

EXTRACT FROM THE HOUSE RULES

Ljubljana Castle Public Institute

These house rules provide a detailed definition of the rights and obligations of users of the spaces of the cultural heritage complex, with the aim of ensuring the conditions for the undisturbed use of these spaces and the operation of the complex, as well as ensuring the order, safety and cleanliness of the Ljubljana Castle complex. The house rules determine the rules of behaviour in and around the Ljubljana Castle.

Article 1

(Opening Hours of the Complex)

The valid official operating hours of the Ljubljana Castle and the funicular railway are published on the Ljubljana Castle's website (www.ljubljanskigrad.si). The Ljubljana Castle reserves the right to change the operating hours.

Article 2

(Right of Entry to and Movement within the Complex)

The right to enter the business premises during operating hours is extended to staff, customers, business partners, external contractors, visitors, inspectors and auditors of state institutions, as well as security personnel and other personnel who intervene in the event of the activation of alarm signals.

Customers, business partners, external contractors and visitors acquire the right to enter a Ljubljana Castle facility during operating hours on the basis of prior agreement with the staff member with whom the person has an appointment, on the basis of an invitation to an event, or on the basis of an order for construction, adaptation, service or maintenance work.

During operating hours, free movement is permitted in the public areas of the Ljubljana Castle that are open to visitors. Customers, business partners and external contractors are only permitted to move outside of the publicly accessible areas if they are accompanied by the persons who have received them.

In the case of events that take place outside of the operating hours of the Ljubljana Castle, entry to customers, business partners, external contractors and visitors is only permitted for the duration of the event.

Guide dogs, service dogs and dogs on leashes are permitted to enter the locations and spaces of the Ljubljana Castle. Other animals are permitted to enter only in a cage, in such a way that they do not hinder other persons and are in compliance with hygiene and sanitary regulations. Pets are not permitted in the enclosed spaces of the complex.

Dogs are permitted to be transported on the funicular railway only if they wear a muzzle, with the exception of service dogs, which must wear visible markings (a bib or collar badge). Other small animals are only permitted to be transported on the funicular railway if they are in a cage, in such a way that they do not hinder other passengers, and that all hygiene and sanitary regulations are met.

Article 3
(Video Surveillance)

A video surveillance system is installed at the Ljubljana Castle in locations where there is a high level of risk of criminal threats and disciplinary offences. The locations of the video surveillance are determined by the Rules on the Procedures and Measures for Securing Personal Data in the Implementation of Video Surveillance.

The video surveillance system can only be administered by persons who are authorised by the responsible person and are listed in the Catalogue of the Collection of Personal Data for the Implementation of Video Surveillance of the Ljubljana Castle Public Institution.

Article 4
(Ensuring Protection against Burglary)

A burglar alarm system is installed in certain parts of the complex in order to provide warning in the event of unauthorised entry into the complex. The burglar alarm system must be turned on by the last person to leave the business premises or by security personnel, and must be turned off by the first person to arrive at the protected part of the complex or by security personnel.

Article 5
(Parking Rules)

In order to ensure ordered parking, parking is not permitted outside the marked and agreed parking places. The parking and stopping of vehicles may in no way obstruct the access of emergency vehicles. The security service is authorised by the Ljubljana Castle to inform the traffic warden service about incorrectly parked vehicles, and the traffic warden service ensures the removal of such vehicles. Special attention must be paid to emergency routes and surfaces. Vehicles must be removed from these routes and surfaces immediately.

Parking spaces for delivery vehicles and vehicles used by external contractors for maintenance are provided and marked at the service entrance. Parking time for delivery is limited.

Article 6
(Ensuring Fire Safety)

A fire alarm system is installed in the buildings. If the alarm is activated, the Security Control Centre (SCC) immediately informs the emergency services and sends an emergency team to the location.

In the event of a false alarm, the security guard determines the cause of the alarm and restores normal system operation. In the event of a technical error, the security guard immediately informs the contracted maintenance service, which ensures that the error in the system is eliminated.

In the event of fire, the staff and tenants of the Ljubljana Castle immediately commence extinguishing the fire in accordance with the requirements of the Fire Regulations. If the fire cannot be controlled, the competent emergency services are immediately notified by calling 112. In the event of the fire spreading, the evacuation of employees and visitors commences. All persons present on the premises are informed about the fire, as is the Head of the Technical Department.

Appendix 1 to the House Rules of the Ljubljana Castle Public Institute

Unhindered access to hydrant cabinets and fire extinguishers must be ensured at all times.

Users of the complex must familiarise themselves with the Extract from the Fire Regulations, which is posted in visible places inside the complex, and must follow the Ljubljana Castle's fire regulations.

Smoking is prohibited in enclosed spaces of the Ljubljana Castle and in the vicinity of flammable substances (rubbish, fuel, gas, etc.).

The use of open flames and other sources of ignition is strictly prohibited throughout the complex. The use of non-approved devices and accessories for heating, lighting, cooking and artificial fog is also prohibited. In the case of the previously agreed use of an open flame, the user or tenant is obliged to provide a duty fire guard and cover the costs for this fire guard.

Article 7

(Common Areas, Corridors and Evacuation Routes)

All service corridors, entrance ramps and handling areas inside the Ljubljana Castle must be empty and clean at all times. The storage and dumping of material is prohibited in these areas. All evacuation routes must be passable at all times, and evacuation doors must be unlocked and passable.

Article 8

(Maintenance of Cleanliness)

The Ljubljana Castle ensures the cleaning of the spaces used by tenants and short-term renters. Tenants and short-term renters are obliged to comply with all of the applicable legislation regarding hygiene and sanitary regulations. Cleaning must be carried out in such a way and with such a frequency that no damage is caused to the complex.

It is forbidden to leave objects, supplies and waste in the corridors and in other spaces of the Ljubljana Castle.

Article 9

(Waste Management)

Tenants, short-term renters and caterers must collect and remove all of the waste that accumulates during their activities at the Ljubljana Castle immediately after the event. It is strictly prohibited for tenants, short-term renters and caterers to dispose of waste in the ecological island.

In the event that short-term renters or their caterers violate the waste management rules, a contractual penalty of EUR 500 (plus 22% VAT) is established.

Article 10

(Storage of Gas Cylinders)

The storage of gas cylinders on the premises of the Ljubljana Castle is strictly prohibited.

Article 11

(Sanctions for Infringements of the Rules)

In the event of non-observance or violation of **parking rules, unhindered evacuation routes, fire regulations, maintenance of cleanliness, waste management and storage of gas cylinders**, a written warning is issued. In the event of continued violations, a fine is issued in accordance with the provisions of the House Rules of the Ljubljana Castle Public Institute. In the event of continued non-compliance with the rules, the violators will be subject to restricted access to the premises of the Ljubljana Castle, or prevented from accessing the premises of the Ljubljana Castle entirely.

Date: 2 April 2024
Number: 01-11/2024

LJUBLJANA CASTLE Public Institute
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