

## VISITOR GUIDELINES

1. Entry to all of the exhibition venues operated by the National Gallery in Prague (“NGP”) is possible only with a valid ticket. Tickets may be purchased online or at NGP box offices. Tickets are non-transferable and cannot be returned. Any unauthorised modification of tickets renders them invalid, and the counterfeiting of tickets is a crime. By presenting a ticket or a voucher for entry, the visitor confirms that he/she has read the NGP Visitor Guidelines and agrees to comply with them.
2. Information on the entrance fee, including information on the right to a discount or the possibility of free entry, is posted at the box offices and on the gallery’s website at [www.ngprague.cz](http://www.ngprague.cz). The entrance fee may be paid at the box offices in cash or by credit card, or a ticket may be purchased online.
3. Before entering any of the exhibition venues, visitors should store all objects larger than 50 × 30 × 20 cm or longer than 40 cm in the cloakroom (in case of doubt, the security guard’s decision applies). Any such items may be stored only in the places designated for that purpose (cloakrooms and lockers). If these items are stored elsewhere on the gallery’s premises, NGP is not responsible for their loss or damage. NGP also has no liability for money or other valuables placed in the areas designated for storing visitors’ items. In the event of the loss of the proof of storage location (token, key), a one-time fee of CZK 100 will be charged.
4. Outerwear (such as coats) should be stored in the cloakroom; carrying outerwear in the exhibition venues is not permitted in order to ensure the safety of the exhibits. Nordic walking sticks or orthopaedic aids are allowed only if they are rubber-tipped.
5. Information on the opening hours of the individual NGP buildings is available on the gallery’s website at [www.ngprague.cz](http://www.ngprague.cz). Visitors are informed of the end of the opening hours fifteen minutes in advance by security guards or by a broadcast message. Visitors should leave all NGP premises by closing time.
6. For security or operational reasons, NGP may limit the number of visitors to individual exhibitions (exhibition venues). Should the maximum capacity of the exhibition venue be reached, NGP reserves the right to allow priority entry to a visitor with an online time-limited ticket or a member of the NGP Club of Friends. In the case of an organised group of pupils or students, the accompanying person is responsible for the group, even if they move independently on the NGP premises. Children under the age of ten are allowed to enter only if accompanied by an adult who is responsible for their safety and behaviour.
7. Persons in heavily soiled clothing, persons suspected to be under the influence of alcohol or narcotics, and persons with obvious signs of an infectious disease will not be allowed to enter the NGP premises.
8. In the event of extraordinary measures (such as a decision of a state authority to close exhibition venues, a pandemic, or other measures of a public law nature), NGP may temporarily close its exhibition venues without the obligation to refund an already paid entrance fee.

- 9.** Visitors should follow the instructions of NGP staff, curators, and security guards that are issued in the interest of visitor safety or protecting property and exhibited objects. If such instructions are not heeded, the visitor may be required to leave NGP premises without the right to a refund of the admission fee.
- 10.** Visitors must not touch any exhibits, frames, pedestals or showcases, and they must keep a distance of at least 30 cm from them. Only exhibits that are appropriately marked may be touched. Visitors with residual vision and the blind may touch only selected exhibits.
- 11.** Taking photographs of exhibited works in the NGP exhibition venues is permitted exclusively for personal use. The use of a flash, tripod or selfie stick is not allowed unless otherwise specified in selected areas. Taking photos or making audio-visual recordings for other than personal use is possible only with the prior written consent of NGP.
- 12.** Weapons or other dangerous objects are strictly forbidden in all NGP premises. Animals are not permitted with the exception of guide dogs. Eating, drinking, and smoking (including electronic cigarettes) are prohibited as is the use of air fresheners or other aerosol-generating applicators.
- 13.** While on NGP premises, visitors should show consideration for others and behave in accordance with these Visitor Guidelines and good manners so as not to disturb or distract other gallery visitors, and with the respect due to the historical, social and cultural significance of NGP, its collections and its buildings. Should the Visitor Guidelines be violated, visitors will be asked to leave the NGP's premises accompanied by a security guard.
- 14.** Should NGP suffer any damage due to a violation of the Visitor Guidelines or generally binding legal regulations or due to inappropriate activities, an official report will be written. If the visitor refuses to provide proof of identity, NGP will request the assistance of the Police of the Czech Republic (in accordance with Act No. 273/2008 Coll., on the Police of the Czech Republic, as amended) or the Municipal Police (in accordance with Act No. 553/1991 Coll., on the municipal police). The extent, amount and method of compensation for damage will be determined in accordance with generally binding legal regulations and NGP's relevant internal standards. NGP's liability for any damage provably caused to visitors during their visit to NGP is governed by generally binding legal regulations.
- 15.** Visitors accept that the NGP's exhibition venues are monitored by a camera system and that during their visit to the NGP venues, they may be captured in photographs or audio-visual recordings. Such photographs and audio-visual recordings may be used exclusively for the NGP's promotional activities or events organised by NGP on the gallery's website and social media, and in printed materials. Visitors may revoke their consent to the taking of photographs and making of audio-visual recordings at any time, or request that the photograph or audio-visual recording be taken down, by sending a message via the NGP data mailbox, or by post to the address Staroměstské náměstí 606/12, 110 15, Prague 1.
- 16.** All mandatory published information, including instructions for submitting a request for information, are published on the gallery's website at [www.ngprague.cz](http://www.ngprague.cz).

The provisions of these Visitor Guidelines do not affect the obligation of visitors to observe the generally binding legal regulations of the Czech Republic.

These Visitor Guidelines enter into force on April 1, 2022.