



VISITOR REGULATIONS OF SVIJANY CASTLE

Article 1 — VISITOR SEASON

1. The visitor season runs throughout the entire year.
2. Tours take place during the following hours:

1 April – 31 May:	9:00 – 17:00
1 June – 31 August:	9:00 – 19:00
1 September – 31 October:	9:00 – 17:00
1 November – 31 March:	by prior arrangement

3. The last tour begins 30 minutes before the end of visiting hours.
4. The freely accessible parts of the grounds include the castle courtyard and the castle garden. Their opening and closing times correspond to the general visiting hours of the entire complex.

Article 2 — ORGANISATION OF VISITOR OPERATIONS

1. The castle ticket office opens at 9:00 and remains open throughout the visiting hours of the site.
2. The interval between individual tours is limited by the operating conditions of the building and visitor safety.
3. Group tours can be reserved in advance. The exact date and starting time of the tour must be arranged beforehand in writing, by phone, or by e-mail.

Article 3 — ADMISSION FEES

1. Admission for the accessible parts of the castle must be paid in advance. Admission fees are set by the valid price list for the relevant year.
2. **By purchasing a ticket, the visitor agrees to respect the Visitor Regulations and follow the instructions of castle staff.**
3. After payment, the visitor receives a ticket (group leaders receive a group ticket).
4. **Purchased tickets are non-refundable.**



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- 5. Visitors are required to present their ticket upon entering the castle, keep it for the entire duration of the tour, and show it again upon request.**
6. Discounted admission is granted upon fulfilment of the applicable conditions specified in the valid price list.
7. Family admission is provided upon fulfilment of applicable conditions, as set by the valid price list.

Article 4 — TOUR OF THE CULTURAL MONUMENT

1. Svijany Castle is a historic complex in which buildings of original construction have been preserved.
2. Given the specific nature of the site, visitors are obliged to pay increased attention to their own safety and, to the highest degree, to the safety of children.
- 3. Children under 15 years of age may enter the monument only when accompanied by adults, who are responsible for ensuring that their behaviour complies with these Visitor Regulations.**
4. Visitors must follow all instructions given by the tour guide or other authorised staff.
- 5. During the tour of both interiors and exteriors, visitors must pay increased attention to uneven walking surfaces, low passages, individual stair steps, and other risks resulting from the historic character of the building.**
6. Movement within the castle grounds is permitted only along designated and marked routes.
7. Liability for any damage incurred by visitors is governed by generally binding legal regulations.

Article 5 — PROTECTION OF THE CULTURAL MONUMENT AND SECURITY OF COLLECTIONS

- 1. Visitors must obey instructions issued by castle staff** for the purposes of personal safety, protection of the cultural monument, protection of collections, and smooth operation of visitor services.
2. Failure to comply with such an instruction may result in the visitor being expelled from the premises without refund of the admission fee, and they must leave the site immediately. In addition, the visitor may be subject to penalties under relevant legal regulations.
3. For the protection of the building, its collections, and visitor safety, the castle grounds are monitored by a CCTV system with recording. CCTV footage is retained for a maximum of 7 days, unless longer retention is required for investigating a security incident. The operation of the camera system follows the internal directive of Pivovar Svijany a.s. and is registered with the Office for Personal Data Protection.



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4. Persons reasonably suspected of intoxication or drug use are prohibited from entering the premises.
5. Visitors may not enter the exhibition interiors with luggage, umbrellas, bags, or live animals. The only exception applies to assistance dogs.
6. Entry is not permitted to visitors wearing heavily soiled, insufficient, or inappropriate clothing.
7. If loss or damage to artistic or historical objects is discovered during a tour, all visitors present in the monument at that time are required to comply with all security measures, including personal inspection conducted by the Police of the Czech Republic.
8. It is prohibited to damage or endanger the castle, its collections, or any other property in any way.

The following activities are strictly prohibited:

- a) writing or drawing on walls, scratching or otherwise damaging surfaces
 - b) leaving the designated route, straying from the guide and tour group
 - c) disturbing the tour with noise (talking, music, singing, use of mobile phones or devices, loud expressions, or similar activities); failure to comply may result in expulsion without refund
 - d) smoking, handling open flames or lights anywhere within the castle grounds
 - e) eating or drinking inside interiors; entering with ice cream, beverages, etc.
 - f) throwing objects into the fountain; picking flowers; collecting fruit; breaking branches; disturbing wildlife; camping; posting advertisements; or otherwise disturbing order and tranquillity
 - g) driving vehicles or bicycles in the castle grounds (except mobility aids and prams); parking outside designated areas; bicycles may be stored only in designated spaces
 - h) flying unmanned aircraft (drones, multicopters, etc.) and model aircraft anywhere on the premises
 - i) using photographs, videos, or other recordings taken on the premises for commercial purposes, or distributing/publishing them in print or electronic media without the express consent of the operator
9. Visitors are liable to the operator for violations of these Visitor Regulations and for any damage caused.
 10. The operator may grant exceptions to these regulations where justified.



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11. The castle operator adopts and regularly evaluates appropriate technical and organisational measures to ensure visitor safety and prevent injuries. In particular, it maintains visitor routes in safe condition, installs railings, anti-slip treatments, and warning signs at hazardous sites, and ensures supervision by trained staff, in accordance with the preventive obligations set out in Section 2900 of the Civil Code.

Article 6 — FINAL PROVISIONS

1. Visitors may submit wishes, compliments, complaints, and suggestions in writing to the Book of Wishes and Complaints, which will be provided upon request.

Visitors may also contact the operator orally, in writing, or by telephone:

Pivovar Svijany, a.s.

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2. These Visitor Regulations enter into force on 25 June 2016.

Ing. Libor Stejskal

Manager of Svijany Castle



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