

Frequently asked questions:

1. How to return money?

Open "Tickets Online" - "Rules" go to the User Agreement, paragraph 7.9.4. to find the Application form, fill it out and e-mail it at bilet@peterhofmuseum.ru.

If your Voucher is paid and not used, the money will return to your credit card within 10 days.

2. Do I need to exchange the Voucher (e-ticket) for an entrance ticket?

If you have a printed out Voucher for the Lower Park or the Lower Park + one of the museums, you do not need to exchange it for an entrance ticket to the Lower Park.

You can enter the Lower Park with your Voucher: use the bar code of your Voucher for the turnstile reader while entering the Lower Park.

To visit a museum, you need to exchange your Voucher for an entrance ticket at this museum's ticket office before its closing time.

3. How to get free entrance tickets for children?

You can get free entrance tickets for persons under the age of 16, queue jumping, at the ticket offices of the Lower Park:

Razvodnaya square – ticket offices No 1 and No 2; Palace square – ticket offices No 9 and No 8; Landing stage – ticket office No 5 (or any other free ticket office), showing you Voucher.

If the age of a person under 16 cannot be obviously determined, the ticket-attendant has the right to demand a document indicating the date of birth – a passport, birth certificate, etc.

4. How to get a privileged ticket?

Free and privileged tickets can be purchased at any ticket office (except for banks clearing offices, working with travel agents under contracts) following the general queue, upon showing a document, confirming the privilege.

5. Why tickets to the Grand Peterhof Palace are not available on the website?

Because of the large flow of tourists in the summer season pre-sale of tickets to the Grand Peterhof Palace is not available. Entrance tickets to the Grand Peterhof Palace can only be purchased on the day of your visit at this museum's ticket offices from 12:00 to 14:00 and from 16:15 to 17:45 every day except Monday and the last Tuesday of each month.

From October through to April, tickets to the Grand Peterhof Palace and other museums of the Peterhof State Museum-Reserve will be available on our official website.

6. I am not able to print the Voucher out. How can I enter the Lower Park + Museum?

You should come to the ticket office of the Lower Park, give the number of Your Order and produce your ID document (with the name, corresponding to the name in the Order).

7. How can I change the date of my visit, if the Order is already paid.

In this case you cannot change the date of your visit. You need to return your Order (please, see question No 1 "How to return money?") and then purchase tickets for the desired date.