

RUNDĀLE PALACE MUSEUM VISITOR RULES AND REGULATIONS
Rundāle Palace Museum Internal Rules No. 1.1.-2/5 of 5 November 2018

I. General provisions

1. Museum visitor policies are designed to keep visitors safe and secure and to preserve the collections, facilities, and historic buildings and grounds as well as to ensure a pleasant visit to the Museum.
2. Employees of the Museum provide assistance to visitors as well as control compliance with these rules and regulations. They have the right to document any violations.

II. Accessibility

3. Rundāle Palace Museum and park is open for visitors during the opening hours set by the order of the Director of the Museum and displayed on the information stands in the territory of the museum and published on the museum web page www.rundale.net
4. Admission fees as well as any discounts are determined in accordance with the Regulation of the Cabinet of Ministers of the Republic of Latvia.
5. All visitors are required to purchase an entrance ticket and keep it until the end of tour. Tickets must be presented at any time upon request of the Museum personnel.
6. Last admission to the palace and park is 30 minutes before closing. Audible signal may be used to announce the closing of the Museum. If necessary, museum attendants and security staff inform visitors about the closing time and guide visitors to the exit.
7. No baby carriages are allowed in the palace rooms and exhibition halls. They shall be left in the ground floor gallery.
8. Persons with disabilities are allowed to enter the exhibit using wheelchair.
9. The Museum or part of it may be closed to the public due to extraordinary circumstances such as:
 - 9.1. visits of government officials;
 - 9.2. technical reasons.
10. The Museum closing information is published on the web site www.rundale.net No discounts are available on grounds of limited access to some rooms or exhibitions.

11. General rules

- 11.1. Prohibited items and behaviour in the territory of the Museum:
 - 11.1.1. weapons;
 - 11.1.2. explosives and flammable substances;
 - 11.1.3. large items and items with pungent odours;
 - 11.1.4. It is forbidden to bring in into the exhibit large articles (bags, picnic baskets, suitcases, etc.)
 - 11.1.5. carrying works of art or antiquities into the palace rooms and exhibition halls;
 - 11.1.6. smoking and spitting;
 - 11.1.7. running, pushing, sliding, sitting on stairs;
 - 11.1.8. lying on benches;
 - 11.1.9. distributing, posting or leafleting of materials;
 - 11.1.10. soliciting;
 - 11.1.11. conducting visitor surveys without a permission;
 - 11.1.12. distributing or selling printed materials and souvenirs without a permission (traders shall comply with the Trade Rules and Regulations issued by the director of the Museum);
 - 11.1.13. playing games that may disturb other visitors;
 - 11.1.14. littering as well as disposal of waste in places not intended for this purpose;
 - 11.1.15. professional photography and filming as well as TV and radio recording without a written permission of the Museum administration;

- 11.1.16. letting dogs run loose in the territory of the Museum; the use of a muzzle is mandatory for dogs considered dangerous by law;
- 11.1.17 touching fire and security alarm devices without a reason.
- 11.2. Prohibited behaviour in the palace rooms and exhibition halls:
 - 11.2.1. sitting on exhibited chairs;
 - 11.2.2. touching or moving interior furnishing items;
 - 11.2.3. placing bags on commodes and console tables or leaning against them;
 - 11.2.4. touching interior stucco decorations;
 - 11.2.5. touching fabrics;
 - 11.2.6. climbing over barriers;
 - 11.2.7. damaging the floor;
 - 11.2.8. unwarranted opening of windows and doors;
 - 11.2.9. carrying of wet umbrellas into the palace rooms and exhibition halls;
 - 11.2.10. eating and drinking;
 - 11.2.11. making noise;
 - 11.2.12. taking animals into the palace rooms and exhibition halls (except assistance dogs which are trained to assist individuals with disabilities and are certified in accordance with the Cabinet Regulation No. 959 adopted 20 December 2005 "Welfare Requirements for the Keeping and Training of Sport, Work and Exhibition Animals and Use Thereof in Competitions, Work or Exhibitions");
 - 11.2.13. taking suitcases, travel bags, backpacks except small handbags and purses (maximum size 25x30x14 cm) into the palace rooms and exhibition halls. Bags may be stored in the basement lockers.
- 11.3. In order to protect the historic floors visitors may be required to wear disposable slippers available from the ticket controller on the ground floor.
- 11.4. Smoking is allowed only in specially designated areas.
- 12. **Group visits**
 - 12.1. All groups must be accompanied by a group leader who is responsible for compliance with the Rundāle Palace Museum Visitor Rules and Regulations.
 - 12.2. In case of intensive visitor flow, the groups are admitted into exhibit in 5-minute intervals.
 - 12.3. Maximum number of people in a group shall not exceed 48. Groups of school-age children must be accompanied by an adult (1 adult to every 10 elementary school children and 1 adult to every 15 high school students).
 - 12.4. During busy periods tour guides shall ensure that groups do not linger in the Duke's private apartments thus blocking access to the apartments. Only guides who have purchased a guiding permit as well as museum employees are allowed to guide tours in the Museum.
 - 12.5. All guides must wear an identification card with their name and surname. Guides who have been certified by the Museum wear an identification card issued by the Museum.
 - 12.7. It is forbidden for tour guides, while leading the tour, to use sound amplification devices (speakers, megaphones, etc.).
- 13. **Photography, filming and conducting visitor surveys on Museum property**
 - 13.1. A permit for private photography and filming in the Museum can be purchased at the ticket office.
 - 13.2. Photography or filming requiring a stand or other equipment is only allowed with a permission of the Museum tour organizer.
 - 13.3. Photography or filming using telescopic camera supports ('selfie sticks') is forbidden.
 - 13.4. Professional photography or filming in the premises of the Palace for commercial purposes using properties or decorations, or costumes, or photo/video or lighting or other accessories is allowed upon receipt of written approval of Museum Administration.

- 13.5. Professional photography or filming in the premises of the Palace for non-commercial purposes using properties or decorations, or costumes, or photo/video or lighting or other accessories are allowed upon coordination with the tour organizer.
- 13.6. It is prohibited to use camera drones (e. g., *Air Dog* and similar) in the territory of the Rundāle Palace Museum. In special cases, with the prior approval of the Rundāle Palace Museum administration, it is possible to obtain permission to use only with Cabinet Regulation No. 737 of 22 November 2016 compliant Flying Cameras.
- 13.7. Conducting visitor surveys on Museum property requires a written permission of the Museum administration.
14. **Public security**
- 14.1. All accidents occurring in the territory of the Museum must be reported immediately to the Museum Security Service by calling 63962197 or in person to any security guard, tour organizer at the information centre or any other Museum employee on duty.
- 14.2. All thefts, injuries and threats must be reported immediately to the Museum Security Service.
- 14.3. Any suspicious items such as bags, sacks etc. are also to be reported to the Museum Security Service.
- 14.4. Lost and found property is kept for one year and can be recovered at the information centre.
- 14.5. In the event of fire all visitors shall evacuate the building by using recommended evacuation routes and following the directions of the Museum's staff.
- 14.6. Parents/guardians looking for a lost child shall contact the tour organizer at the information centre. Lost children shall be taken to the information centre.
- 14.7. All pets must be kept on a leash while walking in the palace park. Any waste left by the animal must be collected immediately and disposed of in dedicated receptacles. The use of a muzzle is mandatory for dogs considered dangerous by law.
15. **Property protection**
- 15.1. List of prohibited acts:
- 15.1.1. picking or digging up any plants, damaging shrubs and trees;
- 15.1.2. fishing, hunting, trapping, harming and killing animals;
- 15.1.3. walking or lying on the grass, ornamental parterre or flower beds;
- 15.1.4. defacing, destroying or damaging the Museum property, including monuments, pavilions, banisters and other structures and fixtures;
- 15.1.5. swimming and throwing any items into the canals and fountains;
- 15.1.6. damaging or removing signs;
- 15.1.7. horseback riding;
- 15.1.8. bicycling in the park and using any vehicles designated for use as a means of transportation;
- 15.1.9. metal detecting;
- 15.1.10. lighting open fires, camping or picnicking without permission of the Museum administration.
16. **Traffic**
- 16.1. All vehicles may be parked in the Museum's parking area. There are separate parking lots for motor cars and coaches. During summer time vehicles may also be parked in any other designated spaces.
- 16.2. All vehicles entering the grounds of the Museum shall comply with the Traffic Rules and Regulations issued the Museum.
- 16.3. Newlywed's car (1 vehicle) and vehicles carrying passengers with mobility impairments are allowed to enter the grounds of the Museum and drop off passengers in front of the entrance. Other vehicles may enter the grounds of the Museum only with a permission of the Museum administration.

III. Closing provisions

17. Visitors shall observe these rules and regulations as well as any other instructions given by the Museum employees.
18. Employees of the Museum have the right to take particular actions to resolve conflicts (to warn, deny access to any visitor, confiscate items which are prohibited by these rules and regulations) or to call state police for assistance.
19. All bags are subject to inspection at any time. If visitors do not comply with instructions given by the security staff, resist, delay or obstruct security guards in the course of their duties, the Museum Security Service shall call state police for assistance.
20. The Rundāle Palace Museum assumes no liability for any loss or damage to visitors' personal belongings or vehicles parked in the Museum's parking lots.
21. The Museum assumes no responsibility for any accidents which may occur due to violations of these rules and regulations.
22. Guestbook for comments, suggestions or complaints is available at the information centre.