

visitor rules clementinum

1. Visitors are obliged to pay the admission fee to the Clementinum at the ticket office (except for tickets purchased online), 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 guided tour of the Clementinum. 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. Tours are possible with a guide only. Tours in the Clementinum can only be provided by a local guide of the building, tours by external guides are prohibited.
3. For technical and safety reasons, the maximum number of persons in one group for a guided tour of the Clementinum (Baroque Library Hall, Meridian Hall, and Astronomical Tower) is limited to 26 including the guide. If the group size exceeds the limit, visitors are divided into smaller groups that go on the guided tour in turns (if the situation allows). The interval between individual tours is determined by the operator's staff.
4. Visitors to the Clementinum are only allowed in the designated areas and are obliged to observe the instructions in these rules.
5. In order to preserve the climatic conditions of the national cultural monument, visitors are only allowed to view in to the Baroque Library Hall. Visitors are not allowed to enter the Baroque Library Hall.
6. Children under the age of 15 may only visit the Clementinum 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 Clementinum building/mobiliary. The behaviour of pupils and students who visit the Clementinum in a group is the responsibility of the educational supervisor.
7. Strollers are not allowed in the Clementinum. Leaving the stroller in the vestibule or outside is at visitors' own risk and responsibility.
8. No food or open drinks are allowed in the Clementinum.
9. It is forbidden to enter the Clementinum with animals. Furthermore, bulky luggage larger than 70 cm (h) x 40 cm (w) x 45 cm (d) is not allowed in the building. It is forbidden to leave luggage and other objects unattended within the Clementinum premises.
10. Visitors in wheelchairs are not allowed for technical and operational reasons and visitors with canes are advised not to visit the Clementinum for safety reasons.
11. 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 Clementinum.
12. In the event of adverse weather conditions (snow, freezing rain, etc.) and formation of ice on the outer gallery of the tower, 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 moving about the gallery and enter the gallery at their own risk. The gallery may be closed in situations when the access to the tower's gallery could be life-threatening (storm, hail, blizzard). Visitors are informed of this fact by an information sign at the ticket office.
13. In view of the fact that the entire Clementinum 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.
14. Visitors are advised of the difficulty of the Clementinum tour due to a high number of staircases and that they undertake the tour at their own risk, especially taking into account their current fitness and overall health.
15. Entry to the Meridian Hall and the Astronomical Tower of the Clementinum may be regulated by the operator's staff during busy hours.
16. It is forbidden to tamper with the tower's windows and doors and it is strictly forbidden to lean over the railings and throw any objects down from the gallery.
17. Smoking is prohibited in the Clementinum without exception, including electronic cigarettes, heated tobacco and handling of open flame.
18. The last entry to the building is possible with the last tour of the day. All visitors are required to leave the premises at the end of the last tour of the day.
19. Photography and filming for private use is allowed in the Clementinum premises without the use of a tripod, flash, and in such a way that will not cause any nuisance to other visitors. Photography and filming for other than private purposes is only possible with the prior consent of the operator.
20. For the protection and safety of exhibits and visitors, it is prohibited to touch the exhibits, glass cases or other exhibition equipment. 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.
21. Visitors to the Clementinum are requested not to damage the interior of the building and its historic decoration.
22. Visitors can note their wishes, compliments, complaints and comments concerning the operation of the Clementinum 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.
23. Visitors are obliged to obey the instructions of the Clementinum staff or a member of the security agency in the interest of their safety and the protection of the building and exhibits on display.
24. Visitors are obliged to report immediately any identified defects, emergencies, and accidents to the ticket office.
25. Please note that there are no toilets or household/drinking water available in the Clementinum.
26. It is prohibited to use the power outlets within the Clementinum to charge any devices/appliances.
27. 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.
28. By purchasing a ticket, the visitor accepts the provisions of the Visitor Rules and undertakes to follow the instructions of the operator's staff. In the event of any violation, the operator's responsible employee has the right to ask the visitor to leave the building without refunding the admission fee. Additionally, the visitor exposes themselves to the risk of prosecution under the generally binding regulations.
29. 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. The operator's liability for any damages incurred by visitors during their stay in the building is governed by generally applicable regulations.
30. The full text of the Visitor Rules can be found at prague.eu/clementinum.

