

visitor rules

powder gate tower

1. The visitor is obliged to pay the set admission fee to the Powder Gate 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 Powder Gate 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 Powder Gate 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 Powder Gate 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 Powder Gate Tower. The behaviour of pupils and students who visit the Powder Gate Tower in a group is the responsibility of the educational supervisor.
4. Entry with strollers is excluded for technical and operational reasons.
5. Visitors in wheelchairs are not allowed for technical and operational reasons and visitors with canes are advised not to visit the Powder Gate Tower for safety reasons.
6. It is forbidden to enter the Powder Gate Tower with food and open beverages and with animals (except for assistance dogs to accompany visitors with disabilities), as well as with bulky luggage.
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 Powder Gate Tower. It is forbidden to bring weapons, ammunition or other dangerous objects into the building of Powder Gate Tower.
8. 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.
9. In view of the fact that the entire Powder Gate 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 ceilings.
10. Visitors are advised of the difficulty of the climb up the Powder Gate Tower and that they undertake the tour at their own risk, especially taking into account their current fitness and overall health.
11. Entry to the Powder Gate Tower may be regulated by the operator's staff during busy hours.
12. It is forbidden to tamper with the tower's windows and it is strictly forbidden to lean over the railings and throw any objects down from the gallery. It is forbidden to leave luggage and other objects unattended within the Powder Gate Tower premises.
13. Smoking is prohibited in the Powder Gate Tower without exception, including electronic cigarettes, heated tobacco and handling of open flame.
14. The Powder Gate tower closes 30 minutes after the end of the set opening hours, by which time visitors are required to leave the tower.
15. Photography and filming for private use without the use of a tripod is allowed in the Powder Gate Tower area. Photography and filming for other than private purposes is only possible with the prior consent of the operator.
16. 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.
17. Visitors to the Powder Gate Tower are requested not to damage the interior of the tower and its historic decoration.
18. Visitors can note their wishes, compliments, complaints and comments concerning the operation of the Powder Gate 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.
19. Visitors are obliged to obey the instructions of the Powder Gate 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.
20. By purchasing a ticket, the visitor accepts the provisions of these Visitor Rules and undertakes to follow the instructions of the operator's staff. In the event of a violation, the operator's responsible employee or a member of the security agency has the right to expel the visitor from the premises without refunding the entrance fee. Additionally, the visitor exposes themselves to the risk of prosecution under the generally binding legal regulations.
21. Visitors are obliged to report immediately any identified defects, emergencies, and accidents to the ticket office.
22. Please note that there are no toilets or household/drinking water available in the Powder Gate Tower.
23. It is prohibited to use the power outlets within the Powder Gate Tower to charge any devices/appliances.
24. 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.
25. If a visitor causes damage to the tower due to a violation of these Visitor Rules or other inappropriate behaviour, they will be obliged to provide adequate compensation.

