby stroller is not recommended.
4. The tour of the Gambrinus Brewery takes an average of 120 minutes.
5. The admission to the Gambrinus Brewery, including a visit to production facilities, is permitted for minors only with the consent and under the permanent supervision of parents or other responsible escorts over the age of 18 and fully eligible for legal acts. **A maximum of 5 minors may be accompanied by one responsible person.** The responsible staff of the Visitor Center of Plzeňský Prazdroj, a.s. are entitled to exclude minors of the tour notwithstanding the consent of parents or other accompanying responsible persons, especially in the case of a low difference of age between the adult and minors.
6. The Gambrinus Brewery tours are not permitted for school groups where students are younger than 18 years and other groups



of minors. We offer these groups a tour of the Pilsner Urquell Brewery or a visit to the Brewery Museum or the Pilsen Historical Underground. These routes follow separate Visitor Rules.

7. **The Gambrinus beer tasting is a part of every tour of the Gambrinus Brewery. The beer contains alcohol and cannot be served to minors (persons under the age of 18, pursuant to Act No. 65/2017 Coll., on the Protection of Health against the Harmful Effects of Addictive Substances). Beer tasting is voluntary and therefore the company does not take any responsibility for any unforeseen or unexpected negative consequences.**
8. The brewery tour shall be restricted to the designated tour route 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 run of tours and visitor security, as well as in order to prevent damage to property or safety problems.
9. Attention! The visit of the brewery area could elicit in some visitors an allergic reaction to hops, malt or other substance used for brewing.
10. The Plzeňský Prazdroj, a.s. brewery's liability for any damage caused to visitors is governed by generally binding regulations.
11. **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.**
12. 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.
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 Plzeňský Prazdroj, a.s., taking photographs and/or making audio, video, combined audio-video or any other type of recordings (hereinafter referred to as "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. By their participation (active or passive) in the tour, the Customer – visitor grants their consent to PPAS to free-of-charge execution of photographs (i.e., portraits, images) in which the Customer will be captured in relation to the tour, and to their further free-of-charge use (portraits, images) within PPAS communication media. In case the Customer does not agree to the execution of pictures of their person (or a parent of a minor child does not agree), they must express their disagreement actively prior to the beginning of the tour and avoid being in the camera shots (a tour guide will notify the visitor of the location of such cameras). As part of the granted consent, the visitor agrees to the keeping and processing their personal data – photographs (portraits, images) which will be gathered in the way and for the purpose stated in the previous sentence. The consent is granted for a



period of three years and can be withdrawn at any time by writing to the Establishment's address or via e-mail at personaldataprotection@eu.asahibeer.com or registrace@asahibeer.cz.

19. More detailed information related to personal data protection is specified in the "General Terms and Conditions for the use of the website" and in the "Privacy Policy" which the Customer is obliged to familiarize themselves with prior to submitting their order, and in case of the Standard Ticket prior to the beginning of the tour. In order to execute their rights, the Customer may contact PPAS by writing to the address: Plzeňský Prazdroj, a.s., Legal Department, Myslbek, Ovocný trh 8, 110 00 Praha 1, or via e-mail to the address of the data protection officer of PPAS: personaldataprotection@eu.asahibeer.com, or registrace@asahibeer.cz.
20. 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, 2019.

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E-mail: reservations@asahibeer.cz
www.prazdrojvisit.cz

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