



Ministry of Culture of the Republic of Latvia
RUNDĀLE PALACE MUSEUM
Reg. No 90000045601

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INTERNAL RULES
Rundāle Parish, Bauska District

RULES FOR VISITORS TO THE RUNDĀLE PALACE MUSEUM COMPLEX

01.02.2022.

No 1.1.-3/1

I. General rules

1. The purpose of these Regulations is to inform visitors about the conditions that must be observed when visiting the Rundāle Palace Museum complex 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 Rundāle Palace Museum staff are entitled to provide information and assistance to visitors in case of problems, and to reprimand or draw up an act (report) for violation of these Regulations.

II. Accessibility of the Museum

3. The Rundāle Palace Museum and the French Garden are open to the public during opening hours, which are determined by order of the Director of the Museum and published on information boards in the Museum and on the Museum's website www.rundale.net.
4. The entrance fee to the Rundāle Palace Museum, as well as any concessions, are determined in accordance with the regulations of the Cabinet of Ministers of the Republic of Latvia.
5. Visitors to the exhibition rooms or the French Garden are obliged to purchase an entrance ticket, to retain it until the end of their visit and to present it to the Museum staff upon request.
6. Access to the Museum is suspended 30 minutes before closing. The approaching of the closing time is announced by an audible signal. If necessary, Exhibition Invigilators and the Internal Security staff will remind visitors of the closing time and ask to vacate the premises.
7. The last visitors to the French Garden holding a purchased entrance ticket are admitted until the French Garden closes. After the closure of the French Garden, the Internal Security staff will assume responsibility for any visitors remaining inside the Garden. Ticket Inspector informs the visitors that the allotted time for visiting the French Garden after the closure time is 30 minutes. The approaching of the closing time of the French Garden is announced by an audible signal. If necessary, the Internal Security

staff will remind visitors of the Museum's closing time and ask to vacate the French Garden.

8. Prams and pushchairs are not allowed in the Museum exhibition and must be left in the ground floor foyer.
9. Wheelchair access for disabled visitors is available in the Museum exhibition.
10. The Rundāle Palace Museum may be closed to public in whole or in part due to extraordinary circumstances:
 - 10.1. during visits by state officials;
 - 10.2. due to technical issues;
 - 10.3. during a declared national emergency.
11. Information about closures is published on the Museum's website www.rundale.net. The closure of certain rooms does not constitute grounds for a reduction in admission fees.

12. **General rules for visitors**

- 12.1. In the premises or territory of the Rundāle Palace Museum visitors are not allowed to:
 - 12.1.1. bring in or transport weapons;
 - 12.1.2. bring in or transport explosive, flammable or combustible substances;
 - 12.1.3. bring in or transport strong-smelling, massive objects;
 - 12.1.4. bring in or transport large items (bags, picnic baskets, suitcases, etc.) without prior arrangement with the Museum Tour Organiser;
 - 12.1.5. bring in or transport art and antiques;
 - 12.1.6. smoke and spit;
 - 12.1.7. run, push, slide and sit on stairs;
 - 12.1.8. sleep on benches;
 - 12.1.9. display posters or other notices;
 - 12.1.10. fundraise for charity;
 - 12.1.11. conduct surveys or opinion polls of visitors to the Museum without permission;
 - 12.1.12. distribute or sell printed matter or souvenirs without a permit (the rules governing the sale of printed matter and souvenirs in the Museum are determined by regulations approved by the Director of the Museum);
 - 12.1.13. play games that might disturb visitors;
 - 12.1.14. dump waste in inappropriate areas indoors or in the territory;
 - 12.1.15. carry out professional photography, filming, radio or television recording without written permission from the Museum Administration;
 - 12.1.16. tamper with fire or safety alarms without cause.
- 12.2. In the exhibition and display rooms of the Rundāle Palace Museum visitors are not allowed to:
 - 12.2.1. sit on historic chairs;
 - 12.2.2. touch and move room furnishings;
 - 12.2.3. place bags or lean on chests of drawers and console tables;
 - 12.2.4. touch the interior décor of the premises;
 - 12.2.5. feel fabrics;
 - 12.2.6. move behind barriers and enclosures;
 - 12.2.7. damage the flooring;
 - 12.2.8. open windows and doors;
 - 12.2.9. bring in wet umbrellas;
 - 12.2.10. eat and drink;
 - 12.2.11. perform noisy activities;

- 12.2.12. transport or bring in animals, except for guide dogs accompanying disabled persons (a dog is classed as an accompanying or assistant dog if it has been specially trained and has received a certificate confirming its suitability for the work to be performed in accordance with the Cabinet of Ministers Regulation No 959 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’);
- 12.2.13. bring suitcases, travel bags, backpacks, except small handbags (maximum size 25x30x14 cm). Bags that cannot be taken into the exhibition rooms must be placed inside special lockers in the basement of the palace.
- 12.3. Disposable slippers must be worn over outdoor shoes in wet weather to protect the historic flooring and are available from the ground floor foyer by the Ticket Inspector.
- 12.4. Smoking is only permitted in designated smoking areas within the palace territory.

13. **Group visits**

- 13.1. Group visits are accompanied by a Group Leader who is responsible for the compliance with these rules.
- 13.2. During busy periods, groups are admitted to the exhibition at five-minute intervals.
- 13.3. The number of visitors in a group must not exceed 25 persons (including tour guide). School visits must be accompanied by one adult per every 10 primary school pupils.
- 13.4. During busy periods, it is the responsibility of the Tour Guide to ensure that his/her narration does not delay the group or cause unnecessary congestion in the exhibition spaces.
- 13.5. Guided tours of the Museum can be conducted by certified tour guides holding a valid tour guide permit and the Museum staff. In the event of a tour being conducted by an uncertified guide, the Museum staff have the right to interrupt the guide's narration.
- 13.6. Tour guides must clearly display their Museum-issued permit when leading a tour.
- 13.7. It is the responsibility of a Tour Guide to ensure that groups of 10 or more visitors are equipped with wireless radio communication devices and to use these devices during the tour.
- 13.8. Tour guides are not allowed to use sound amplification devices (loudspeakers, horns, etc.) during the tour.
- 13.9. Groups of 10 or more visitors may only be guided in the Museum using a wireless radio communication device.

14. **Photography, filming and surveys in the Museum**

- 14.1. Photography or filming for private use is permitted in the main exhibition.
- 14.2. Photography or filming using a tripod is permitted if approved by the Museum Tour Organiser.
- 14.3. Photography or filming using telescopic camera (selfie) tripods is prohibited.
- 14.4. Professional photography or filming on the premises for commercial purposes, using props or scenery or costumes or photo/video equipment or other accessories, is permitted with a written permission from the Museum Administration.

- 14.5. Professional photography or filming on the premises for non-commercial purposes, using props or scenery or costumes or photo/video equipment or any other accessories, is permitted if approved by the Museum Tour Organiser.
- 14.6. The use of unmanned cameras (e.g., drones and AirDog) is prohibited in the territory of the Rundāle Palace Museum. In special cases, with prior approval of the Rundāle Palace Museum Administration, permission may be obtained to use only flying cameras that comply with the requirements set out in the laws and regulations of the Republic of Latvia.
- 14.7. Surveys or opinion polls in the Museum can only be conducted with written permission from the Museum Administration.

15. **Public safety**

- 15.1. Any accident in the territory of the Rundāle Palace Museum should be reported immediately to the Internal Security Service by calling 63962197 or by contacting the Security staff, Tour Organiser or any other Museum employee directly.
- 15.2. Theft, personal injury or threats of any kind must be reported immediately to the Internal Security Service.
- 15.3. The Internal Security Service should also be informed if suspicious items are found - bags, sacks, etc.
- 15.4. Lost objects found in the Museum territory can be collected from the Tour organiser. Lost objects are stored for one year.
- 15.5. In the event of fire, visitors should evacuate in accordance with the evacuation plan and the instructions of the Museum staff.
- 15.6. Unattended children must be accompanied to the Ticket Inspector in the main building. The Tour Organiser or any other Museum employee must be informed of missing children or persons.
- 15.7. While in transit in the French Garden, animals must wear a leash and their faeces must be collected and disposed of in the special bins provided. Muzzle must be worn if a dog is considered dangerous according to the relevant legislation. The dog must not be left unattended and must remain within the owner's sight at a distance that the owner is able to control and take responsibility for the animal's actions.

16. **Protection of property**

- 16.1. In the territory of the Rundāle Palace Museum visitors are not allowed to:
 - 16.1.1. damage, uproot or destroy plants in the French Garden, pick flowers, deface trees and shrubs;
 - 16.1.2. fish, hunt, discharge any weapon, set traps, kill or mutilate animals;
 - 16.1.3. walk on the ornamental parterre, sleep on the lawns and in the flower beds;
 - 16.1.4. mark walls, railings, small park architecture, pavilions and monuments;
 - 16.1.5. swim in canals, pools or fountains, or throw stones into them;
 - 16.1.6. damage or distort direction signs;
 - 16.1.7. ride a horse;
 - 16.1.8. use a bicycle or other means of transport in the French Garden;
 - 16.1.9. use any type of metal detector;
 - 16.1.10. build fires, set up camping sites, pitch tents or organise picnics without the permission of the management.

17. **Traffic**

- 17.1. Vehicles must be parked in the designated parking areas, which are separate for cars and buses; during the summer season – set up in additional areas in the Museum territory.
- 17.2. The movement of vehicles in the territory of the Rundāle Palace complex is regulated by the rules approved by the Director of the Museum.
- 17.3. The entrance to the premises is allowed for the newlyweds' car (one unit), a car carrying a disabled person or any other vehicle, if approved by the Museum Administration.

III. Final clauses

18. Visitors are obliged to comply with these rules and any other instructions issued by the Museum staff.
19. The Museum staff have the right to take specific actions (warnings, expulsion from the area or premises, confiscation of items that do not comply with the Museum's rules) or to call in the authorities (police, municipal police, etc.) to deal with incidents.
20. If necessary, the Internal Security Service has the right to ask visitors to open their bags for inspection at any point in the Museum. If the visitor does not comply with the request of the Security staff, the State Police shall be called to resolve the conflict.
21. The Rundāle Palace Museum is not responsible for any loss or damage to visitors' personal belongings or vehicles parked in the designated parking areas.
22. The Museum accepts no liability for accidents caused by a breach of these rules.
23. A complaints and suggestions book is available from the Tour Organiser.
24. These Internal Rules shall enter force upon their approval.
25. Internal Regulation No 1.1.-2/5 'Regulations for Visitors to the Rundāle Palace Museum Complex' approved on 5 November 2018 shall become void upon the entry into force of these Regulations.

Director

Laura Lūse

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