

visitor rules

mirror maze

1. The visitor is obliged to pay the set admission fee to the Mirror Maze 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 Mirror Maze 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. The operator reserves the right to temporary or earlier termination of ticket sales in the event of overcrowding or for other serious (mainly security) reasons. The number of visitors is limited by building's operating conditions and by the safety of visitors. Entry to the Mirror Maze may be regulated by the operator's staff during busy hours.
3. Visitors to the Mirror Maze are only allowed in the designated areas and are obliged to observe the instructions in these rules.
4. Children under the age of 15 may only visit the Mirror Maze 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 Mirror Maze. The behaviour of pupils and students who visit the Mirror Maze in a group is the responsibility of the educational supervisor.
5. Strollers are not allowed in the Mirror Maze. Leaving the stroller outside is at visitors' own risk and responsibility. Parents are required to supervise children to prevent injury or damage to the mirrors and exhibits.
6. Visitors in wheelchairs and with canes are allowed to visit the Mirror Maze according to the conditions and possibilities of the site.
7. It is forbidden to enter the Mirror Maze with animals (with the exception of assistance dogs accompanying visitors with disabilities), as well as with food, open drinks or bulky luggage. It is forbidden to leave luggage and other objects unattended within the Mirror Maze premises.
8. 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 Mirror Maze.
9. In view of the fact that the entire Mirror Maze 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.
10. Smoking is prohibited in the Mirror Maze without exception, including electronic cigarettes, heated tobacco and handling of open flame.
11. The Mirror Maze closes 30 minutes after the end of opening hours, until which time visitors are obliged to leave the monument.
12. Photography and filming for private use without the use of a tripod is allowed in the maze area. Photography and filming for other than private purposes is only possible with the prior consent of the operator.
13. For the protection and safety of exhibits and visitors, it is prohibited to touch the mirrors, exhibits, glass cases or other exhibition equipment. It is 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. Visitors can note their wishes, compliments, complaints and comments concerning the operation of the Mirror Maze in writing on the spot in the "Wish and Complaint Book", which is available in the Mirror Maze 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.
15. Visitors are obliged to obey the instructions of the Mirror Maze staff or a member of the security agency in the interest of their safety and the protection of the building and exhibits on display.
16. Visitors are obliged to report immediately any identified defects, emergencies, and accidents to the ticket office.
17. It is prohibited to use the power outlets within the Mirror Maze to charge any devices/appliances.
18. 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.
19. 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.
20. The full text of the Visitor Rules can be found at prague.eu/mirrormaze.

