

### Rules for visitors

1. Visitors to the Gallery of Fine Arts in Ostrava must comply with these rules. Visitors must also comply with all instructions given by the Gallery's staff and security guards.
2. Visitors should be aware that their movements within the Gallery are monitored by a camera system installed to protect the Gallery's premises and the exhibited works.
3. Visitors may only enter the Gallery's exhibition areas after showing a valid ticket. The Gallery's ticket office issues a ticket to each visitor; the ticket shows the date of validity and the parts of the Gallery to which the ticket gives access. For reasons of safety and security, the number of visitors allowed into a particular exhibition at any one time may be restricted. The maximum number of people in a single organized group is 40.
4. Information on ticket prices is displayed at the ticket office. Payment for tickets is in cash (in CZK), by bank card, or by valid vouchers.
5. Before entering the exhibition area, visitors must deposit all items measuring more than 30 x 40 cm or longer than 40 cm in the cloakroom. Such items include e.g. umbrellas, large bags and satchels, and all backpacks including baby carriers. Scarves (wraps) for carrying infants are an exception to this rule. Outdoor clothing (coats, raincoats etc.) must also be deposited in the cloakroom; visitors may not carry coats draped across an arm in the exhibition areas. Valuables (personal documents, cameras, etc.) may be stored in lockable boxes in the cloakroom. Loss of a cloakroom token or key incurs a penalty of 100 CZK.
6. Visitors are not permitted to enter the exhibition areas carrying weapons. Visitors are not permitted to be accompanied by animals (with the exception of guide dogs for the visually impaired).
7. The standard opening hours of the exhibition areas are from 10:00 to 18:00, Tuesdays to Sundays (i.e. closed on Mondays). Temporary changes to these standard opening hours are published on social media, information panels, or (if appropriate) in the press and other media.
8. Ticket sales commence when the exhibition areas are opened for the day. The last tickets are sold 30 minutes before the end of the opening hours for the day.
9. Gallery staff inform visitors of the imminent closure of the exhibition areas 15, 10 and 5 minutes before the end of the opening hours. After receiving this instruction, visitors must leave the exhibition areas no later than the end of the opening hours.
10. It is strictly forbidden to physically touch any of the exhibited works (including their frames, plinths and display cases) or to approach them to a distance of less than 30 cm. Visitors are only permitted to touch an exhibit if the exhibit is clearly and explicitly marked as being suitable for touching. Blind and partially sighted visitors are permitted to touch exhibits under the personal supervision and guidance of Gallery staff.
11. Only representatives of the media are permitted to photograph the exhibited works in the exhibition areas. Filming, photographing and copying exhibited works is only possible if the Director of the Gallery has issued permission for these activities.
12. Visitors are not permitted to eat, drink, smoke, use their own audiovisual devices, or use cellphones in the exhibition areas (except in designated places).

13. Persons wearing dirty clothing, and persons whose behaviour may result in damage to the exhibited works or may threaten the safety and security of other visitors, are not permitted to enter the exhibition areas (or may be instructed to leave the exhibition areas).

14. If a visitor causes damage to the Gallery by failing to comply with these rules (or by any other form of inappropriate behaviour), a report on the incident will be written. If the visitor refuses to show identification, the police may be called to assist. The sum to be paid in compensation for such damage, and the form in which the compensation is to be paid, will be determined on the basis of the appropriate Gallery regulations.

15. If visitors wish to file a complaint, they may do so immediately and in person, by reporting their complaint to the head of the Gallery's supervisory staff or to the secretary's office at the address Poděbradova 1291/12, 702 00 Ostrava.

16. If a visitor breaches one or more of these rules, the visitor will be instructed to leave the exhibition area.

17. Requests for information under Act no. 106/1999 Sb. on free access to information (as amended) may be submitted in writing to the Gallery at the address: Galerie výtvarného umění v Ostravě, Poděbradova 1291/12, 702 00 Moravská Ostrava; or by e-mail to [info@gvuo.cz](mailto:info@gvuo.cz).

These visitor rules become valid as of 1 May 2018.