

# visitor rules

## prague city hall

## paternoster tour

1. The visitor is obliged to pay the set admission fee for the “Prague City Hall — Paternoster Tour” at Mariánské náměstí 2, Prague 1, including the historical paternoster elevator (hereinafter only the “historical elevator”) at the ticket office in the Klementinum building (except for tickets purchased online) and keep the ticket until the end of the tour and present it at any time upon request. 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 Prague City Hall. The ticket office does not refund or exchange the purchased tickets. For statistical and operational reasons, all tour participants will receive an individual or group ticket.
2. Tours of the Prague City Hall are possible with a guide only. Tours in the Prague City Hall can only be provided by a guide arranged for by the operator. Tours by external guides are prohibited.
3. The maximum number of persons in one group for a guided tour of the Prague City Hall is determined by the operator and is always limited to 15 people (excluding the operator’s staff) for technical, operational and safety reasons. 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 responsible staff.
4. A maximum of one person per cabin is allowed to enter the historic elevator at any time. It is forbidden to get off the historic elevator in other places/floors than those designated by the operator. If the elevator stops suddenly when the floor is more than 20 cm from the platform floor, it is forbidden to get off or on and it is necessary to wait for instructions from the guide, custodian or other responsible staff of the operator. It is forbidden to enter the elevator if the entrance to the historic elevator is blocked with a barrier rope.
5. Participants of the Prague City Hall tour may only move around in the designated areas and are obliged to follow the instructions of these Visitor Rules, the guide and the custodian.
6. Tours of the Prague City Hall are intended for persons over 15 years of age. Pedagogic supervisor is responsible for the behavior of students who participate in a tour Prague City Hall premises in groups.
7. No food or open drinks are allowed in the Prague City Hall building.
8. It is forbidden to bring animals on the “Prague City Hall — Paternoster Tour” and it is forbidden to bring bulky luggage larger than 70 cm (h) x 40 cm (w) x 45 cm (d). Such luggage and other items cannot be left unattended in the Prague City Hall. Strollers are not allowed on the tour. Leaving the stroller outside the Prague City Hall building is at visitors’ own risk and responsibility. It is forbidden to bring weapons, ammunition or other dangerous objects into the building of Prague City Hall.
9. Persons who are under the influence of alcohol or narcotic substances, are unkempt or whose appearance and behaviour could otherwise cause public nuisance are forbidden to enter the Prague City Hall building. Visitors must be dressed appropriately and wear suitable shoes for the tour. Access will be denied in particular to visitors wearing swimwear, having no top or bottom garments or shoes.
10. In view of the technical and structural character of the premises in which the Prague City Hall tour takes place, which are not barrier-free, the operator reserves the right to assess whether to allow holders of a disability (ZTP) card or persons with other health impairments to enter the premises of the Prague City Hall. The tour is not accessible for ZTP/P card holders for technical reasons.
11. With regard to the structural and technical form of the historical elevator and its design, visitors are obliged to pay extra caution and follow the instructions of the guide and custodian in their own interest. Visitors take part in the tour of the Prague City Hall completely voluntarily and ride the historical elevator at their own risk, knowing the possible risks of injury or accident. Visitors are required to consider their current health and fitness during the tour and while using the historical elevator.
12. Visitors who choose to use the historical elevator are obliged to follow the instructions of the guide, the custodian and these Visitor Rules, which sets out the exact conditions for its use.
13. Tampering with doors or windows in any way is prohibited in the premises of the Prague City Hall.
14. Smoking is prohibited in the Prague City Hall without exception, including electronic cigarettes, heated tobacco and handling of open flame.
15. Photography and filming for private use without the use of a tripod is permitted during the tour of the Prague City Hall, without using the flash so as not to bother other tour participants. The use of selfie sticks and similar tools and devices is prohibited in the premises where the historical elevator is located and in the historical elevator itself. Photography and filming for other than private purposes is only possible with prior consent from the operator.
16. For the protection and safety of the historical elevator, it is only permitted to touch the handrails in the historical elevator. It is strictly forbidden to damage or endanger the historical elevator and the Prague City Hall premises in any way, and it is not allowed to write/draw on or carve anything into the walls of the building or the historical elevator.
17. To protect the building, visitors and the historical elevator, selected indoor areas of the Prague City Hall are monitored by a camera system with recording.
18. Visitors can note their wishes, compliments, complaints and comments in writing in the “Wish and Complaint Book” available at the ticket office of the Klementinum, which will be provided by the operator’s staff upon request. 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 operator’s staff, guide, custodian and/or member of the security agency in the interest of their safety and protection of the historical elevator and the Prague City Hall building.
20. Participants in the Prague City Hall and historical elevator tour are obliged immediately to report any detected defects, emergencies and accidents at the ticket office or at the starting point of the tour.
21. It is forbidden to use the sockets in the Prague City Hall premises to charge any devices/appliances.
22. 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.
23. 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 Prague City Hall is governed by generally applicable regulations.
24. The “Prague City Hall — Paternoster Tour” is operated in pilot mode.
25. The full text of the Visitor Rules can be found at [prague.eu/paternostertour](https://prague.eu/paternostertour).

