



RULES FOR VISITORS

The Board of Trustees of Matthias Church requires visitors and pilgrims who enter the Church to accept the Rules for Visitors. The rules are displayed in clearly visible places at the ticket pavilion and the entrances to the Church. They are also accessible on the Church's website. They are also sent by e-mail to tourism partners as an annex to every contract.

- 1. The Rules for Visitors must be accepted and observed by all persons visiting the Church and using the services of the Board of Trustees. Upon purchasing an admission ticket and entering Church premises, Visitors accept the Rules as binding on themselves. The management and staff of the Board of Trustees may deny services to Visitors who do not observe the rules, and security guards may remove such Visitors if necessary. In this case, a Visitor may not demand a refund of the ticket price.**
- 2. Entry to the Church and the use of services shall be provided to Visitors in order of arrival.**
- 3. Admission to the Church and use of the services of the Board of Trustees is by ticket only. Tickets are for single admission on the day of purchase and are not refundable. The Visitor must safeguard the purchase receipt until leaving the Church premises. Visitors without a valid admission ticket may only enter Church premises for good reason and with permission (delegation, VIP, individual or group pilgrims).**
- 4. Visitors use the services of the Board of Trustees at their own risk. Please take particular care with the furnishings, fittings and objects in the Church, and the Church itself. Anybody who causes damaged deliberately or through negligence may be required to compensate for the damage or the Board of Trustees may make a legal claim for payment of the damage. The Board of Trustees will not accept liability for injury or material damage incurred by Visitors as a result of their own conduct.**
- 5. Persons who have fever or an infectious disease or an open wound, or are under the effect of drugs or alcohol, may not enter or remain on Church premises even in possession of an admission ticket. Staff of the Board of Trustees may refuse to provide services to such people and security guards may remove them from Church premises. In such cases, Visitors may not claim a refund on the ticket. Failure to deny admission shall not imply liability on the part of the Board of Trustees.**
- 6. Visitors with mental disabilities or blind visitors may use the services only under constant supervision of an escort.**

7. Leaders of groups of visitors are liable for observing and enforcing the Rules for Visitors on Church premises. Leaders of groups and their assistants must pay particular heed to the safety and security of their groups.

8. On Church premises, it is not permitted to carry out activities, engage in conduct, or bring in objects (glass, knife, scissors or other cutting or piercing implement, etc.) which endanger the health and safety of the owner or other people or could cause damage to the building or its contents or the property of other people.

9. On Church premises, it is not permitted to use illegal drugs, drop litter, make fire, bring in a vehicles, animals or objects constituting risk of accident, use piercing implements, weapons, pyrotechnic devices or other objects that may cause alarm, or act in a way that violates public order or morals.

10. Visitors should note that security guards, for purposes of the safety and security of persons and property are entitled as provided by law to:

a) demand persons who enter or are present on Church premises to provide proof of identity, state the purpose of their presence and certify their entitlement to be there. Anybody who refuses to do so or provides certification that is evidently false may be refused entry or ordered to leave;

b) request persons entering or leaving Church premises to show their bags and their contents;

c) request persons to refrain from conduct that violates the law.

11. Visitors must use the marked routes on Church premises. It is not permitted to cross guard ropes, enter areas closed to Visitors or remain in such areas.

12. Visitors must follow any requests and instructions given by Board of Trustees staff on duty in the Church.

13. There is no first aid service in operation in Church premises during opening hours. In case of injury, sickness or any health complaint, medical assistance may be requested by informing Board of Trustees staff.

14. Smoking is not allowed anywhere on Church premises or within 5 metres of the doors.

15. Please put litter in the litter bins provided.

16. In case of fire or bomb alarm or other extraordinary event, the instructions of staff on duty in the Church and security guards must be followed.

17. Visitors to the Church express and recognise by purchase of the admission ticket and entry to the Church that they accept these Rules for Visitors, consider them binding on themselves and declare that they will observe them.

18. The Board of Trustees displays the prices of admission tickets and services on the website www.matvas-templom.hu and on signs at the ticket office.

19. The Church is usually open to Visitors on weekdays and Saturdays from 9 am to 5 pm. Since the Church is a sacred place and liturgical purposes always have priority over tourist access, the Board of Trustees reserves the right to change the times and regulations of entry. Visitors will be informed of changes by visitors on signs at the ticket office and the entrances, or verbally. Visitors expressly acknowledge this and their awareness of it when they purchase their tickets. After the closing time designated for the day, Visitors are obliged to leave Church premises as soon as possible.

20. The Board of Trustees management wishes Visitors to note that the admission ticket grants entitlement to enter and remain in the Church but does not cover the guarding of property. Accordingly, the Board of Trustees does not assume material liability for objects lost on Church premises.

21. Additional rules for visitors to the Tower:

Entry to the Tower is at your own risk. In all circumstances, you must observe the instructions written on the signs and the safety instructions given verbally by the church guard, the security guard or the attendant. Visitors who ignore these instructions will be liable for consequent damages to themselves or to third parties.

Please consider your strength and health before visiting the Tower. There are 197 steps to the terrace of the Tower. Children and persons requiring supervision must be escorted on their visit to the Tower.

Please stay beside the wall and use the hand-holds when climbing the Tower stairs. Please do not lean against the wall, however, because at some places the old wall surface may have sharp edges or points that can cause injury or accident. Please do not touch the lights or the electric cables. You are recommended to go up one at a time, leaving 4-5 steps between each other. When you meet someone going up or down the stairs in the opposite direction, please proceed with politeness and regard for safety. Lighting in the staircase is partly natural and partly artificial, leading to different levels of illumination, and so please take particular care when going up and down. When on the stairs, please do not look upwards except for good reason.

When you enter the Tower stairs, please check your bag and clothing. The height of the tower is such that there can be extreme weather conditions at the top (gusts of wind, ice). Please adjust your clothing appropriately, and remember that the weather may make the floor slippery. Check that your shoes allow you to walk safely (remove any material that may be sticking to them). Your shoes should be of a type that allow you to walk up stairs in safety for an extended period.

Before stepping out on to the Tower terrace, check that any objects you are carrying are secure from falling out. Mobile phones, cameras and binoculars should only be used if attached by a neck or wrist strap. The Board of Trustees will accept no liability for damage caused by falling objects, and the person causing damage to a third party by consequence of a falling or leaking object will be liable for the damage.

While visiting the Tower, visitors may not:

- lean over the railings in a way that endangers personal safety,
- stand on the edge of the railings,
- throw or pour anything from the Tower terrace,
- smoke or do anything that may cause a fire.

22. Visitors may make verbal or written comments on the services and their quality or the conduct of staff providing services. The Board of Trustees is obliged under the relevant rules to investigate any complaint, comment or suggestion and to take action accordingly. A complaint given with an address will be replied to in writing. Visitors may also take their complaints to the competent authorities:

Budapest Authority for Consumer Protection (Monday-Friday 9 am-12 pm, 1088 Budapest, József krt. 6.; Monday-Thursday 1-4 pm, 1052 Budapest, Városház utca 7.)

Complaints about the actions of security guards may be made to the *Budapest Branch of the Chamber of Bodyguards, Property Protection and Private Detectives* (1132 Budapest, Kádár utca 13. budapest@szakmaikamara.hu).

23. Please note that the Board of Trustees uses an electronic surveillance system (cameras) for security of persons and property on the whole area of the Church, including the Tower, in accordance with Act CXXIII of 2005 on Security Services and the Activities of Private Investigators. This system produces video and audio recordings which, in accordance with the law, are kept for three days and then erased. Personal data (video and audio recordings) are accessible to the statutorily-designated authorities and bodies; at the request of the person affected the data may be conveyed solely to the authority designated by law. The data is stored on a server owned by the Board of Trustees and the Board of Trustees will not convey it to a third person. The electronic surveillance system is operated by employee of HMS Biztonsági Szolgáltatások Korlátolt Felelősségű Társaság, a contractor carrying a licence as defined in the Act. The Board of Trustees handles personal data (video and audio recordings) in accordance with Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information.