

Visiting Order of the Slovak National Museum–Bojnice Castle Museum in Bojnice (SNM-MBo)

ARTICLE 1 – OPENING HOURS AND TOUR OF THE EXIBITION

- I. Slovak National Museum –Bojnice Castle Museum in Bojnice, located in National Cultural Monument Bojnice Castle (hereafter SNM-MBo) is open all year round, in the months of November to March except Monday and Tuesday; in months of April, May, September and October except Monday. From June to August is museum open daily.
- II. The museum is closed on 24th December, 25th December and 1st January.
- III. The tour of the exposition is accessible only with guide and lasts approximately 75-90 minutes. Length of the tour depends on the nature and size of the group. The first entrance to the exposition is immediately after opening hours, the last entrance is immediately before the end of the opening hours.
In case of staged events in the castle, the tour lasts approximately 90 minutes.

ARTICLE 2 – ORGANIZATION OF VISITOR OPERATIONS

SNM-MBo offers visitors the opportunity to purchase a ticket for the tour of the exposition or event on the spot, at points of sale/cash desks of SNM-MBo, or to purchase a ticket for the tour of the exposition or event online, through the online store in advance. In case of interest in buying ticket the customer fills the required data in the online ordering process and confirms 1st step of the purchase – reserving the order by pressing the button Reserve. To the customer's e-mail address will be send a reservation confirmation with unique number and the date of validity of the reservation. The reservation must be paid by the expiration date, otherwise it will be automatically canceled and its items will be released for resale to the other customers. The reservations are non-binding and therefore customers are not entitled to any compensation. The reservation is non-binding until the moment of its payment. The reservation can be paid via the internet portal or at the museum's cash desk.

Entrance to the exposition

- I. It is allowed to enter the exposition and move around it only along the tour route.
- II. An organized group is considered to be a group of at least 15 paying visitors.

- III. The maximum number of visitors in the group during day tours is 45 and during evening tours is 40 visitors. In the case of animated and staged events, as well as in the interest of increased security and protection of the collections, the object and visitors, the SNM-MBo management reserves the right to change the maximum number of visitors in the group.
- IV. The interval between individual tours is determined by the management of the SNM-MBo according to the operating conditions of the object, the protection of the collections, the National Cultural Monument and the safety of visitors.
- V. Children under the age of 10 are allowed to enter the exhibition only when accompanied by an adult who is responsible for them. In the interest of safety, order and smoothness of the tour, children and school groups enter the premises of the castle with pedagogical supervision. For every 15 paying children, one employee of pedagogical supervision has free entry. In case of fear and other indispositions of the visitor, entrance fee is not returned.
- VI. Entry to the exhibition is not allowed:
 - a) persons under the influence of alcohol or narcotic substances
 - b) visitors in soaked and soiled clothing
 - c) visitors with dog or other animals (with the exception of guide dogs for the blind)
 - d) visitors with bulky luggage, baby carriages, bicycles, weapons and other dangerous objects.
- VII. Guides' interpretation in a foreign language SNM-MBo provides to:
 - a) pre-booked organized groups in English, German and Russian
 - b) to individuals at the time of tours for the public in English without the need for reservation. The dates of these tours are published by the museum on the website www.bojnicecastle.sk/en/ and on the information boards at the entrance to the museum.
- VIII. Interpreting the guide's interpretation by the travel agency guide or the other visitors is prohibited.

ARTICLE 3 – ADMISSION

- I. The amount of the entrance fee is determined by the price list signed by the director of the SNM-MBo. The price list can be viewed in the museum's cash desk.
- II. The tour of the museum, exhibitions, participation in the event as well as other offered services are paid in advance. The ticket can be purchased directly at the museum's cash desk /physical ticket/ or online through the online store located at

www.bojnicecastle.sk/en/tour-tickets/ /electronic ticket/. After paying the entrance fee, the visitors receives a ticket. **A physical ticket** is a form of ticket on a physical medium (f.e. paper, wrist band, tag, etc.). As a rule, an event ticket printed by a museum employee at the cash desk is considered a physical ticket. **An electronic ticket** is a form of ticket purchased through the online store. After the confirmation and processing of the payment from the customer, the electronic ticket is delivered by a confirming e-mail message to the e-mail address, which was indicated at the time of purchase. The electronic ticket is also considered a paper ticket which was printed by a visitor (f.e. in A4 format) or ticket in the electronic device (mobile phone, tablet or other device enabling the display of an electronic ticket) or as an image of a barcode/QR code, which is part of an e-mail message in its body.

- III. The purchased ticket is only valid for one visit of the tour/event and it is not possible to request its return except in special cases specified in the complaints procedure.
- IV. The visitor is obliged to present the physical or electronic ticket when entering the exposition/event and to keep it for the entire duration of the tour, and upon request he is obliged to present the ticket to a competent person.
- V. On-site ticket sales at the cash desk begin at the same time as the opening hours of the museum and end at the end of the museum's opening hours.
- VI. In case of a serious reason, SNM-MBo reserves the right to end the sale of tickets temporarily or earlier and also adjust the route of the tour.

ARTICLE 4 – PROTECTION OF CULTURAL MONUMENTS AND SECURITY OF COLLECTIONS

- I. Before the entry and during the stay in the exposition, the visitor is obliged to follow the instructions of the guide and not to move away from the group. In case of not respecting of the instructions or orders of the employee of the SNM-MBo, issued in the interest of visitor safety, smooth operation or protection of the object and collections, the visitor will be asked to leave the object without the right to a refund of the entrance fee. In case of disobeying the guide's appeal, the visitor will be escorted out by a competent person or authority.
- II. In case of actual, operative detection of loss or damage of the collection items during the tour, all the visitors in the object of Natural Cultural Monument – Castle Bojnice are obliged to comply with relevant security measures and the instructions of the museum staff until the arrival of the police.

- III. Any damage or endangering of the object, its collections, the castle park and other property is prohibited in the premises of the National Cultural Monument – Castle Bojnice, during tours of the exposition and exhibitions. Specifically is prohibited:
- a) touch the exhibited furniture and exhibits
 - b) move around the historical textiles
 - c) damage or endanger the object and its inventory
 - d) consume any food and drinks, including chewing gums
 - e) smoking and manipulating with open flames in the entire object of the museum, including electronic cigarettes
 - f) move away from the group of visitors accompanied by the guide
 - g) delay and restrict the movement of other visitors
 - h) disturb the guide's interpretation by calling and talking loudly
 - i) bring in and use drones or other devices with remote or manual control
 - j) disturb the guide's interpretation in any way or otherwise make the tour unpleasant for other visitors (using mobile phone, speaking loudly, crying, playing music, singing, etc.)
 - k) write or paint on the walls or otherwise damage them
 - l) enter the object of the museum with animals. The movement of the animals is allowed only in the castle park and only on the condition that the animal is on the lead with collar and is under the constant supervision of the owner, while its solid excrements must be removed in accordance with the General Binding Regulation of the City Bojnice.
 - m) move in the castle park outside the marked paths and roads, damage greenery, camp or start fire, scare animals and pollute water surfaces
 - n) drive a motor vehicle and park in the area of the protected park, as well as on the access road, with the exception of vehicles marked with permission of the museum
- IV. The premises of the object of Natural Cultural Monument – Castle Bojnice are monitored by a camera system and secured by an electric fire alarm system and an intrusion alarm system. In case of an alarm (fire or security), the visitors are obliged to obey the relevant safety measures and instructions of the museum staff until the arrival of the relevant element of the integrated rescue system.
- V. Any changes of the tour route are listed on the website www.bojnicycastle.sk/en/ and in the museum's cash desk.
- VI. In the interiors of the SNM-MBo, it is permitted for visitors to take photos and record videos for private purposes only in such a way that they do not endanger the collection objects in any way, do not disturb other visitors and do not delay the smoothness of

the tour. Photography is only allowed without the use of flash. For scientific, documentary, promotional, commercial and other purposes, the management of SNM-MBo allows an exception to photograph and record video based on the written request delivered in advance.

- VII. By purchasing a ticket, the visitor acknowledges and agrees with the stated provisions of the visiting order, which he is obliged to observe during his movement and stay in the exposition. In case that the visitor violates the visiting order, a competent employee of the SNM-MBo will immediately expell him from the exposition and ask him to leave the premises of Natural Cultural Monument – Castle Bojnice without the right to refund of the entrance fee.

ARTICLE 5 – SAFETY AND PROTECTION OF VISITOR’S HEALTH

- I. The visitor is obliged to respect and follow all the instructions of the SNM-MBo employees, including those related to ensuring safety and health protection.
- II. The visitor is obliged to respect and obey all orders, prohibitions and recommendations resulting from the installed safety and health signs, including safety symbols and pictograms, during their stay and movement in the exposition.
- III. The visitor acknowledges that he will be moving in the exposed spaces of the historical National Cultural Monument, which is characterized by unevenly distributed stairs with different heights of stair steps, narrowed entrance and transition openings, low ceilings and also slippery surfaces, especially in case of adverse weather.
- IV. The visitor is obliged to move around the exposition premises safely, slowly and considerately towards other visitors.
- V. Any manipulation by visitors with windows and shutters is prohibited. If the windows are open during the tour, it is forbidden to lean out of them and throw any objects from them. During the movement of visitors on the terraces and open spaces, which are secured by a protective wall (fortification) or railing, it is also forbidden to lean out and throw any objects from them.
- VI. The visitor is obliged to hold onto the installed protective railing with his hand when moving up the steep stairs. When moving on the staircase with a limited width, visitors are obliged to prefer walking in a crowd behind one another instead of walking next to each other.
- VII. In case of an accident, the visitor is obliged to immediately inform the responsible employee of SNM-MBo about this fact, who will write down the circumstances of the

accident, including all important data, to the Book of Accidents. The Book of Accidents can be found at the museum's gatehouse/information desk.

ARTICLE 6 – FINAL PROVISIONS

- I. An exception to the visiting order can be granted in justified cases based on a written request only by the management of the SNM-MBo.
- II. Visitors can make wishes, compliments, complaints and suggestions in writing in the Book of Wishes and Complaints, which will be issued to them on request at the museum's cash desk or electronically at the address sekretariat@bojnicecastle.sk.
- III. General business conditions and complaints procedures of SNM are available on the website www.snm.sk.
- IV. This visiting order takes effect on 01.02.2025.

In Bojnice, 30.01.2025

Ing. Mikuláš Letavay
director
SNM –Bojnice Castle Museum