

visitor rules

petřín lookout tower

1. The visitor is obliged to pay the set admission fee to the Petřín Lookout Tower at the ticket office and keep the ticket until leaving the paid premises of the building. Admission fees and discounts are listed at the ticket office. In the case of a large group of visitors, the group leader will purchase a group ticket and present it on behalf of all group members. The ticket is valid for one visit to the Petřín Lookout Tower only. The ticket office does not refund or exchange the purchased tickets. For statistical and operational reasons, all visitors will receive an individual or group ticket.
2. Visitors to the Petřín Lookout Tower are only allowed in the designated areas and are obliged to observe the instructions in these rules.
3. Children under the age of 15 may only visit the Petřín Lookout Tower when accompanied by an adult, who is responsible for their behaviour in accordance with these Visitor Rules. The accompanying adult is obliged to supervise children to prevent their injury and/or damage to the building/mobiliary of the Petřín Lookout Tower. The behaviour of pupils and students who visit the Petřín Lookout Tower in a group is the responsibility of the educational supervisor.
4. Strollers are not allowed in the Petřín Lookout Tower. Leaving the stroller in the vestibule or outside is at visitors' own risk and responsibility.
5. Visitors in wheelchairs and with canes are allowed to visit the Petřín Lookout Tower according to the conditions and possibilities of the tower.
6. It is forbidden to enter the Petřín Lookout Tower with animals with the exception of assistance dogs accompanying visitors with disabilities, as well as with bulky luggage. It is forbidden to leave luggage and other objects unattended within the Petřín Lookout Tower premises.
7. Persons who are drunk or under the influence of intoxicating substances, dirty or whose appearance and behaviour otherwise cause public nuisance are forbidden to enter the Petřín Lookout Tower.
8. The lift to the lookout tower is intended primarily for families with small children, the elderly or persons with reduced mobility. Due to the operational and technical conditions of the building, the lift may not be in operation under unfavourable weather conditions.
9. In the event of adverse weather conditions (snow, freezing rain, etc.) and formation of ice on the outside staircase and outer gallery (at the height of 20 m), visitors are warned of this fact due to the risk of injury by an information sign at the ticket office. They must take extra care when climbing the stairs and enter the lookout tower at their own risk. The facility may be closed in situations when the access to the lookout tower could be life-threatening. Visitors are informed of this fact by an information sign at the ticket office.
10. In view of the fact that the entire Petřín Lookout Tower building is subject to heritage protection and in view of the building's technical character and original construction, visitors are obliged to pay increased caution in their own interest, especially when walking on staircases and under low beams.
11. Visitors are advised of the difficulty of the climb up the lookout tower and that they undertake the tour at their own risk, especially taking into account their current fitness and overall health.
12. Entry to the lookout tower may be regulated by the operator's staff during busy hours.
13. In the entire area of the lookout tower, especially in the area of the observation platforms, it is strictly forbidden to lean out of the windows, lean over the railings, manipulate the windows in any way and throw any objects down, climb or crawl on the steel structures of the lookout tower, etc. It is strictly forbidden to damage or endanger the building in any way. It is not allowed to write or paint on the walls, or to carve into them.
14. Smoking, including electronic cigarettes and heated tobacco, is prohibited in the Petřín Lookout Tower without exception. Open flame may not be used except for the premises of the café. Only trained café staff, who are responsible for full compliance with all fire safety regulations, may handle open flame in the café.
15. No food or open drinks are allowed on the tower. The café area in the entrance hall of the Petřín Lookout Tower is reserved for refreshments.
16. The Petřín lookout tower closes 30 minutes after the end of the opening hours. By this time, all visitors must leave the tower.
17. Photography and filming for private use without the use of a tripod is allowed in the lookout tower area. Photography and filming for other than private purposes is only possible with the prior consent of the operator.
18. For the protection and safety of exhibits and visitors, it is prohibited to touch the exhibits, glass cases or other exhibition equipment.
19. Visitors can note their wishes, compliments, complaints and comments concerning the operation of the Petřín Lookout Tower in writing on the spot in the "Wish and Complaint Book", which is available in the building's ticket office. Furthermore, any visitor has the option of contacting the shift manager or the operations manager in person (subject to prior agreement), in writing or by telephone.
20. Visitors are obliged to obey the instructions of the Petřín Lookout Tower staff or a member of the security agency in the interest of their safety and the protection of the building and exhibits on display.
21. Visitors are obliged to report immediately any identified defects, emergencies, and accidents to the ticket office.
22. It is prohibited to use the power outlets within the Petřín Lookout Tower to charge any devices/appliances.
23. Visitors must be dressed appropriately. Access will be denied in particular to visitors wearing swimwear, having no top or bottom part of clothing or shoes.
24. If a visitor causes damage to the building due to a violation of these Visitor Rules or other inappropriate behaviour, they will be obliged to provide adequate compensation.

