

National Heritage Institute

Regional heritage administration in České Budějovice.

VISITOR RULES

State Chateau Hluboká (hereinafter referred as the “Object”)

Article 1 - ACCESSIBILITY OF MONUMENTARY OBJECTS

The area is understood to be the entire historical building, i.e. all buildings, courtyards, roads, parks, gardens and other parts of the building (hereinafter the “area”). By entering the premises, the visitor undertakes to respect these rules and to follow the instructions of the authorized staff of the monument building administration.

The area is divided into three parts according to accessibility:

- parts of the object freely accessible to the public during the visiting time of the object
- parts of the object accessible only after paying the admission fee
- parts of the object not accessible to the public

Article 2 - ORGANIZATION OF VISIT OPERATION

1. Ticket office of the object is opened:

November - March	09:00 - 12:00	12:30 - 16:00	daily except Monday
April, September, October	09:00 - 12:00	12:30 - 16:30	daily except Monday
May, June	09:00 - 12:00	12:00 - 17:00	daily except Monday
July, August	09:00 - 12:00	12:00 - 17:00	daily
- The start time of the individual tours and the latest information about the tours are given in the ticket office and on the website:
- www.zamek-depth.eu
- Sightseeing tours are divided into tours without guide and the guided tours.
- The intervals between the individual tours are determined by the administration of the monument. The visitor capacity of the sightseeing tours and the building itself is limited by the operating conditions of the building and the safety of visitors.
- Guided tours take place in groups of at least 8 persons, including free admission. A group of fewer than 8 visitors will wait for the next tour to begin, regardless of the number of visitors. Exceptions are granted by the head of the monument administration. In the case of the last tour, this tour will take place regardless of the number of visitors.
- For groups and individuals, it is possible to book a tour. The exact date and time of the start of the tour must be agreed in advance by telephone, by e-mail or through an electronic reservation systém. If the ordered group or individual does not report at least 15 minutes before the agreed tour time at the cash desk, the agreed tour reservation will be canceled. The administration of the monument object reserves the right to fill a pre-booked group to the maximum capacity of the tour.

Article 3 - ENTRANCE FEES

- A fee is payable in advance. Admission and discounts provided from it are determined by the price assessment valid for the relevant year issued by the National Heritage Institute, the Regional Heritage Administration in České Budějovice. The price assessment is available at the ticket office.
- After paying the admission fee, the visitor receives a ticket (the group leader receives a collective ticket). For guided tours the time of the tour is clearly indicated on the ticket.
- If the visitor does not appear at the beginning of the tour at the time indicated on the ticket, the ticket expires.
- Purchased tickets cannot be returned or exchanged.
- Visitors are obliged to show the ticket at the entrance to the guided tour, keep it for the entire duration of the tour and submit it again upon request.

Article 4 - VISITATION OF MONUMENT OBJECT

- When visiting exteriors and interiors, visitors pay increased attention to uneven road surfaces, reduced passageways, or other risks that correspond to the historical nature of the object. Caution should be exercised in slippers. The visitor is obliged to pay maximum attention to the safety of his / her, his / her children and possibly other persons entrusted to him / her. In bad weather, wind and winter, the visitor is obliged to take extra care before the branches fall, snow and ice.
- Due to bad weather or critical technical problems, the administration of a monument may close part of the building.
- Children up to 15 years of age are allowed to enter the premises only if accompanied by a person older than 18 years, who is responsible for the compliance of the child's behavior with the requirements of the visitors' rules.
- It is only allowed to move on the designated and marked routes in the interiors of the building.
- Interpretation of the guide's commentation is allowed only by prior arrangement and only if it is not possible to provide a foreign-language interpretation by the guide of the object, in a foreign-language text or possibly provided by audio equipment. When interpreting, it is always necessary to observe the etiquette and the principles of good behavior towards other visitors.

Article 5 - PROTECTION AND SECURITY OF CULTURAL MONUMENTS

- The visitors are obliged to follow the instructions of the employees of the monument building administration. If the instruction or order issued in the interest of the visitors' safety, protection of the object and collections is not followed, the visitor will be expelled from the object without compensation of admission and it is his duty to leave the object immediately. In addition, the visitor runs the risk of being sanctioned by law and generally binding regulations.

- To protect the building, visitors and cultural furnishings, selected outdoor and indoor areas are monitored by a video surveillance system.
- Persons reasonably suspected of drunkenness or drug ingestion are totally forbidden.
- It is not allowed to visit the building in heavily soiled, inadequate or otherwise unsuitable clothing.
- Smoking and any manipulation with open fire is prohibited in the interiors of the monument. In the event of a fire or other extraordinary event, visitors are obliged to follow the instructions of the authorized staff of the monument building administration. Exterior smoking can be further regulated by a specific provision of these rules.
- For safety reasons, visitors are prohibited from bringing any cold or firearm and explosives, including their replicas, into the object.
- Access to installed interiors is prohibited with bulky baggage, inappropriate headgear, bags, umbrellas and animals, baby carriages and baby carrying backpacks.
- At the moment of discovering the loss or damage of the exhibited furniture during the tour, all visitors who are in the object at that time are obliged to comply with all necessary security measures, wait for the arrival of the Police of the Czech Republic and follow its instructions.
- It is forbidden to damage or endanger the object, its cultural furnishings, park or garden or any other property in the area. In particular, it is prohibited:**
 - touch, write, paint and engrave on walls and exhibited objects, or damage them in any way;
 - leave the designated routes, depart from the guide and the group;
 - disturb other visitors or the commentary of the guide by noise (talking, music, singing, use of mobile phones, loud speeches and other similar activities), or make other visitors uncomfortable visiting the object. Failure to comply with this condition may be reason for expulsion from the tour without reimbursement;
 - prohibited is also eating, drinking and chewing gum in the interiors of the object, entering with ice cream, drinks, food, etc. ;
 - throw anything into wells and fountains, pick flowers, collect fruits, break branches of trees and shrubs, walk on lawns and off marked paths, camp on campus, gardens, fields, post posters, promote any goods, services, or activities and otherwise disturb the peace and feed or harass any animals or wild animals and birds on the premises;
 - drive on the premises of the building by any two-wheeled vehicles (except for wheelchairs for handicapped and prams). Bicycles can be stored on site only at designated places.
 - (g) park by motor vehicles away from restricted areas and public car parks;
 - (h) touch electrical wiring boxes, signaling equipment, fire extinguishers and any other technical equipment.
- Free movement of dogs and other animals in the area is not allowed, their access to the interior of the monument is prohibited.
- Photography, filming and other documentation using a flash, tripod, selfie stick, or any other lighting and auxiliary technology is prohibited in the interiors of the monument building or other designated areas of the premises. Any photographs, video or other documentation taken on the premises is prohibited for commercial purposes without the authorization of the National Heritage Institute, the Territorial Heritage Administration in České Budějovice. For scientific, documentation, promotional and other purposes, this territorial administration grants an exemption upon written request.
- It is forbidden to fly unmanned aircraft (drones, multicopters, etc.) and aircraft models without the precedent written consent of the head of the monument building administration.
- Geocaching and related activities and the organization of other games and outdoor games are allowed only with the consent of the manager of the monument.

Article 6 - SPECIFIC PROVISIONS

- Photography and filming on guided tours are prohibited**
- The regime of the park and gardens is regulated by a special visitor order
- Capacity of groups for individual sightseeing tours: Route I - Representative rooms max. 55 persons, Route II - Private apartments 20 persons, Route III - Kitchen 25 persons, Winter route 20 persons.
- Reservations can be arranged for groups of more than 10 persons

Article 7 - FINAL PROVISIONS

- Visitors may submit their wishes, praise or comments in writing to e-mail: hluboka@npu.cz. The visitor has the opportunity to express his or her praise, comment or question orally, in writing or by telephone and contact the National Heritage Institute, the Regional Heritage Administration in České Budějovice.
- The visitor is responsible to the National Heritage Institute for breach of the Visitors' Rules and for damage caused to property in the area. The responsibility of the administration of the monument building for possible damage incurred by the visitors during their stay in the area is governed by generally valid regulations. The National Heritage Institute is not liable to visitors for damages caused as a result of failure to comply with these rules.
- Exceptions to the rules of visit may be authorized in justified cases by the head of the monument administration.
- These Visitor Rules come into effect on 1 January 2019 and at the same time the existing Visitor Rules are canceled.

Administration of the object

Mgr. Martin Slaba

Head of the Hluboká State Castle Administration

National Heritage Institute

PhDr. Petr Pavelec, PhD.

Regional heritage administration in České Budějovice