

# REGULATIONS OF VISITING THE MUSEUM OF THE SECOND WORLD WAR IN GDAŃSK

## § 1

### General provisions

1. The "Regulations of visiting the Museum of the Second World War in Gdańsk" (hereinafter referred to as the Regulations) determine the principles on visiting the Museum of the Second World War with its registered office in Gdańsk, located at the address: pl. Władysława Bartoszewskiego 1, 80-862 Gdańsk (hereinafter referred to as the "Museum") and Main Exhibition, Exhibition for Children and Temporary Exhibitions (hereinafter referred to as the "Exhibitions of the Museum").
2. The Museum is open for visitors from Tuesday to Sunday.
3. The Museum reserves the right to close it for visitors on some holidays and other days around holiday times, determined by the Director of the Museum.
4. Detailed information concerning opening days and hours of the Museum, Exhibitions of the Museum and museum box offices is available at the website: [www.muzeum1939.pl](http://www.muzeum1939.pl), at box offices of the Museum and in an information point of the Museum.
5. You can visit Exhibitions of the Museum at the latest one hour before their closure.
6. On days when the Museum organizes program events taking place after opening hours of the Museum box offices, box offices are open minimum 30 minutes before start of such an event.
7. The number of visitors watching at the same time Exhibitions of the Museum is limited for safety reasons. Therefore, admission to particular Exhibitions may be suspended on a temporary basis.
8. Admission to the Exhibitions of the Museum is free on Tuesdays. Admission to the Exhibitions is possible only with a free ticket for PLN 0 issued only at the Museum box offices on the visiting day. One person receives one ticket.
9. The Main Exhibition is recommended for visitors above 12 years of age. The Exhibition for Children "Time travel" is intended for children at the age of up to 12 years.
10. The minimum approximate time of visiting the Main Exhibition comes to 3 hours. A too small amount of time allocated by visitors for visiting the Exhibitions does not form a basis for a complaint.
11. It is necessary to benefit from the Exhibitions of the Museum in line with their intended purpose.

## § 2

### Sale of tickets

1. Visiting of the Exhibitions of the Museum, movie shows and participation in selected events offered within the Museum's program offer are chargeable.
2. The amount of charges is specified by the price list available at the website: [www.muzeum1939.pl](http://www.muzeum1939.pl), in an information point of the Museum and at the Museum box offices.
3. As part of its program offering, the Museum also organizes admission free events. Information about these events is available at the website: [www.muzeum1939.pl](http://www.muzeum1939.pl).
4. Purchase of admission tickets to the Exhibitions of the Museum movie shows and events is subject to availability.
5. Two separate ticket pools are made accessible for sale: online, to buy in the Internet shop [www.bilety.muzeum1939.pl](http://www.bilety.muzeum1939.pl) and a pool to buy at the Museum box offices.
6. The sale of tickets for movie shows is determined by the "Organizational regulations of the cinema »Museum« in the Museum of the Second World War in Gdańsk".
7. The detailed principles on online sale and booking of admission tickets for the Exhibitions of the Museum and sale of tickets for movie shows as well as events are determined by the "Regulations on purchase of tickets available via online sale".

8. In case of promotional actions organized by the Museum, purchase of tickets at the promotional price is possible only at box offices on the visiting day. It is not possible to exchange tickets for tickets at the promotional price in case of purchasing tickets at the regular prices earlier.
9. The box office accepts payments in PLN, accepts VISA and MasterCard payment cards and payments with the use of BLIK code.
10. Tickets bought via the website must be paid in line with available forms of electronic payments. If the tickets are not paid, they are automatically annulled.
11. Tickets purchased at the box office must be scanned in a control point during entry to the Exhibition, movie show or event for which they have been bought.
12. Tickets purchased online must be printed or saved on a mobile device making it possible to display a file and scanned in a control point during entry to the Exhibition, movie show or event for which they have been bought.
13. Admission to the Exhibitions takes place on the day and within the time slot for which the ticket has been bought, with tolerance of up to 15 minutes.
14. A person who buys a ticket may be asked to give a postcode or with regard to foreign visitors - country of origin. This information is collected for statistical purposes only.
15. A ticket for the Exhibitions, on their visiting day, may be bought only at the Museum box offices, at the latest 1 hour before closure of the Exhibitions.
16. Sale of tickets may be suspended on a temporary basis due to limitations in the number of visitors watching the Exhibitions at the same time, arising from safety reasons.
17. Individual visiting is recommended with the use of an audioguide.
18. Audioguides can be hired at the Museum box offices.
19. Hiring of an audioguide is a paid service based on the price list in force.
20. Invoices are issued in accordance with binding provisions for persons, institutions and business entities who/which have bought admission tickets for the Exhibitions, movie shows or events in online system or have paid the fee at box offices.

### § 3

#### Organized groups

1. Organized groups can buy tickets at box offices via the website: [www.bilety.muzeum1939.pl](http://www.bilety.muzeum1939.pl) or based on a pro forma invoice.
2. 1 free ticket is given for each 10 tickets purchased for an organized group.
3. While buying tickets via the Internet shop for a group larger than 10 persons, it must be taken into account that one free ticket is generated automatically during purchase of ten tickets. To obtain a correct number of free tickets, the whole order must be divided into parts corresponding to the number of 10 and an appropriate number of tranches must be added to the basket.
4. Only guides who have signed a cooperation agreement with the Museum are entitled to show round the Exhibitions of the Museum.
5. The Museum does not render guiding services and does not intermediate in contact with guides entitled to show round the Exhibitions of the Museum.
6. A list of guides entitled to show round the Exhibitions of the Museum is available at the website: [www.muzeum.1939.pl](http://www.muzeum.1939.pl).
7. An organized group has no obligation to visit an exhibition with a guide.
8. Groups comprising more than 15 persons who visit the Exhibitions with a guide are obliged to use the so-called tourguides (group visiting system). Tourguides can be hired at the Museum box offices. Hiring of tourguides is a paid service based on the price list in force.
9. The detailed principles on performance of the guiding service for visitors of the exhibition of the Museum are determined in the "Regulations on cooperation of the Museum of the Second World War in Gdańsk with Guides and Visitors' guiding service".

## § 4

### Booking tickets

1. Booking tickets for individual persons and organized groups is possible via the booking system at the website [www.bilety.muzeum1939.pl](http://www.bilety.muzeum1939.pl).
2. Maximum 50 tickets can be booked for one time slot.
3. Tickets can be booked at the latest 3 days before the visiting date.
4. Booked tickets must be paid within 14 days from booking. If booked tickets are not paid on time, they are automatically annulled.
5. Booked tickets can be paid only via the website, in line with the available forms of electronic payments. It is not possible to pay booked tickets at box offices.
6. The detailed principles on booking are determined by the "Regulations on purchase of tickets available via online sale".

## § 5

### Returning tickets

1. Tickets can be returned not later than within 3 days before the visiting date planned (including the visiting day). It is not possible to return tickets bought later than 3 days before the visiting date planned. With regard to tickets for organized groups, single tickets cannot be returned.
2. Tickets for movie shows and events can be returned not later than 3 days (including the movie show day or event day) before the movie show or event for which they have been bought unless separate regulations and provisions are binding for them.
3. Returns for tickets bought online are made directly to a bank account from which a payment has been made for the returned ticket. Holding of a document confirming purchase of a ticket obtained in the order execution process with a transaction number and provision of data for transfer i.e. first name and last name along with a bank account number shall be the condition for receiving the return.
4. A ticket bought online can be returned in a written form by sending necessary data, by email to the address: [zwroty@muzeum1939.pl](mailto:zwroty@muzeum1939.pl).
5. Tickets bought at box offices can be returned at box offices only, meeting the time-limit for returns and in compliance with the payment method selected during purchase (payment card, cash).
6. A return is possible only if it has the status of an unused ticket.
7. Purchased tickets are not subject to exchange for tickets at another price or for another date.
8. A damaged ticket (illegible for scanning equipment) is not subject to a return.

## § 6

### Principles for visitors to stay in the Museum

1. The Museum premises are protected and monitored.
2. Each and every person who visits the Museum is obliged to comply with the safety principles specified in the Regulations and instructions of personnel.
3. In the Museum building, it is prohibited to:
  - a. enter areas other than those intended for visitors and participants of events organized in the Museum,
  - b. litter,
  - c. touch exhibits,
  - d. eat and drink, except places intended for this purpose,
  - e. carry in and consume alcohols and intoxicants,
  - f. smoke tobacco products and electronic cigarettes,
  - g. run and slide on floors, inclined and steep surfaces,
  - h. behave loudly, disturb quietness and peace of other visitors, create a risky situation,
  - i. carry in bags and backpacks to the premises of the Exhibitions,
  - j. bring bicycles, push scooters, skateboards and other similar riding equipment into the Museum building,
  - k. climb platforms, protective and strengthening structures, lean over barriers and protective structures,

- l. throw any objects,
  - m. photograph and film interiors of the Exhibitions with the use of an additional source of light and use a tripod or another stabilizing device without permit,
  - n. photograph and film the Museum safety systems,
  - o. carry in fire-arms, explosives and other objects hazardous to health and life to the premises of the Museum,
  - p. bring in animals, except a guide dog of a blind person or a near-blind person and an assistant dog of a physically handicapped person,
  - q. move elements of the Museum equipment without permit,
  - r. destroy elements of the Museum equipment,
  - s. carry out trade, advertising activities or political canvassing.
- 4.** Before entering the Museum building and premises of the Exhibitions, security staff members of the Museum have the right to control baggage carried onto the premises.
  - 5.** While staying on the premises of the Museum and the Exhibitions, it is necessary to behave with adequate dignity and respect.
  - 6.** Visitors' clothes must be adequate to the character of the place.
  - 7.** The following persons shall not be admitted to the premises of the Museum and Exhibitions:
    - a. carrying in dangerous objects or materials;
    - b. being under the influence of alcohol, intoxicants or psychoactive substances;
    - c. persons whose clothes are inadequate to dignity of the Museum.
  - 8.** Each and every time security staff members of the Museum shall decide about the dangerous character of objects carried onto the premises of the Museum building and Exhibitions of the Museum. A security staff member of the Museum may prohibit carrying objects onto the premises of the Museum building and Exhibitions of the Museum if he/she considers them to be dangerous or to pose an obstacle or another difficulty for other visitors.
  - 9.** A security staff member of the Museum may refuse admission to the Museum to a person wearing improper clothes.
  - 10.** Based on the powers arising from the Act of 22 August 1997 on the protection of people and property, a security staff member of the Museum has the right to intervene, refuse admission and ask persons to leave the Museum building and Exhibitions of the Museum who fail to comply with the present regulations and safety principles of the Museum and behave in a manner breaching dignity of the place.
  - 11.** Backpacks, bags, suitcases, umbrellas and overcoats must be left in the changing room, self-service cabinets or storage baskets. It is prohibited to leave baggage on the premises of the Museum without supervision. Leaving of baggage on the premises of the Museum without supervision may result in its being removed by relevant services and in encumbering its owner with costs of such an operation. The principles binding in the changing room are determined by the "Regulation on using the changing room in the building of the Museum of the Second World War".
  - 12.** Children below 12 years of age may stay in the Museum only under care of an adult.
  - 13.** Parents and guardians shall bear responsibility & liability for damage caused by children remaining under their care.
  - 14.** School groups may stay in the Museum only under care of a teacher/guardian.
  - 15.** A teacher/guardian of a school group shall be responsible & liable for discipline of persons who remain under his/her care.
  - 16.** A guide shall be responsible & liable for behaviour of persons who are showed round by him/her, in particular, with regard to compliance with the Regulations by them.
  - 17.** The Museum reserves the right to exclude access to a particular part of the Museum or Exhibitions of the Museum for visitors. Information on the limited access shall be communicated to visitors in a manner making it possible to familiarize yourself with it prior to purchase of a ticket.
  - 18.** The Museum reserves the right to exclude a part of exhibitions from visiting. The exclusion of a part of exhibitions from visiting shall not form a basis for returning the entire or part of the fee for a purchased ticket.

## § 7

### Personal data protection

1. According to Article 13 of the General Data Protection Regulation of 27 April 2016 (OJ EU L 119 of 04.05.2016):
  - a. the personal data controller is the Museum of the Second World War with its registered office in Gdańsk, at the address: Pl. W. Bartoszewskiego 1,
  - b. contact with the Data Protection Officer - [iod@muzeum1939.pl](mailto:iod@muzeum1939.pl),
  - c. personal data shall be processed to make it possible to benefit from resources of the Museum of the Second World War in Gdańsk - based on Article 6 (1) (b) of the General Data Protection Regulation of 27 April 2016,
  - d. the recipients of personal data shall be exclusively entities entitled to obtain personal data pursuant to the provisions of law,
  - e. personal data shall be stored for the period consistent with the relevant provisions of law,
  - f. the users have the right to demand access to personal data from the controller, its rectification, erasure or limitation of processing and right to **data portability** in accordance with Article 13 of the GDPR,
  - g. the users have the right to lodge a complaint with a supervisory authority,
  - h. provision of personal data is voluntary, however a refusal to provide the data may result in a refusal to perform the service.

## § 8

### Final provisions

1. Purchase of a ticket to the Museum shall constitute acceptance of the present Regulations.
2. The Regulations are available at the website: [www.muzeum1939.pl](http://www.muzeum1939.pl), at the Museum box offices and in an information point of the Museum.
3. Failure to comply with the present Regulations by visitors shall form a basis for asking visitors to leave the premises of the Museum. A person who has been asked to leave the premises of the Museum as a result of failure to comply with the Regulations shall not be entitled to a return of incurred costs.
4. The Museum reserves the right to change the present Regulations.
5. Comments, complaints and requests pertaining to the activity of the Museum, its program offering and visitor and customer service may be submitted in an information point of the Museum or by email to the address: [info@muzeum1939.pl](mailto:info@muzeum1939.pl).

## § 9

### Amendments to binding provisions, coming into force

1. The Regulations on visiting the Museum of the Second World War in Gdańsk binding so far shall cease to be in force as at the date of this disposition coming into force.
2. The disposition shall come into force at the date of being signed.