

Director's Directive 15/2025

of 20 August 2025

laying down the

Visiting Rules of the Brno City Museum

THE ŠPILBERK CASTLE

I. Introductory provisions

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

II. Opening hours

1. The Špilberk Castle is open all year round, including public holidays from 6:00 to 22:00.
2. The opening times of individual tours, the operation of individual ticket offices and current information about tours, expositions and exhibitions are listed in the ticket offices of the building and on the website www.muzeumbrna.cz.
3. MuMB reserves the right to change the opening hours or close the building or part of it for organizational and technical reasons.

III. Admission

1. Admission fees are payable in advance for tours of all chargeable parts of the site. Payment of the entrance fee can be made in cash in Czech crowns or by credit card at the ticket offices of the building or in the online presale.
2. Admission to tours, expositions and exhibitions is set out in by a separate price lists.
3. The price list is visibly displayed at the ticket offices and on the website.
4. Ticket sale for the current day ends 30 minutes before the end of opening hours.
5. By purchasing a ticket, the visitor undertakes to respect the Visitor Regulations and to follow the instructions of the supervising staff in the expositions and exhibitions, the building security, guides on tours, or other MuMB employees.
6. After paying the entrance fee, the visitor receives a ticket (the group leader receives a group ticket). For tours accessible only with a guide, the time of the start of the tour is marked on the ticket.
7. Tickets for guided tours are invalid if the visitor fails to arrive on time for the start of the tour. Purchased tickets cannot be returned or exchanged.
8. Groups and individuals can book a tour. The exact date and time of the start of the tour must be agreed in advance with MuMB, by phone or email. If the booked group or individual does not check in at the ticket office at least 15 minutes before the agreed time for the start of the tour, the agreed tour booking will be cancelled. MuMB reserves the right to supplement the pre-booked group with additional persons up to the maximum capacity of the tour.
9. The ticket is valid for a single entry only, unless it is a combined tour. The ticket also grants a one-time access to the public restrooms.

10. Visitors are obliged to present their tickets when entering the exhibitions and expositions or a tour, keep them for the entire tour and present them again on request.
11. Discounts on admission fees are subject to the current admission price list and are accepted upon presentation of a valid document.
12. MuMB reserves the right to change the admission fee.

IV. Organisation of visiting operations

1. The museum (expositions) and current exhibitions can be visited individually without a guide during normal opening hours.
2. Sightseeing tours are divided into tours accessible without a guide and tours accessible only with a guide.
3. The intervals between visits are determined by MuMB. The visitor capacity of the tours, expositions and exhibitions in the castle area is limited by the operating conditions and the visitors' 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 section of the premises.

V. Other use of the premises

1. Any other use of the premises of the castle building / premises takes place exclusively on the basis of the permission issued by the Director of the Brno City Museum.

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

1. Visitors are obliged to behave with dignity appropriate to the historical and cultural significance of Špilberk Castle throughout their stay in the building, with the utmost respect for the material essence of this national cultural heritage and for other visitors.
2. Visitors are obliged to obey the instructions of the building security and other responsible MuMB employees. In the event of disobedience of an instruction or order issued in the interest of the safety of visitors, protection of the building/premises including its facilities and equipment, the visitor will be expelled without refund of the entrance fee and it is his/her duty to leave the building immediately. In addition, the visitor is exposed to the risk of penalties under generally binding regulations.
3. Persons reasonably suspected of being intoxicated or having ingested other intoxicating substances and persons in heavily soiled, inadequate or inappropriate clothing, or persons with highly anti-social behaviour will not be granted access to the premises.
4. Visitors are not permitted to enter the interiors of the buildings with luggage, umbrellas, bags and strollers, etc.
5. Entry to the castle grounds with dogs is possible only on condition that the dog is kept on a shortened leash, does not bother or endanger other visitors and

- the person entering with the dog immediately removes any excrement. Visitors with animals are not permitted to enter inside the castle. This prohibition does not apply to guide and assistance dogs.
6. It is forbidden to damage in any way the property on the premises, its facilities and equipment and other property, including greenery. In particular, it is forbidden to:
 - a) touch walls and surfaces or exhibited objects; write or paint on walls; dig into them or damage them in any other way;
 - b) to enter or sit on the top of the walls;
 - c) to touch the exhibited collection items, exhibits (not applicable to interactive exhibitions and expositions where visitors have designated and adapted technical equipment).
 - d) destroy exhibition equipment (plinths, display cases, labels);
 - e) manipulate the controls of windows, furnishings and other technical equipment of the building;
 - f) leave the designated route during guided tours, move away from the guide and the group, to disturb the guide's interpretation by making noise (talking, music, singing, using 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;
 - g) handle open fires throughout the premises;
 - h) smoke outside designated areas;
 - i) pick flowers, break branches of trees and bushes, walk over lawns and off marked paths, litter;
 - j) drive any single or two-track vehicles on the premises (the only exceptions are wheelchairs for the disabled and baby buggies)
 - k) to enter the interior with baby carriages;
 - l) Children under the age of 15 are only permitted inside the building when accompanied by an adult who is responsible for the compliance of their behaviour;
 - m) eat, drink and chew gum in the interior of the building, enter with ice cream, drinks, food, etc.;
 - n) display posters, advertise any goods, services or activities on the premises, or otherwise disturb the peace and order
 7. It is forbidden to enter the castle grounds on bicycles and similar devices. It may be permitted only with the consent of MuMB.
 8. Entry into the castle grounds by car or any other vehicle is permitted only with authorization and under the conditions set by MuMB.
 9. Parking of vehicles is allowed in the so-called northern courtyard and below the northern wall of the northwestern bastion.
 10. 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 personal search carried out by the Brno Municipal Police Department or the Police Department).
 11. The flying of unmanned aircraft (drones, multicopters, etc.) and aerial models is prohibited on the premises without the prior written consent of MuMB.
 12. The launching of fireworks and flying objects etc. is prohibited on the premises.
 13. Geocaching and related activities as well as other adventure games are only permitted with the consent of the Head of Security or the Director of MuMB.
 14. It is forbidden to bring any firearms, cutting and stabbing weapons, explosives of any kind, dangerous substances or objects that are capable of causing damage to property and human health into the interior of the building.
 15. In the event of an emergency (fire, flood, evacuation, technological malfunction threatening the life and health of persons, etc.), all persons and visitors are obliged to obey and follow the instructions of the operator's qualified personnel 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 longer than 15 days in accordance with GDPR.
2. In the event of an accident or discomfort during a tour, visit to exhibitions and displays, visitors can contact MuMB staff. They will be given first aid and the ambulance will be called.
3. It is forbidden to leave luggage and other objects unattended in the castle 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.muzeumbrna.cz.

VIII. Photography and filming

1. Photography and filming in the castle grounds is only possible for private purposes.
2. Photography and filming in the interior of the building is only possible for private purposes. Photography is only allowed on the tour routes, exhibitions and exhibits without the use of a tripod and other additional equipment (light source, selfie stick, etc.), except for the photography and filming of MuMB employees.
3. Photography and filming in other premises and for other than private purposes is only possible with the consent of the Director of the Brno City Museum or another authorised employee.
4. Use of any photograph or film material without permission will be subject to legal action.

IX. Final Provisions

1. Visitors can send their wishes, complaints, comments and compliments to the following e-mail address: info@muzeumbrna.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 damages 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. Exceptions to the visiting regulations may be granted only by the Director of MuMB in justified cases.

This Visitor Regulations come into effect on October 1, 2025, and supersedes Directive No. 17/2023.

In Brno on August 19th 2025




Mgr. Zbyněk Solc
Director