**INTERNAL RULES**

Rundāle Parish, Bauska Municipality

**RULES FOR VISITORS OF MEŽOTNE PALACE**

02.07.2025. No. 1.1.-3/2

* + 1. **General rules**
1. The purpose of these Rules is to inform visitors about the conditions that must be observed when visiting Mežotne Palace (hereinafter – the Palace) to ensure the safety of people and their property, the preservation of the historical site, as well as to ensure a quality visit.
2. The Palace staff are entitled to provide information and assistance to visitors in case of problems, as well as to reprimand for violations of these Rules or to draw up an act (report) on non-conformity therewith.
	* 1. **Accessibility of the exhibition**
3. The Palace is accessible to visitors during opening hours which are determined by order of the Director of the Rundāle Palace Museum and published on information boards at the entrance in the Palace and on the website of the Rundāle Palace Museum www.rundale.net.
4. The entrance fee to the Palace, as well as any concessions for a visit to the Palace are determined in accordance with order of the Director of the Rundāle Palace Museum.
5. Visitors of the Palace have the obligation to purchase an entrance ticket and to keep this ticket until the end of their visit, as well as to present it to the Palace staff upon request. The ticket is valid for one visit.
6. Access to the Palace is suspended 30 minutes before closing of the Palace. If necessary, the Palace staff will remind visitors of the closing time and ask to vacate the premises.
7. Prams or strollers are not allowed in the Palace.
8. Persons with special needs are allowed to get around the exhibition in a wheelchair.
9. The Palace may be closed to public in whole or in part due to extraordinary circumstances:
	1. during visits by state officials;
	2. during filming and events;
	3. due to technical issues.
10. Information about closures of the Palace is published on the website of the Rundāle Palace Museum www.rundale.net.
11. **General rules for visitors:**
	1. Visitors are prohibited the following in the Palace:
		1. to bring in or transport weapons;
		2. to bring in or transport explosive, flammable or combustible substances;
		3. to bring in or transport strong-smelling massive objects;
		4. to bring in or transport art objects or antiques;
		5. to smoke and spit;
		6. to run, push and slide;
		7. to display posters or other notices;
		8. to fundraise for charity;
		9. to conduct surveys or opinion polls of visitors without permission;
		10. to distribute or sell printed matter or souvenirs without permission;
		11. to leave any litter in undesignated areas;
		12. to carry out professional photography, filming, radio or television recording without prior agreement with the administration of the Rundāle Palace Museum;
		13. to transport or bring in animals, except for assistance dogs who accompany persons with functional disorders (a dog may be used as a service dog or assistance dog if the dog has been specially trained and a certificate has been issued, attesting that the dog corresponds to the work to be carried out in accordance with Cabinet Regulation No. 969 of 20 December 2005, Welfare Requirements for the Keeping and Training of Sport, Work and Exhibition Animals and Use Thereof in Competitions, Work or Exhibitions);
		14. to tamper with fire or safety alarms without cause;
		15. to touch and move room furnishings;
		16. to place bags or lean on display-cases, exhibits and chairs;
		17. to move behind barriers;
		18. to damage the flooring;
		19. to open doors arbitrarily;
		20. to bring in wet umbrellas;
		21. to eat and drink;
		22. to perform noisy activities;
		23. to bring in suitcases, travel bags, backpacks, except for small handbags;
		24. to perform other activities in contradiction with socially acceptable behaviour.
12. **Group visits**
	1. Groups of pupils must be accompanied by one adult per 10 primary school pupils and basic school pupils.
13. **Photography, filming in the premises of the Palace**
	1. Photography and filming for private use is permitted in the Palace.
	2. Professional photography and filming is permitted with a written permission of the administration of the Rundāle Palace Museum. Photography using a tripod is classified as professional photography.
14. **Public safety**
	1. Any accident, theft, bodily injury, and also different threats and suspicious items, for example, a bag, a sack, etc., found in the Palace must be reported immediately to the police by calling 110, 112 or (+371) 63004202.
	2. Objects found in the exhibition may be collected from the responsible employee of the Palace where they are stored for one year.
	3. In the event of fire, visitors must keep calm and evacuate in accordance with the evacuation plan and the instructions of the staff.
		1. **Closing provisions**
15. Visitors have the obligation to comply with these rules, and also any other instructions of the Palace staff.
16. The Palace staff are entitled to take specific actions (warnings, expulsion from the rooms of the exhibition, confiscation of items that do not comply with the rules of the Palace) or to call in the authorities for dealing with incidents.
17. If necessary, the Palace staff have the right to ask visitors to open their bags. If visitors do not comply with the request of the staff, the police shall be called for resolving of the conflict.
18. The Palace is not responsible for any losses or damage caused to the personal belongings of visitors due to any reasons.
19. The Palace accepts no liability for accidents caused by a violation of these Rules.
20. A complaints and suggestions book is available from the Palace staff.
21. These Internal Rules shall enter into effect upon their approval.

Director Laura Lūse

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