

GENERAL TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATION OF TERMS

Mozart Interactive Museum, s.r.o. (hereinafter referred to as MIM), Company ID: 212 99 188, with its registered office at Karmelitská 267/33, Malá Strana, 118 00 Prague 1, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, Insert 399728, responsible for managing and operating the museum and its online store.

Museum Premises: Located at Karmelitská 267/33, 118 00 Prague 1 - Malá Strana.

Visitor: Any person entering the museum premises to visit exhibitions or attend events.

Consumer: Any person using or visiting the website mozartmuseum.cz, relevant subdomains, other online applications, the ticket online store, souvenir shop, or MIM's application.

Museum Employees: Individuals authorized to act on behalf of the museum or officially identified as employees.

2. MUSEUM PREMISES

2.1 TICKETS

Article 2.1.1 MIM publishes ticket prices on its website, at the museum entrance, and through direct communication. These prices are subject to change. MIM is not responsible for incorrect publication of ticket prices by third parties.

Article 2.1.2 Tickets can be purchased at the museum entrance, through the museum's website using the Colosseum Ticket application, or from authorized ticket sellers.

Article 2.1.3 Visitors are entitled to discounted tickets if they meet the relevant conditions. Museum employees are authorized to request proof of identity to grant ticket discounts. If the visitor cannot provide valid ID, the regular ticket price will be charged. Visitors may also present other proof of eligibility for discounts (e.g., Student Card, Teacher Card).

Article 2.1.4 Visitors who purchase tickets are not entitled to a refund or other compensation in case of ticket loss or theft. Purchased tickets cannot be exchanged.

2.2 OPENING HOURS

Article 2.2.1 MIM publishes opening hours on its website, at the museum entrance, and through direct communication. The museum reserves the right to change announced opening hours without visitors being entitled to a refund or other compensation. MIM is not responsible for incorrect publication of opening hours by third parties.

Article 2.2.2 Parts of the museum premises may be closed to visitors on certain occasions. If the closure concerns an insignificant part of the museum, visitors are not entitled to a refund or other compensation. If a significant part of the museum is closed, MIM will announce this on its website and at the museum entrance, offering reduced admission or another form of compensation.

2.3 VISITOR REGULATIONS

Article 2.3.1 Visitors must behave in the museum in accordance with the law, rules of good conduct, and these terms and conditions. They must follow instructions from museum employees. Otherwise, visitors may be denied access without a refund. Inappropriate behavior may result in being asked to leave without a refund.

Article 2.3.2 Parents or accompanying adults are responsible for the behavior of minors.

Article 2.3.3 MIM does not provide storage for strollers, wheelchairs, or other mobility aids. MIM is not responsible for damage, loss, or theft of items left by visitors.

Article 2.3.4 Visitors may enter the museum with small backpacks or handbags only if carried by hand or worn in front. Larger luggage can be stored at designated areas near the reception. Museum staff may refuse luggage storage. The museum is not responsible for damage, loss, or theft of stored items.

Article 2.3.5 Museum employees are authorized to inspect visitors' bags or luggage for security reasons.

Article 2.3.6 Smoking (including e-cigarettes) and the use of intoxicating substances are strictly prohibited throughout the museum. Eating, drinking, and handling open flames are also forbidden.

Article 2.3.7 Visitors may enter the museum with dogs weighing up to 15 kg. Dogs must be on a leash and wear a muzzle or be placed in a suitable carrier or specialized stroller. Owners are responsible for their dogs. Museum staff may ask visitors with dogs to leave if rules are violated or if a conflict seems likely. Guide dogs accompanying disabled visitors are exempt.

Article 2.3.8 Visitors are responsible for any damage they cause.

Article 2.3.9 Photography and video recording within the museum are allowed for personal use only. When publishing photos, the author must respect copyright and data protection laws (especially EU Regulation 2016/679 - GDPR). Visitors consent to data transfer for photos or videos taken using museum-provided devices.

2.4 LIABILITY AND FORCE MAJEURE

Article 2.4.1 Visitors enter the museum at their own risk. MIM is liable for personal injury or property damage only if caused intentionally or through gross negligence.

Compensation will be limited to the museum's insurance coverage. MIM is not liable for indirect damages.

Article 2.4.2 MIM is not responsible for breaches caused by force majeure and will not provide refunds or other compensation in such cases.

2.5 SOUVENIR SHOP

Article 2.5.1 Consumers may purchase goods at the souvenir shop located within the museum premises. Displayed prices include VAT.

Article 2.5.2 Purchased goods can be exchanged within 14 days of purchase upon presenting a receipt. Returns are allowed only for defective products. If a replacement is unavailable, the purchase price will be refunded.

3. DATA PROTECTION AND COOKIE POLICY

Article 3.1 A CCTV system is installed at the museum reception. Video recordings will be stored in compliance with legal regulations and shared with relevant authorities if necessary.

Article 3.2 The museum reserves the right to take photos and videos on its premises for promotional purposes. Visitors who object may notify MIM at info@mozartmuseum.cz. MIM will make efforts to prevent publication of the visitor's likeness.

Article 3.3 MIM uses cookies for website functionality and profiling consumer behavior. Data is anonymized and not linked to personal details. Consumers may request data access, correction, or deletion by contacting info@mozartmuseum.cz.

Article 3.4 Personal data required for ticket purchases are securely stored and used solely for transaction completion. Payment card details are not stored or accessible to MIM.

4. GOVERNING LAW

These terms and conditions are governed by Czech law.