

RULES FOR VISITORS TO THE HERITAGE SITE
OF THE STATE CASTLE OF TROSKY
(the "heritage site")

Article 1 - ACCESS TO THE HERITAGE SITE

The heritage site is part of a national cultural heritage site, protected under Act No. 20/87 Coll. on State Heritage Protection, as amended.

Article 2 - ORGANISATION OF VISITS

1. The ticket office of the heritage site is open on opening days **from 9:00 a.m. to 4:00 p.m. in April, September and October, until 4:30 p.m. in May, until 5:30 p.m. in June, July and August.**
2. Starting times of individual tours and up-to-date information about the tours are available at the ticket office of the heritage site and on the website at: www.hrad-trosky.cz
3. All tours are unguided.
4. The intervals between individual tours and their maximum capacity are determined by the heritage site management. The visitor capacity of the tours and the heritage site is determined with regard to the operating conditions of the heritage site and the safety of visitors.

Article 3 - ADMISSION FEE

1. **The admission fee to the heritage site is payable in advance. The admission fee and the discounts that are granted from it are determined by the price regulation effective for the respective year issued by the National Heritage Institute, Regional Heritage Site Management at Sychrov. The price regulation is available at the ticket office of the heritage site and on its website at www.hrad-trosky.cz.**
2. After paying the admission fee, the visitor gets a ticket (group leaders get a group ticket).
3. **Purchased tickets are not refundable or exchangeable.**
4. Visitors must show their tickets upon starting the tour, keep their tickets for the entire tour and present them again upon request.

Article 4 - TOUR OF THE HERITAGE SITE

1. When visiting the heritage site, visitors must pay close attention to uneven road surfaces, low passageways, or other hazards occasioned by the historic nature of the heritage site. Visitors must take the utmost care for their safety, the safety of the children they are accompanying and any other persons entrusted to them.
2. For the reasons of bad weather, rental of the heritage site or critical technical problems, the manager may close the heritage site or any part of it.
3. Children under the age of 15 are allowed to enter the heritage site only when accompanied by a person over the age of 18, who is responsible for ensuring that the child's behaviour complies with the requirements of the Rules for Visitors.

Article 5 - PROTECTION AND SAFETY

1. Visitors must follow the instructions of the staff at the heritage site. If a visitor disobeys an instruction or order issued in the interest of the safety of visitors, the protection of the heritage site or the collections, the visitor will be expelled from the grounds without refund of the admission fee and must leave the heritage site immediately. In addition, the visitor might be subjected to sanctions under the generally applicable laws.
2. To protect the heritage site, visitors and cultural furnishings, selected areas are monitored by a camera system with video recording. Information on the protection of personal data is available on the website at www.npu.cz in the personal data protection section.
3. Persons reasonably suspected of being drunk or having consumed drugs or other narcotic substances are strictly prohibited from entering the heritage site.
4. Visitors wearing heavily soiled, inadequate or otherwise inappropriate clothing or footwear are not allowed into the heritage site.
5. Smoking (including electronic cigarettes) and any handling of open flames is prohibited at the heritage site. In the event of a fire or other emergency, visitors must follow the instructions of the staff.
6. For security reasons, visitors are prohibited from bringing any cold weapons, firearms, explosives and chemicals, including replicas, into the heritage site.
7. A visitor who is at the heritage site at the time of detecting any loss or damage of the equipment of the heritage site, acknowledges, by entering the tour, that they may be subjected to all necessary security measures and asked to await the arrival of the Police of the Czech Republic for the purpose of investigating the detected damage or loss.
8. It is prohibited to damage or endanger the heritage site and its cultural furnishings in any way. In particular, it is prohibited to:
 - a) touch, write on, paint on, scratch or damage the walls and exhibits in any way
 - b) disturb other visitors with noise (talk, music, singing, use of mobile phones and mobile playback devices, loud speeches and other similar activities) or in any way make the visit to the heritage site unpleasant for other visitors; failure to comply with this condition may be grounds for expulsion from the tour without refund of the admission fee;
 - c) advertise any goods, services, or activities here, or otherwise disturb the peace and order;
 - d) touch or handle electrical boxes, signalling equipment, fire extinguishers or any other technical equipment;

- e) tamper with touch screens, cameras or any other equipment at the heritage site or the ticket office
- f) touch or tamper with the information system of the heritage site.

9. Movement of animals at the heritage site:
 - a) Allowed under the following conditions:
 - i. The animal must be on a leash.
 - ii. The owner of the animal, or the person leading the animal, is responsible for the animal's behaviour, including any damage that might be caused by the animal to the property managed by the National Heritage Institute.
 - iii. The person responsible for the animal must ensure that the animal's excrement is cleaned up.
 - iv. The admission of the animal is free of charge.
 - v. Animals are not allowed to either of the two castle lookouts (Aehrenthal Lookout, Baba Tower) or to the staircases leading to the lookouts.
 - b) Horses, ponies and other large animals are not allowed in the heritage site.
10. You can take pictures but you may not use flash, tripod, selfie sticks, or any other lighting or assistive technology. Use of any photographs, videos or other documentation taken in the heritage site for commercial purposes without the express written consent of the National Heritage Institute, the Regional Heritage Site Management in Sychrov is prohibited. For scientific, documentary, promotional, and other purposes, the Regional Management may grant an exemption upon written request.

Article 6 - SPECIFIC PROVISIONS

1. You may not enter the heritage site with bicycles, the racks are located outside the grounds, in front of the gate.
2. It is strictly prohibited to access the castle lookouts and staircases during storms.
3. The maximum capacity of the lookout on the Baba tower is 134 persons.
4. Flying drones and other unmanned systems on the entire territory of the heritage site is strictly prohibited. Rules for flying drones are available at www.hrad-trosky.cz.
5. When touring the heritage site or when a cultural or other event open to the public is held at the heritage site, the visitor acknowledges and understands that by participating in the event/tour, photographic/video documentation may be taken during the event. This documentation will be used exclusively to meet the legitimate interests of the National Heritage Institute (also referred to as "NHI") for the purposes of promoting the event, informing about the event, etc. on the website, social networks, printed materials, etc. The photographic/video documentation will be taken mainly to capture the course of the event as a whole, not specific individuals. If visitors have any objections to this, they can contact the event organiser. The National Heritage Institute always protects any personal data obtained against misuse and processes them in accordance with currently applicable laws. Information on the protection of personal data, including advice on the rights of visitors, is available on the NHI website at www.npu.cz in the personal data protection section.

Article 7 - FINAL PROVISIONS

1. Visitors can communicate their wishes, suggestions, complaints or comments at the ticket office of the heritage site or send them to the head of the heritage site management suchomelova.pavlina@npu.cz; or contact the National Heritage Institute, Regional Heritage Site Management at Sychrov at: bidlasova.lucie@npu.cz
2. The visitor is liable to the National Heritage Institute or the manager of the heritage site for violation of the Rules for Visitors and for damage to property at the heritage site, in accordance with the applicable laws. The liability of the management of the heritage site for any damage caused to visitors during their stay on the grounds is governed by the generally applicable laws. The National Heritage Institute is not liable to visitors for damages resulting from failure to comply with these Rules for Visitors.
3. Exceptions to the rules for visitors may be granted in justified cases by the manager of the heritage site.
4. These Rules for Visitors enter into effect force on 1 June 2024; the existing Rules for Visitors are being repealed at the same time.