

Operational and Visitor Rules of the Information Center

Article 1 – Introductory Provisions

1. The owner of the building located at V Pevnosti No. 163, 128 00 Prague 2 is the City of Prague. The manager of the building and the operator of the Information Center located in this building (hereinafter referred to as IC) is the National Cultural Monument Vyšehrad, a contributory organization of the City of Prague.
2. Operating period: January 1st - December 31st, operating hours: Monday – Sunday 10:00 AM – 6:00 PM. The main activities of the IC are as follows: a. Providing free information about tourist attractions, visitor services, and events within the NKP Vyšehrad complex. b. Selling tickets for tours and selected events, offering the possibility of reserving group tours. c. Selling postcards, tourist stamps, magnets, publications, and other souvenirs. d. Providing information on transportation options and parking, photography and filming, rentals, and services.
3. The operator may decide to adjust the operating hours of the IC in connection with events in the National Cultural Monument Vyšehrad complex or to close the IC for operational-technical reasons.

Article 2 – Visitor Rules

1. Visitors are required to behave in a way that does not endanger themselves or other visitors and does not cause damage to the IC premises and its equipment. Visitors must follow the instructions of the operator's staff.
2. It is prohibited to enter the IC premises with animals, except for assistance dogs. Entry is also prohibited for persons suspected of being intoxicated or under the influence of drugs and other intoxicating substances, and for persons in heavily soiled, insufficient, or otherwise inappropriate clothing and footwear.
3. It is not permitted to bring alcohol, food and beverages, drugs, toxic and intoxicating substances, glass and sharp objects, any weapons, explosives, flammables, oversized luggage, bicycles, scooters, and other dangerous items that could cause harm to health or property into the IC premises.
4. Smoking (including electronic cigarettes) and any handling of open flames are prohibited in the IC premises.
5. It is prohibited to place promotional and advertising materials in the IC premises without prior consent from the operator.

Article 3 – Specific Provisions

1. The outdoor area is monitored by a camera system. The data processor is NKP Vyšehrad. The building is equipped with an electronic security system connected to a central protection panel.
2. Entry and stay in the IC premises are conditional upon compliance with applicable legal regulations and these operational rules. In case of inappropriate behavior by a visitor, the operator's staff is authorized to call the Czech Police.
3. If an employee notices a defect in the IC premises or surroundings that threatens the safety of people or poses a risk of property damage, they are obligated to report such a defect to the employer immediately. Visitors are encouraged to report defects to the operator.
4. Information about any injury must be reported to the operator's staff and recorded in the logbook, which is stored along with the first aid kit and automated external defibrillator in the IC service room.
5. The IC operator assumes no responsibility for the loss or theft of belongings by other persons.

Article 4 – Final Provisions

1. Visitors can report any defects or comments regarding the operation of the IC to the operator's staff or write to the email address sekretariat@praha-vysehrad.cz.
2. Visitors are liable for any breach of these operational rules and for any damage caused to the property of the City of Prague under the management of National Cultural Monument Vyšehrad, in accordance with applicable legal regulations.

These operational and visitor rules were approved by the director of National Cultural Monument Vyšehrad on August 30, 2024.