

Director's Directive 8/2024
of 20 March 2024

laying down

Visitor Regulations of the Brno City Museum

THE ARNOLD VILLA

I. Introductory provisions

The National Cultural Heritage, Arnold villa is managed by the Brno City Museum, a subsidiary organization established by the City of Brno (hereinafter referred to as MuMB).

The grounds of the Arnold villa are understood to be the entire monument building, i.e. the building, garden and other parts of the building (hereinafter referred to as the "grounds"). By entering the grounds, the visitor undertakes to respect these Visitor Regulations and to follow the instructions of the authorised staff of the administration of the monument building.

The area is divided into three parts according to accessibility:

- a) parts of the building freely accessible to the public during the visiting hours of the building
- b) parts of the building accessible only after payment of an entrance fee, the so-called "tour circuits"
- c) parts of the building inaccessible to the public

II. Opening hours

1. The Arnold villa is open to visitors all year round, except for pre-announced closing days or hours. Opening times are defined as follows:
 - a) November-February (winter operation) daily, except Mondays:
 - i. The venue is open from 9:00 to 17:30, with the last entry at 17:00.
 - ii. The bookshop is open from 9:00 to 17:00.
 - b) Period March-October (summer operation) daily, except Mondays:
 - i. The venue is open from 10:00 to 18:30, with the last entry at 18:00.
 - ii. The bookshop is open from 10:00 to 18:00.
- c) The opening times of individual tours, the operation of individual ticket offices and current information about tours, expositions and exhibitions are listed in the building's bookshop and on the www.muzeumbrna.cz/arnoldovavila. MuMB reserves the right to change opening hours or close the building or part of it for organisational and technical reasons or due to adverse weather conditions (e.g. snow, ice, wind).

III. Admission

1. Admission to the accessible parts of the building is payable in advance. The admission fee is set by the valid price list issued by the Brno City Museum. The price list is available in the box office. Payment of the entrance fee can be made:
 - a) when paying for a group of 16 or more people at the cash desk in Czech currency or by credit card;
 - b) via online internet sales, subject to the MuMB Terms and Conditions published in the online application;
 - c) by invoice, which must be issued at least 14 working days before the date of the tour. Payment must be credited to the museum's account at least 1 working day before the tour date. Failure to meet the due date will result in automatic cancellation of the reservation.
2. Admission fees for guided tours, exhibitions and other cultural events for the public are set by separate price lists.
3. The price list is visibly displayed in the building's box office and on the website.
4. By purchasing a ticket, the visitor undertakes to respect the Visitor Regulations and to follow the instructions of the building security, guides or other MuMB employees.

5. Tickets are invalid if the visitor does not arrive before the start of the tour or does not report the delay in advance by calling +420 515 511 050. Cancellation of tickets or rescheduling is subject to the terms and conditions listed at www.mueumbrna.cz.
6. The ticket allows single entry.
7. Visitors are required to present their ticket on entry, keep it for the duration of their visit and present it again on request.
8. Discounts on admission fees are subject to the current admission price list and are accepted upon presentation of a valid document.
9. MuMB reserves the right to change the admission fee.

IV. Organisation of visitor operations

1. Expositions and current exhibitions can be visited individually without the guidance of a guide during normal opening hours.
2. It is divided into self tours accessible without a guide and guided tours accessible only with a guide.
3. The intervals between visits are determined by MuMB. The visitor capacity of tour routes, expositions, exhibitions and cultural events is limited by operating conditions, heritage protection and visitor safety.
4. Guided tours start at set times and the guide's commentary is included in the price of admission. Interpretation of the guide's commentary is only permitted by prior arrangement and only if foreign language interpretation cannot be provided by a MuMB guide or foreign language text. Etiquette and courtesy towards other visitors must always be observed when interpreting.
5. During guided tours, visitors are informed before the start of the tour about the principles of safe movement in the building and are obliged to follow them, pay attention to the information marked on the safety signs, the risk of falling, tripping, bumping (i.e. on lowered and narrowed passage profiles, unevenness on the floor, glass surfaces, etc.).
6. For safety reasons, it is forbidden to operate or otherwise interfere with technical equipment and technologies, safety and fire equipment.
7. Due to inclement weather, facility rental or technical problems, MuMB may close the facility or a portion of the facility.

V. Other use of the premises

1. Any other use of the building/room is made only with the permission of the Director of the Brno City Museum.

VI. Protection of cultural heritage, security of collections and safety of visitors

1. Visitors are obliged to behave with dignity appropriate to the historical and cultural significance of the Arnold villa grounds (the building and the garden), with the utmost respect for the material substance of this cultural heritage and for other visitors throughout their stay.
2. Visitors are obliged to obey the instructions of the building staff or other Brno City Museum employees. In case of disobedience of an instruction or order issued in the interest of the safety of visitors, protection of the building, its facilities and equipment, or in the case of behaviour that disturbs other visitors in the group, the visitor will be expelled from the building without refund of the entrance fee and is obliged to leave the building immediately. In addition, the visitor is exposed to the risk of penalties under the generally binding regulations.
3. Persons reasonably suspected of being intoxicated or having ingested other intoxicants and persons in heavily soiled, inadequate or inappropriate clothing, or persons with highly anti-social behaviour will not be allowed access to the premises.
4. Visitors are not allowed to enter the interiors of the buildings with luggage, umbrellas, bags, baby strollers, etc.
5. Dogs and live animals are not allowed on the premises. The only exception is for guide and assistance dogs, which are allowed;
6. Smoking, littering, cigarette butts and other rubbish are not allowed on the premises - especially in the garden; the garden is not equipped with rubbish bins, which are located only by the toilet/bookshop.
7. It is forbidden to damage or endanger the building, its facilities and equipment, the garden and other property on the premises in any way. In particular, it is forbidden to:
 - a) touch walls and surfaces, exhibits, writing or painting on walls, carving into them or damaging them in any other way (does not apply to interactive exhibitions and expositions where visitors have designated and appropriate technical equipment);
 - b) to walk indoors in stiletto-heeled shoes;
 - c) sit in the seating furniture, manipulate the controls of windows, blinds, furnishings and other technical equipment of the building;
 - d) destroy exhibition equipment (plinths, display cases, labels);

- e) leave the designated route during guided tours, move away from the guide and the group being guided, disturb the guide's presentation with noise (calls, music, singing, use of mobile phones, loud speeches, etc.) or to make the tour difficult for other visitors. Failure to comply with this condition may be grounds for expulsion from the tour without refund of the entrance fee;
- f) handle open flames or smoke in the entire premises;
- g) pick flowers, break tree and bush branches, throw away litter;
- h) Children under the age of 15 are only allowed to enter the building when accompanied by an adult who is responsible for ensuring that their behaviour complies with the requirements of the visitor regulations;
- i) eat, drink and chew gum, enter interiors with ice cream, drinks, etc.;
- j) display posters, advertise any goods, services, or activities on the premises, or otherwise disturb the peace and order;
- k) enter with vehicles and bicycles or baby carriages; wheelchairs for the disabled are permitted;
- 8. In the event of loss or damage to the facilities and equipment of the building during the tour, all visitors who are on the premises at that time are obliged to submit to all security measures (including, where appropriate, a body search by members of the Brno Municipal Police or the Police of the Czech Republic).
- 9. The flying of unmanned aircraft (drones, multicopters, etc.) and aerial models is prohibited in the entire premises without the prior written consent of the facility manager;
- 10. The launching of fireworks and flying objects etc. is prohibited in the premises.
- 11. Geocaching and related activities as well as other adventure games and games are only allowed with the permission of the facility manager;
- 12. Bringing any firearms, cutting and stabbing weapons into the building, explosives of any kind, dangerous substances or objects that are capable of causing damage to property and human health;
- 13. In the event of an emergency (fire, flood, evacuation, technological malfunction threatening the life and health of persons, etc.), all individuals and visitors are obliged to obey and follow the instructions of professionally qualified MuMB persons and supervisors in accordance with these Visitor Regulations and the fire alarm guidelines.

VII. Protection of visitor safety

- 1. For the protection of visitors, the building itself and the exhibits, the outdoor and publicly accessible areas are monitored by a camera system. Video recordings without sound with the date and time of the recording are not kept for more than 15 days in accordance with GDPR.
- 2. In the event of an accident or ailment during a tour, visit to exhibitions and displays, visitors can contact MuMB staff. He/she will be given first aid and the ambulance will be called.
- 3. It is forbidden to leave luggage and other objects unattended in the premises outside the designated areas.
- 4. Visitors are required to follow safety and fire regulations.
- 5. By purchasing a ticket, visitors give their consent to the taking of video and audio-visual recordings of the visit to MUMB premises or events organized by MuMB and their subsequent use for MUMB news and presentation purposes in the media, on the MuMB website and social networks. Visitors are entitled to withdraw this consent at any time by notifying MUMB staff in person during their visit to the MUMB premises at the ticket office or subsequently via the contact details published on the website www.muzeumbna.cz.

VIII. Photography and filming

- 1. Photography and filming in the exterior of the villa is for private use only.
- 2. Photography and filming inside the villa (including mobile phones) is also only allowed for private use without the use of a tripod or other additional equipment (light, source, selfie stick, etc.).
- 3. Photography and filming for other than private purposes is only possible on the basis of a prior written request and with the consent of the Director of the Brno City Museum.
- 4. Use of any photograph or film material without permission will be dealt with by legal action.
- 5. Journalists taking footage for professional purposes may only do so after obtaining valid accreditation. Information on accreditation is available on the MuMB website in the Press Releases and Media section.

IX. Final Provisions

- 1. Visitors can send their wishes, complaints, comments and compliments to: arnoldovavila@muzeumbna.cz.
- 2. MuMB's liability for any damages incurred by visitors is governed by generally binding regulations.
- 3. MuMB is not responsible for injuries or damage resulting from violations of the Visitor Regulations.
- 4. Compensation for damage to the facilities and equipment of the building or other property of MuMB will be recovered from the person who caused the damage.
- 5. Only the Director of the Brno City Museum may grant an exception to the Visitor Regulations in justified cases.

In Brno, 20 March 2024



Mgr. Zbyněk Šolc
Director
Brno City Museum

