



Visitor's Guide

1. This binding Visitor's Guide applies to everyone (referred to as "visitors") entering the premises of the interactive visual exhibition Praga Magica (referred to as the "Gallery"). By buying a ticket or entering the Gallery, visitors agree to fully respect and comply with this Guide.
2. The current opening hours of the Gallery are posted on the Gallery's website: www.pragamagica.eu (referred to as the "Gallery Website") and at the Gallery entrance. Visitors can only enter during these hours unless agreed otherwise. Temporary exceptions or changes to opening hours are posted on the Gallery Website or social media.
3. Visitors are allowed entry to all areas of the Gallery upon presenting a valid ticket or under free entry authorization granted by the Gallery to certain groups or during pre-announced events. Tickets can be purchased on-site or electronically through third-party online platforms (e.g. GoOut).
4. If you buy a ticket on-site, the cashier will issue each visitor (or group, in the case of group tickets) a ticket with a unique code that allows entry. If you're eligible for a discount, you'll need to show proof when buying your ticket. Ticket sales start when the Gallery opens and end 20 minutes before closing, which is also the last entry time. The cashier will provide a receipt along with your ticket.
5. Tickets are valid for a single visit. Once you leave the Gallery, your ticket can't be reused. Purchased tickets cannot be refunded or exchanged, even if bought electronically through third-party platforms. Unused tickets tied to a specific date or event will expire without compensation.
6. Keep your ticket, whether purchased on-site or online, with you while in the Gallery and be ready to show it to staff if asked. Staff may also ask for proof of ticket payment.
7. Information about ticket prices, discounts, and available ticket types is available at the cashier and on the Gallery Website. Tickets can be paid for by credit card or bank transfer for online purchases. The Gallery does not accept cash payments.
8. Any unauthorized modification, damage, or loss of the ticket or proof of payment will make the ticket invalid. Forging tickets is illegal.
9. Staff will let visitors know when the Gallery is closing. Everyone must leave by the end of opening hours.
10. For safety reasons, the number of visitors in the Gallery or its sections may be temporarily limited. Visitors can't make claims against the Gallery for these temporary restrictions. Organized groups can have up to 40 people.
11. Since the Gallery is in a listed cultural heritage building, the premises are not wheelchair-accessible and may be difficult for visitors with disabilities. Assistance for disabled visitors is available, but only if staff capacity allows, and must be requested in advance via email at info@pragamagica.eu.
12. Visitors with health conditions (e.g., claustrophobia, epilepsy, or sensitivity to light/dark transitions) are strictly prohibited from entering the Gallery for their own safety and that of others. Please consider if the visit is suitable for your health.
13. Parents, legal guardians, or accompanying adults are fully responsible for their children, minors, or others in their care. Children under 15 can only enter the Gallery if accompanied by a legal guardian or an adult over 18 years old. To respect other visitors and cultural exhibits, noise, singing, whistling, and playing music are prohibited unless explicitly permitted. Visitors who ignore staff warnings may be asked to leave without a refund.
14. Visitors acknowledge and accept that the Gallery is not responsible for any damage, loss, or theft of personal items brought into or left in the Gallery by visitors. Visitors should take care of their belongings, as the Gallery cannot compensate for theft or damage.
15. It is prohibited to:
 - i. Damage the Gallery, its equipment, or any objects inside.
 - ii. Open windows in the Gallery.
 - iii. Go into restricted areas - stay on the designated visitor routes.
 - iv. Smoke or use open flames: - smoking, including e-cigarettes or similar devices, and using open flames are not allowed.
 - v. Touch exhibits or equipment - do not touch exhibits, plinths, display cases, labels, electrical cabinets, alarms, or fire extinguishers— except for items specifically marked as interactive.
 - vi. Get too close to projection equipment - stay at least 10 cm away from projection screens and projectors.

- vii. Enter the Gallery with weapons (firearms, cutting, stabbing, or other), knives, chains, scissors, explosives, alcoholic beverages, narcotics, toxic, flammable, and/or volatile substances or chemicals, as well as any generally illegal or dangerous items or substances capable of causing damage to property or harm to human health.
 - viii. Litter or leave trash in the Gallery or the surrounding areas.
 - ix. Cause any other damage to the Gallery, its equipment, or the areas around it.
 - x. Bring animals - pets aren't allowed, except for guide or assistance animals.
 - xi. Consume food or beverages or enter with them in containers. Items like umbrellas, bags, strollers, rollerblades, or scooters that might damage exhibits or the Gallery's property are also prohibited.
 - xii. Carry oversized luggage (large bags, suitcases, backpacks, or any item larger than 40x30x20 cm). Loud or bulky items are also prohibited.
 - xiii. Leave items unattended - don't leave your belongings in non-designated areas or unattended.
16. To keep visitors, the building, and exhibits safe, outdoor and publicly accessible areas are monitored by cameras with recording, an electronic security system, and fire detectors.
 17. Visitors must keep the Gallery clean and avoid littering. Damaging any movable or immovable property in or around the Gallery is strictly prohibited.
 18. Taking photos and videos is allowed for personal use only (taking any photos or videos for commercial use is prohibited and requires written permission from the Gallery operator). Selfie sticks are not allowed unless otherwise specified. Photography must not obstruct the movement of other visitors.
 19. People in extremely dirty or inappropriate clothing, those suspected of being intoxicated, or under the influence of drugs, as well as individuals behaving antisocially in a way that could harm other visitors or exhibits, will not be allowed entry. If already inside, they will be asked to leave without a refund.
 20. Visitors must behave appropriately throughout their visit, following legal regulations, respecting social and cultural norms, and honouring the significance of the Gallery, its exhibits, and the cultural and spiritual heritage it represents.
 21. Visitors who cause damage or harm to the Gallery, its exhibits, or its partners by violating this Guide or legal regulations are fully responsible for it. A formal written record of the event will be drafted, and if the visitor refuses to cooperate or identify themselves, the Police of the Czech Republic may get involved. Compensation for damages will be determined in line with applicable laws and Gallery policies.
 22. Visitors must follow the directions of Gallery staff. Failure to comply with rules related to the safety of exhibits, the building, or other visitors may lead to immediate removal without a ticket refund, and there may be legal consequences under applicable laws.
 23. Visitors who cause any damage or harm to the Gallery or its facilities must compensate for it fully in accordance with current legal regulations.
 24. Visitors can send complaints to the designated email address: info@pragamagica.eu.
 25. This Guide does not relieve visitors of their obligation to comply with general legal regulations.
 26. Visitors who violate the rules will be asked to leave the Gallery immediately and will be escorted by staff.
 27. The Gallery may change visiting days, opening hours, programs, dates, times, or events, as well as cancel events or limit services without compensation. For safety, organizational, or public health reasons, the Gallery or parts of it may close without liability for any resulting damages or claims from visitors.
 28. In emergencies (e.g., fire, flood, evacuation, or technical failure threatening lives or health), all visitors must follow the instructions of trained staff and comply with this Guide as well as emergency and fire evacuation procedures.
 29. The Gallery is operated by Červená Liška Gallery s.r.o., IČO: 14085771, DIČ: CZ14085771, based at Staroměstské náměstí 480/24, Staré Město, 110 00 Prague 1.
The company is registered with the Municipal Court in Prague under file number C360317.
The responsible person is Lucie Dvořáková at: **lucie.dvorakova@pragamagica.eu**.