

VISITOR RULES

Plzeňský Prazdroj, a.s., Radegast Brewery

I.

Opening hours, tour routes

1. The Radegast brewery is open all year round, from Tuesday to Saturday, from 10:00 a.m. to 5:00 p.m. in summer (April - September) and from 10 a.m. to 2 p.m. on Sundays, while the brewery is closed to visitors on Mondays, and in winter (October – March) from Tuesday to Saturday, from 10:00 a.m. to 4:00 p.m., while the brewery is closed to visitors on Mondays and on Sundays. Visitors may only tour the brewery by **booking a tour in advance, or, in summer, at specifically designated times - at 3:00 p.m. on Tuesdays, Thursdays and Saturdays and at 11 a.m. on Sundays. In winter, individual times for visitors are at 2 p.m. on Saturdays.**
2. **The brewery tour offers the following options:**
A tour with tasting (the tour route concludes in the lookout tower tasting restaurant) lasting 120 mins.
The 'Brewing - A Successful Czech Industry' program - The program does **not** include a presentation of the beer-making process, a tour of the bottling plant, or beer tasting – lasting 90 mins.
3. Tours of the brewery are available in Czech, English, German and Polish. For other languages, we recommend you bring an interpreter with you. The 'Brewing – A Successful Czech Industry' program is available in Czech.
4. **Tours of the brewery outside the designated opening hours can only be arranged by prior written reservation.**

II.

Admission fees

1. The fee for the brewery tour is **paid at the Visitor Centre of the Radegast Brewery, prior to entering the beer production premises.** Information on the fee amount and the extent of discounts is available from the Visitor Centre officer and at www.pivovar.radegast.cz.
2. After paying the admission fee, visitors receive a ticket (payment receipt) which they must retain throughout the duration of the brewery tour and be prepared to present at any time

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if asked to do so by an authorised member of the brewery staff. By purchasing the entrance ticket, the visitor undertakes to abide by the rules and conditions of these Visitor Rules.

3. Tickets cannot be refunded or rebooked after being purchased.

III.

Radegast Brewery tour

1. If a guide is available who speaks the relevant group's language, the brewery tour will be given only in this language. For other languages, the commentary is given in Czech, to be translated into the relevant foreign language by the tour group's own guide/interpreter.
2. The maximum number of visitors in a single group is 40. The services of another guide will be assigned for numbers exceeding this figure. The minimum number of visitors per visit is 10. Individual visitors may join a group with an existing booking or take a tour at the times reserved for individual visitors.
3. As our company is involved in the food processing industry and the tour route runs through the plant's production premises, potential operation stoppages due to maintenance or cleaning (scheduled or extraordinary) are common in the brewery's operation.
4. Brewery tour reservations may be made in person, in writing or by electronic mail via the contact details below. For groups with a reservation, the guide will wait no more than 30 minutes beyond the agreed time, and then only if no other group is due.
5. For individual visitors under the age of 18, the tour of the brewery involving a visit to the beer production premises is accessible **only** upon the consent of the person's parents or of another legally competent adult who is personally in charge of these underage persons for the whole duration of the brewery tour. The staff of the Visitor Centre of the Plzeňský Prazdroj, a.s. company are entitled to refuse persons under 18 access to the production premises in spite of consent given hereto by parents or other persons accompanying the minors. This applies in particular in the event of a minor age difference between the minor and the adult. Persons under 18 accompanied by a legally competent adult may take part in the 'Brewing – A Successful Czech Industry' program.
6. **Brewery tours including a beer tasting: the beer contains alcohol and may not be served to people below the legal age limit (persons under the age of 18, pursuant to Act No. 379/2005, Coll., on Measures to Protect against Damage Caused by Tobacco, Alcohol and Other Addictive Substances, and on changes in related laws).**
7. **In case of organized groups, having even one group member under 18 years of age (for example, school, children or junior athletic clubs, etc.) shall result in the entire group being denied participation in any beer tasting.**

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8. The brewery tour may only follow the designated tour route and only with an allocated tour guide. Visitors shall respect the instructions of the tour guide and these Visitor Rules. The number of visitors in a group is regulated in order to ensure the tour's smooth progress, visitor safety and to prevent damage to property and human health.
9. The liability of Plzeňský Prazdroj, a.s. for any damage incurred by visitors is governed by generally binding regulations.
10. Given that the tour goes through the production areas of the brewery, including the cellars, where the temperature is 7 °C all year round, visitors are recommended to wear suitable clothing and sturdy footwear, also in the summer. Visitors should also exercise greater caution in areas with wet floors.
11. Visitors are **obliged** to heed the instructions of the guides and other members of the brewery staff. Failure to follow instructions or directions issued in the interest of visitor safety and protection of the company's property shall result in visitors being removed from the brewery tour without the possibility of a refund. In this case, visitors shall immediately leave the brewery tour according to the guide's instructions. Visitors may also face prosecution under generally binding regulations.
12. Persons reasonably suspected of being drunk or under the influence of other intoxicants **will not be permitted** to join a tour.
13. Visitors with excessive baggage, pets or extremely dirty clothing **will not be permitted** to join a brewery tour.
14. Plzeňský Prazdroj, a.s. **shall not be liable** for abandoned or forgotten items.
15. The production areas **may not be entered by infectious persons**. If a visitor is aware of such indisposition, or if they have been in contact with an infectious person, they must report it to the reception personnel at the Visitor Centre prior to the start of the tour.
16. It is forbidden to damage or put at risk the brewery buildings or other property. In particular, it is forbidden to
 - a) touch the walls or exhibited items, to write or paint on the walls or otherwise damage or destroy Plzeňský Prazdroj, a. s. property,
 - b) depart from the specified route – brewery tour and to wander off from the guide and group during the commentary,
 - c) disturb (by using a telephone, playing music, singing, using a radio or recorder, talking loudly or by a similar activity) the guide's commentary or to otherwise disturb other

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Obchodní společnost Plzeňský Prazdroj, a.s. zapsána do obchodního rejstříku vedeného Krajským soudem v Plzni, oddíl B, vložka 227.





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- visitors, damage their property or health or spoil their tour of the brewery in any other way,
- d) eat and drink during the brewery tour, except in the area designated for beer tasting,
 - e) smoke, except in the area specially set aside for smokers, or to use naked flame and lights,
 - f) litter the brewery's tour route or otherwise disturb the peace, order and safety,
 - g) bring into the brewery any firearms or cutting or stabbing weapons, explosives of any type, substances or dangerous items which may cause damage to property and persons.**
17. During tours of the brewery, it is **forbidden** to take photographs, to film or make other recordings.
18. Visitors to the brewery shall be liable for any breaches of the Visitor Rules and any damage caused, under generally binding regulations.

IV.

Concluding provisions

1. Visitors may communicate requests, complaints and comments to the Visitor Centre manager.
2. These Visitor Rules are effective as of 1st November 2016.

Pilzeňský Prazdroj, a.s.
Radegast Brewery
Manager
739 51 Nošovice, Czech Republic
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Pavla Mášková
Visitor & Commercial Services

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