

# RULES FOR VISITORS

## DINOSAURIA MUSEUM PRAGUE

These Rules for Visitors include all terms and conditions for entering DINOSAURIA MUSEUM PRAGUE.

### I. General provisions

1. The founder and operator of DINOSAURIA MUSEUM PRAGUE is Paleoinvest s.r.o., company registration no.: 086 28 424, with its registered office at Opletalova 1015/55, Nové Město, 110 00 Prague 1, registered in the Commercial Register maintained by the Municipal Court in Prague, file no. C 322273.
2. DINOSAURIA MUSEUM PRAGUE means the museum premises with an exhibition of dinosaur fossils and multiple multimedia and other installations, located in the PREMIUM OUTLET PRAGUE AIRPORT mall at Ke Kopanině 421, 252 67 Tuchoměřice (hereinafter as “**the Museum**”). The Museum means all visiting areas in the Museum accessible to the public where expositions and exhibitions, additional cultural programmes and other events are held.
3. A visitor is any person entering the Museum premises.
4. Museum contact details:
  - a. Address: Ke Kopanině 421, 252 67 Tuchoměřice
  - b. Phone: + 420 702 222 433
  - c. Email: dinosauria@pop-group.cz
  - d. Website: www.dinosauria.cz

### II. Opening hours

1. The opening hours of the Museum can be found at [www.dinosauria.cz](http://www.dinosauria.cz).
2. The Museum reserves the right to modify the opening hours for operational reasons, i.e. to extend or shorten, or to restrict the operation of individual expositions, exhibition halls and other public areas. The visitors will be informed of any such change at the entrance to the Museum on a visible place and on the Museum website. Entry to the Museum is only permitted during the scheduled opening hours. After announcing the end of the tour, the visitors are obliged to leave the Museum by the end of the opening hours without delay.
3. It is possible to arrange individual tours or Museum lease outside the opening hours.

### III. Ticket sale

1. The Museum may be entered only with a valid entrance ticket purchased at the Museum ticket office or online in advance according to the current price list, or with another valid document providing entrance to the Museum. A misused ticket, e.g. child ticket used by an adult, group ticket unless used by a group etc. is not considered to be valid.
2. The ticket office is open from 10 a.m. to 8 p.m.
3. The operator is entitled to suspend the sale of tickets to the Museum if reaching the full capacity of the Museum premises.

4. The tickets to the Museum can be purchased no later than 60 minutes before the end of the opening hours. Visitors have to leave the Museum premises no later than 15 minutes before the end of the opening hours.
5. By purchasing the ticket and/or entering the Museum, the visitor takes into consideration these Rules for Visitors, undertakes to behave in accordance with the provisions of the Rules for Visitors and observe the instructions of the Museum personnel.
6. The amount of the entrance fees to expositions, exhibitions and other Museum events is set individually and differently, it is displayed in the ticket office and on the Museum website.
7. The Museum provides benefits and discounts off the set entrance fees to individual and group visitors. The benefits and discounts are displayed in the ticket office and on the Museum website.
8. Free entrance is for: children under the age of 4, one person accompanying a ZTP/P card holder.
9. The Museum entrance ticket serves for one-time entry on one day.
10. The visitor is obliged to present the ticket for a check by the Museum personnel upon request at any time. The ticket is not transferable. The Museum entrance fee is non-refundable. Tickets may be exchanged, or the fee may be refunded only at the operator's discretion.
11. A short-term departure from the Museum after using the entrance ticket is possible in exceptional cases for 30 minutes upon prior agreement with the Museum personnel and after marking the visitor for inspection purposes.

#### **IV. Museum tour and obligations of visitors during the tour**

1. The Museum exposition covers an area of 4,000 m<sup>2</sup>.
2. The tour takes at least 1.5 hours.
3. Visitors may obtain information about the programme and operation of the Museum from the Museum workers at the ticket office, in Museum information stands or on the Museum website.
4. The leaders of the groups of visitors (tourist, school) are obliged to make sure that the participants of the tour will behave in accordance with the provisions of these Rules for Visitors in the Museum. Further, the leaders make sure no injuries are caused by the group members. They will instruct the group before the start of the tour. The group leaders are obliged to accompany their groups at all times and cooperate with the Museum workers, if necessary.
5. Children under the age of 12 may only enter the Museum accompanied by an adult who is fully responsible for the child during the whole visit to the Museum. In case of organized groups, the accompanying adult is responsible for the movement of children in the Museum, even if the children move in the Museum independently. The Museum is not responsible for the safety of visitors who leave the group or do not follow the instructions of the Museum workers.
6. The Museum and all areas of the Museum are wheelchair accessible. Disabled persons using a wheelchair can move in the Museum areas without limitations. It is possible to enter the Museum with prams.
7. Before visiting individual Museum expositions, the visitors are obliged to leave any baggage (backpacks, bags, umbrellas, cases etc.) in the cloakroom. The Museum worker, security worker or cashier decides whether a particular thing should be left in the cloakroom. The cloakroom service is provided to the visitors for free. The cloakroom is situated in the PREMIUM OUTLET PRAGUE AIRPORT information centre. The visitors are obliged to keep

their hand luggage and other personal property, including prams etc., brought into the building secure during the whole visit to the Museum.

8. It is forbidden to bring to the Museum any sharp or dangerous items which can put the safety of others into danger. Museum workers have the right to decide whether an item is dangerous or not.
9. Taking photos and recording videos in the Museum is permitted only for private purposes and only at places determined by the Museum operator. It is forbidden to use tripods, selfie sticks and holders, additional lights (e.g. flash lights etc.) and restrict the movement of other visitors in any way. Any video and audio recordings made in the Museum must not be used for commercial purposes without a written permission of the operator. Unauthorized use, transmission or reproductions of the Museum logo or trademark is forbidden.
10. Taking photos and recording videos in the Museum for commercial, scientific, documentary and other purposes is permitted only upon a written agreement with the Museum operator.
11. Upon request, the Museum will provide professional photography by its own workers based on a purchase order for consideration.
12. The responsibility of the Museum for possible damages caused to the visitors is regulated by generally binding legal regulations.
13. The visitors enter the Museum on their sole responsibility and the Museum is not liable for things left unattended or for their loss, if left outside the cloakroom, and it is not liable for possible bodily harm resulting from the violation of the Rules for Visitors.
14. The Museum reserves the right to close any exposition or exhibition hall in the Museum for operational and technical reasons, i.e. to extend or shorten, or to restrict the operation of individual expositions and exhibition halls. Should any of the exhibits be out of order, it will be duly marked as "OUT OF ORDER" and the visitors will not be allowed to handle such exhibit.
15. The operator will make all reasonable efforts to ensure the functioning of all Museum elements during the opening hours. However, the operator reserves the right to suspend any activity or exposition within the Museum at its own discretion for safety reasons without prior notice and without the visitors' right for a discount or refund.

## **V. Protection of the exposition and safety of property**

1. During the whole time in the Museum, the visitors are obliged to behave according to the rules of civil cohabitation with dignity corresponding to the historic, social and cultural importance of collections and expositions.
2. The visitors are obliged to treat all exhibits displayed in the Museum with due caution and care. It is forbidden to touch the exhibits, damage them, place hand luggage, clothes or other things on them. When using the interactive exhibits or related technical equipment (e.g. tablets etc.), the visitors are obliged to proceed in accordance with the instructions of the Museum personnel or instructions for use. In particular, to use the exhibits for the intended purpose and only in such a way which does not put their and other visitors' safety and health in danger and does not cause damage to any property.
3. If a visitor causes damage to any exhibit, the operator will demand compensation for damage and this visitor may be ordered to leave the Museum without refund.
4. Visitors are always obliged to follow the instructions given by Museum or security workers in particular in connection with the protection of the displayed exhibits or for safety reasons. Should the visitor fail to follow the instructions protecting the safety of visitors or the building and collections, the visitor will be ordered to leave the Museum without refund.

5. Persons under the influence of alcohol or narcotics, persons wearing heavily soiled clothes or carrying heavily soiled items, and person whose behaviour could damage the displayed items or put the safety of other visitors in danger, are not entitled to enter the Museum or may be ordered to leave the Museum. The evaluation of this state is at the sole discretion of the Museum workers.
6. The visitor who is ordered to leave must leave the Museum according to the instructions of the Museum personnel or security workers.

## **VI. Operator's notice**

1. The operator is not liable for damages caused by force majeure (i.e. a natural disaster, accident, power outage, public telecommunication network outage, war or terrorist attack, server downtime, Museum equipment failure, necessary software update, server configuration etc.).
2. The operator is not liable for damages caused by third parties, i.e. for damages caused by a failure on the part of the service providers or by the behaviour of individual visitors of the Museum. Full damages including the loss of profit incurred by the collection items or Museum property will be enforced on the person who caused it in accordance with legal regulations.
3. Visitors to the Museum are expressly forbidden to:
  - a. Damage the installations, displayed collection items or other property managed by the Museum.
  - b. Touch the pedestals, showcases and displayed items, labels, technical equipment or otherwise manipulate or move them. The visitors may only touch exhibits with a respective label (e.g. interactive exhibits), or unless expressly informed by the Museum workers about the possibility to touch particular items. Blind / partially blind visitors may touch selected exhibits under methodical instructions of the Museum instructor.
  - c. Not to observe the instructions for use at the displayed items.
  - d. Damage exhibit labels.
  - e. Run, jump, slide, throw things etc. in the Museum premises.
  - f. Open the windows and lean out of them, lean over the railings, sit and stand on the heaters, lift children on protective railings or exhibits.
  - g. Write or draw on any items and parts of the Museum, in particular on exhibits, walls, showcases and tables etc. or otherwise damage them.
  - h. Enter places which are not a part of the tour or which are not intended for visitors.
  - i. Block the corridors and paths of the Museum.
  - j. Enter places and exhibits which are prohibited to enter for safety reasons and risk of injury.
  - k. Touch the wiring or manipulate electrical connections, signalling equipment, fire extinguishers, safety devices etc.
  - l. Disturb other Museum visitors or presentation of the guide by making noise (in particular by playing recorded music, using electronic devices, loud expressions etc.).
  - m. Making phone calls in the Museum outside the designated areas.

- n. Enter the Museum with beverages in open containers and consume any beverages and food in the Museum premises except for places designated by the operator, to bring alcoholic beverages and/or narcotics into the Museum and use them there.
- o. Throw any waste outside rubbish bins or pollute the Museum premises in any other way.
- p. Handle open flames or light or use fireworks.
- q. Smoke inside the Museum.
- r. Enter the Museum with animals except for guide dogs and assistance dogs.
- s. Enter the Museum with bicycles, scooters, tricycles, roller skates, skateboards etc.
- t. Enter the Museum with weapons or other guns, cutting or stabbing weapons or their imitations, any kind of explosives, flammable or otherwise dangerous substances, or items which may cause damage to property or health.
- u. Damage safety signs, remove staking safety barriers.
- v. Put away baggage and other items and leave them unattended in the Museum premises.
- w. Otherwise disturb peace and order in the Museum.
- x. Touch the displayed exhibits.
- y. Take the exhibits and Museum property out of the Museum premises.

Failure to comply with these conditions is a reason for banishment from the Museum without a right for refund.

4. Further, in connection with the interactive exposition of Quetzi's mountain in the Museum intended particularly for children, it applies that:
  - a. The playroom is an atypical exposition in the Museum which allows the visitor to get familiar with various interactive exhibits in a funny way.
  - b. All provisions of the Rules for Visitors must be observed in the playroom.
  - c. Children from 6 years are allowed to enter the playroom.
  - d. Handling of interactive exhibits is intended for those who can assess possible consequences given their age and intellect.
  - e. The person accompanying children, or in case of organised groups the supervisor, is responsible for the behaviour of the children and its consequences. This applies also in case of injury or damage to the playroom equipment.
  - f. The maximum capacity of the playroom is 20 people.
  - g. Visitors are obliged to read instructions for individual playroom elements to avoid damaging the exhibits due to ignorance and to avoid the risk of injury.
  - h. It is forbidden to play with / handle visibly damaged game elements or interactive exhibits; any such damage or defect must be reported to the present personnel without undue delay.
  - i. It is forbidden to handle the switches of the wiring of the equipment.
  - j. It is not allowed to consume food or beverages in the playroom.
  - k. In the area of the mountain, in particular on the steps and in the cave, it is necessary to move carefully with maximum caution, to be aware of the elevation of steps and lowered ceiling.

- l. Considering the surface, we recommend wearing long trousers and long sleeves inside the mountain.
  - m. In front of the interactive game it is necessary to maintain discipline and sufficient distance from other players.
  - n. At the suspended model of Quetzalcoatlus it is expressly forbidden to attempt touching, hanging or performing other activities which may lead the injury of the visitor, other persons or cause damage to the property of the Museum and visitors.
  - o. It is necessary to put away all freely available toys used by you or your children.
5. If the visitor causes damage to the Museum by violating these Rules for Visitors or performing other inappropriate activity, a report will be drawn up. If the visitor is unwilling to prove his/her identity, we will ask the Police of the Czech Republic for assistance.

## **VII. Behaviour of visitors, safety and first aid**

1. Visitors to the Museum are obliged to refrain from any behaviour which could put their or other people's safety in danger, cause any damage to property, Museum equipment, displayed items, exhibits and display collection, as well as any technical equipment. Visitors are obliged to act in such a way so that they do not restrict or bother other visitors. Failure to act so will lead to the banishment of the visitors without any right for refund. This is without prejudice to the visitors' liability for damage.
2. If a visitor suffers injury or medical indisposition, it is necessary to contact the supervisor, the security worker, or the information centre immediately. Medical attention will be sought after.
3. Any damage to the Museum property, exhibits or visitors' property must be reported to the attending personnel without undue delay.
4. The first aid kit is available at the Museum personnel in the ticket office.
5. In case of a technical defect of any exhibit, the visitors should report this fact to the Museum personnel or security workers without undue delay.
6. If a child is missing, the visitors will report this fact to the Museum personnel or security workers without undue delay. Children will be handed over to the statutory representative or person accompanying the child in the area of the ticket office in the Museum upon submitting a proof of identification.
7. Found items are kept at the ticket office or given to the Museum workers. Found items are returned to their owners, provided they can prove their identity. Any loss can be reported or information about lost items obtained directly at the Museum ticket office. The found item is returned based on an accurate identification of the sought item upon submitting a proof of identification.

## **VIII. Fire protection**

1. In case of emergency, fire and necessary evacuation of the building (announced via public address system), the visitors to the Museum are obliged to stay calm and leave the premises (building) via designated evacuation paths according to the instructions of the personnel and security workers.
2. The museum premises have Fire Alarm Directives and Fire Escape Plan in place.

## **IX. Booking the Museum premises for private events**

1. The Museum offers the possibility to book the Museum premises for a private event on a date agreed in advance. The booking is made via phone, email or by a personal order.

2. All provisions of these Rules for Visitors apply to any private group which books the Museum premises.
3. Terms and conditions for booking the premises can be found at [www.dinosauria.cz](http://www.dinosauria.cz) or [dinosauria@pop-group.cz](mailto:dinosauria@pop-group.cz).

## **X. Personal data protection**

1. The Operator is the Data Controller.
2. For safety reasons and protection of the property the Museum premises are monitored by a CCTV system with recording.
3. Every person entering the Museum provides his/her consent to recording and free use and distribution of their picture or portrait as a part of any photographic material and/or audio and video recording made by the operator in display of the Museum as a part or as a whole, in particular for reasonable scientific (particularly documentary), art, news and reporting purposes, as well as communication purposes, in particular on the Museum website and/or social media. If a person does not wish to be recorded on these recordings, he/she must inform the Museum workers accordingly.
4. Further information about the protection and processing of visitors' personal data, including the possibility to unsubscribe from offers, can be found in the Privacy Policy.

## **XI. Final provisions**

1. These Rules for Visitors and legal relations arising herefrom or related to the visit to the Museum are governed by the Czech legal order.
2. The Czech Trade Inspection Authority with its registered office at Štěpánská 567/15, 120 00 Prague – Nové Město, company reg. no.: 000 20 869, website: <https://adr.coi.cz/cs>, is responsible for the out-of-court settlement of consumer disputes arising from purchase contracts. When resolving disputes between the seller and the buyer arising from a purchase contract, it is possible to use the online dispute resolution platform at <http://ec.europa.eu/consumers/odr>.
3. The operator reserves the right to change the Rules for visitors or suspend or terminate the visit to the Museum at any time without compensation with immediate effect.
4. If the operator suspects fraudulent, dishonest or unfair behaviour of a visitor, the visitor may be ordered to leave the Museum without any refund.
5. Detailed information regarding the Museum are published on the Museum website.
6. The operator is not responsible for injuries and damages incurred in violation of these Rules for Visitors.
7. Visitors can express their concerns, insights and experiences from the tour on the Museum social media. In case of complaints about the services provided, the visitors can contact the manager, his deputy or the Museum management directly.
8. These Rules for Visitors become valid on 29 September 2021.

Paleoinvest s.r.o.

Ing. Jiří Medřický & Ing. Otto Jerman, legal executives





## **Amendment no. 1**

**to the Rules for Visitors of DINOSAURIA MUSEUM PRAGUE**

**Dated 29 September 2021**

This Amendment no. 1 to the Rules for Visitors dated 29 September complements the Rules of Operation for the duration of the difficult epidemiologic situation connected to the occurrence of COVID-19 disease caused by the new SARS-CoV-2 virus on the territory of the Czech Republic.

1. Please be aware that visitors enter the Museum at their own risk and the Museum is not responsible for the state of health of any visitor.
2. We recommend that visitors consider their visit to the Museum if they belong to the high-risk population group.
3. Visitors are responsible for knowing with what people they come into close contact (Museum workers are not obliged to check whether the group members are family members, living in the same household or friends etc.).

### **I. Protection of the visitors**

1. Updated information about the operation of the Museum are always available on the Museum website.
2. Museum workers are tested by antigen tests for the presence of COVID-19 on a regular basis every week.
3. Entry to the exhibition areas is permitted for a limited number of persons in accordance with current regulations, in particular while maintaining 2m distance between individuals (except for persons sharing the same household), and further according to the instructions of the Museum workers. Should the visitor fail to keep the required distance, the Museum worker is entitled to terminate the tour immediately and order the visitor to leave the Museum without refund.
4. Persons subject to quarantine and persons with visible acute health issues are forbidden to enter the Museum.
5. When entering the Museum, the visitors must use disinfection gel dispensers at the entrance to the Museum.
6. It is only allowed to enter the Museum wearing a particle filtering half-mask (or a surgical mask or other covering of nose and mouth), or in accordance with valid legal regulations issued in connection with the combat against the spread of COVID-19.
7. Every visitor is obliged to follow sanitary measures provided at the entrance and the instructions of the Museum personnel.
8. The visitors will throw the used protective equipment into designated bins.
9. The Museum premises are disinfected on a regular basis.
10. Side events are regulated by a valid decree of the government and the Ministry of Health.

This Amendment becomes valid on 29 September 2021.

Paleoinvest s.r.o.

Ing. Jiří Medřický & Ing. Otto Jerman, legal executives