

RULES AND REGULATIONS FOR VISITING THE POLIN MUSEUM OF THE HISTORY OF POLISH JEWS

Article 1

General provisions

1. These rules and regulations for visiting the Museum of the History of Polish Jews (hereinafter referred to as the “Rules and Regulations”) established the principles for visiting the Museum of the History of Polish Jews with its seat in Warsaw at ul. Anielewicza 6, 00-157 Warszawa (hereinafter referred to as the “Museum”).
2. The Museum is open from Monday to Sunday – except for Tuesdays.
3. The Museum opening hours across the week are as follows:
 - 1) Monday, Thursday and Friday from 10 am to 6 pm;
 - 2) Wednesday, Saturday and Sunday from 10 am to 8 pm.
4. Detailed information on the Museum's opening dates and times is available at the website polin.pl and at the Museum Box Office.
5. The Museum Box Office is open on Monday, Thursday and Friday from 10 am to 6 pm and on Wednesday, Saturday and Sunday from 10 am to 8 pm. On days when the Museum organises other programme events which start after its opening hours, the Box Office shall remain open for 30 minutes after the start of the event.
6. Admission to the core exhibition is free on Thursdays.
7. The number of visitors in the building and at the Museum's core exhibition is limited.
8. Children up to the age of 12 may stay at the Museum only under adult supervision.
9. Parents with children under 12 years of age are not recommended to visit the Holocaust Gallery.
10. The estimated time needed for visiting the core exhibition is two hours. Too little time allowed by the visitor to see the exhibition before the Museum closing time shall not constitute a basis for complaint.

Article 2

How to Purchase and Book Tickets

1. You have to pay a fee to visit the Museum and participate in selected events available in its programme.
2. The fees are specified in the price list available at polin.pl and at the Museum Box Office.
3. As part of its programme offer, the Museum also organises admission-free events; information on admission-free events is available at polin.pl.
4. Ticket purchase and event booking are subject to availability.
5. The Box Office accepts payments in Polish zlotys and by payment cards – information about the accepted types of cards is available at ticket outlets and online at polin.pl.

Article 3

How to Purchase and Book Tickets for Individual Visitors

1. Individuals may purchase tickets and book free-admission events through the website bilety.polin.pl and at the Museum Box Office.
2. An individual may book or purchase up to 9 tickets under a single booking.
3. Tickets purchased at the Box Office must be presented to the ticket collector at the entrance to an exhibition or event.
4. When purchasing a ticket on-line, you are obliged to print the ticket received when the order has been processed and present it to the ticket collector at the entrance to an exhibition or event.
5. If you make a free on-line booking for events taking place at the Museum, you must print the ticket generated by the booking system in the PDF format and then present it to the ticket collector at the entrance.
6. Core exhibition tickets may be purchased no later than 120 minutes before the Museum closing time.
7. Temporary exhibition tickets may be purchased no later than 30 minutes before the Museum closing time.
8. Tickets may be purchased on-line no later than one hour before the start of the event. After this time, the tickets are only available at the Museum Box Office.
9. You must pay for tickets purchased through the website using available forms of electronic payment within 30 minutes of booking. If payment for the tickets is not made, the booking will be automatically cancelled.

Article 4

How to Purchase and Book Tickets for Organised Groups

1. Organised groups may visit the Museum accompanied by a guide by prior booking via the website bilety.polin.pl or by email sent to grupy@polin.pl from 9 am to 5 pm, Monday to Friday.
2. Guides holding an appropriate certificate issued by the Museum are authorised to lead tours of the Museum.
3. The maximum number of persons on a guided tour is 25, the minimum is 10. For school groups, the maximum number of persons is 33. Organised groups that consist of more than 25 or 33 participants, respectively, are divided into smaller groups.
4. The core exhibition may be entered at specified times. Groups are admitted to the core exhibition every 30 minutes.
5. Guided tours of the Museum are available in Polish and English. Guided tours in other languages are subject to the availability of the guide.
6. Organised groups may purchase tickets, booking the date of the visit, at least 7 days before the visit or as long as the tickets are available.
7. A visit for a group booked by e-mail is deemed confirmed when payment is made to the bank account given at booking (the date on which the Museum's bank account is credited is essential) or at the Museum Box Office within 48 hours of booking.
8. Payment for on-line tickets must be made within 48 hours of booking. If payment is not made, the booking will be automatically cancelled.
9. When payment for on-line booking has been made, the system generates electronic tickets. Groups are obliged to present their printed tickets to the ticket collector.
10. Three bookings may be made at a time, each for two 25-person or 33-person groups (schools). Payment for each booking must be made separately.

11. The core exhibition may be entered on the day and at the time specified on the ticket.
12. If a group is late for a guided tour and the delay is:
 - 1) between 15 and 30 minutes – the tour starts from the Jewish Town Gallery;
 - 2) between 30 and 60 minutes – the tour consists of 20th century galleries (the end of Encounters with Modernity Gallery, On the Jewish Street Gallery, Holocaust Gallery and Postwar Years Gallery);
 - 3) more than 60 minutes – no possibility to take a guided tour, individual entry to the exhibition is possible upon confirmation with Customer Service staff.
13. The Museum shall issue invoices not later than by **the 15th day** of the month following the month in which the service was performed, in accordance with applicable regulations, to legal persons, institutions and business entities, or within 90 days to individuals who registered their data in the electronic ticketing system used in the Museum in the Box Office, by phone or through the on-line booking system, when the need to issue an invoice is reported.

Article 5

Sale and booking of audioguides for organised groups

1. Booking of audioguides can be made through our website: www.bilety.polin.pl no longer than one day before the start of the visit.
2. Audioguides can be booked for each day of the week (except for Tuesday) for groups of minimum 10, maximum 50 people in the pre-defined hours.
3. Audioguides can be booked provided the requested number of devices is available at the time selected.
4. Booking of audioguides is confirmed after the payment has been made through a PayU electronic system. If the payment is not confirmed within 30 minutes from making a reservation, it is automatically cancelled.
5. The group should arrive at the Museum 10 minutes prior to the planned tour to allow ample time to fill in the form *Audioguide User's Data*. Refusal to fill in the form by the group's leader is tantamount to refusal to loan the audioguides.
6. The group is obliged to return the audioguides by the hour indicated in the booking. In case of audioguides not being returned by the hour indicated in the booking, the Museum will fine 10PLN per each audioguide for each subsequent hour of rental.
7. Audioguides should be used in accordance with its purpose.
8. Audioguides feature a pre-recorded reader's soundtrack. For information on the languages available please go to: www.polin.pl.

Article 6

Valid tickets and returns

1. Ticket for the core exhibition allows a visitor to enter the exhibition at the date and hour indicated on the ticket.
2. Ticket for a temporary exhibition is valid for the whole day, during the Museum opening hours.

3. Individual tickets may be returned up to 3 days (inclusive) before the booked date of the visit or event. Individual tickets purchased less than 3 days before the booked date of the visit or event may not be returned.
4. Group tickets and guided tour fees may be returned up to 5 days before the booked date of the visit or event. At later dates, the Museum shall only return the ticket fees.
5. A certified guide that cooperates with the Museum may return group tickets cost-free (ticket and tour guide prices) up to 3 days before the booked date. If the visit is cancelled less than 3 days before the booked date, only the price of the purchased tickets is returned.
6. Booking of audioguides for organised groups can be cancelled with no fine up to 3 days prior to the date of visit. Within less than 3 days prior to the booked tour, the Museum only reimburse the price of tickets.
7. The booked date may be cancelled in a written form, through a relevant declaration sent by e-mail to zwroty@polin.pl or in person at the Museum Box Office.
8. Each cancellation of the booked date must include: number and date of the booking, the number of returned tickets and method of payment.
9. The amounts paid will be refunded:
 - 1) at the Museum Box Office in cash or to the payment card, depending on the original form of payment.
 - 2) to the bank account number indicated in the refund request or to the account number from which the on-line payment was made.
10. In justified cases, the Museum reserves the right to change the form and rules of booking and also the time of entry to selected events. Information about changes shall be published on the website www.polin.pl. In special cases, the Museum reserves the right to announce the changes as they occur. In this respect, persons who have already made a prepaid booking are eligible for a change of the date or a refund.

Article 7

Personal Data Protection

1. Personal data made available by users in the on-line booking system are administered by the Museum of the History of Polish Jews with its seat in Warsaw at ul. Anielewicza 6, 00-157 Warszawa. Personal data are processed for the purpose and to the extent resulting from the use of the on-line booking system, including the preparation and execution of the ticket sales.
2. Providing personal data by the user is voluntary, but required to purchase a ticket. Users who make available their personal data have the right to access and correct them.
3. Personal data are protected under the Act of 29 August 1997 on Personal Data Protection in a manner preventing unauthorised access.

Article 8

Safety Rules at the Museum

1. The Museum premises are protected and monitored using electronic security systems.
2. The permanent exhibition is to be used in accordance with its intended purpose.

3. Both visitors and participants in programme activities must unconditionally abide by the order and safety instructions from the Museum Protection Service (MPS) and the Museum Security Department.
4. While on the Museum's premises, visitors are requested to show appropriate dignity and respect.
5. Visitors are required to follow a dress code suitable to the nature of the site.
6. The following behaviour is forbidden:
 - 1) entering areas other than those designed for the participants in the Museum's events;
 - 2) eating and drinking, except in designated areas;
 - 3) drinking alcohol, except in designated areas;
 - 4) smoking tobacco or electronic cigarettes;
 - 5) running and sliding on floors, and sloping and steep surfaces;
 - 6) climbing platforms, protective and strengthening structures, leaning over barriers and protective structures;
 - 7) pushing through, running, sliding on floors, noisy behaviour, causing anxiety among other visitors and creating hazardous situations;
 - 8) throwing objects of any kind;
 - 9) taking photographs and making videos in the interiors with the use of flash, additional lighting, tripods and other accessories for professional photography and film;
 - 10) taking photographs and making videos of security system elements at the exhibits and in the exhibition rooms;
 - 11) bringing in weapons, dangerous objects, explosives, corrosive and other substances that the Museum Security Service defines as dangerous;
 - 12) bringing in alcohol, psychoactive substances and illicit drugs;
 - 13) bringing in animals (except for guide dogs);
 - 14) transferring elements of the Museum's equipment outside its premises;
 - 15) destroying any elements of the Museum's equipment, in particular exhibits and core exhibition elements.
7. Guardians shall be held liable for damage caused by the children in their care.
8. The guide is responsible for discipline among people he is guiding. In particular, the guide is obliged to:
 - 1) brief visitors before entering the core or temporary exhibitions, including an outline of rules of behaviour in the interiors (including no flash photography requirement);
 - 2) guide the group only along the designated routes and abiding by all the instructions and comments from the Museum staff during the tour;
 - 3) taking action in all cases of inappropriate behaviour of the guided group, in particular when the members do not observe restrictions.
9. The guide and his group may not obstruct the route, entrances to particular Museum rooms or the escape routes and may not disturb individual visitors, children and youth taking part in museum lessons and members of other visitor groups.
10. The maximum number of attendees of a museum class is 33 persons supervised by at least two adults.
11. The following persons shall not be allowed to enter the Museum premises:
 - 1) those who bring in dangerous objects or materials;
 - 2) those under the influence of alcohol, psychoactive substances or drugs;
 - 3) those whose clothes contain elements that insult other people due to their faith, religion, race, nationality, ethnic origin, gender, sexual orientation, age, disability or political views;
 - 4) those whose behaviour insults other people due to their faith, religion, race, nationality, ethnic origin, gender, sexual orientation, age, disability or political views.
12. People entering the Museum are obliged to undergo electronic scanning control.

13. Luggage that is being brought in is also subject to control, regardless of its size. To enter the Museum with luggage which does not fit in the scanner, luggage owners are obliged to divide it into smaller parts that can be scanned.
14. Rucksacks, bags, suitcases, umbrellas and outer garments must be left in the cloakroom. It is forbidden to leave luggage unattended on the Museum's premises.
15. Based on the authority arising from the Act of 22 August 1997 on the Protection of People and Property, the Museum Security Service has the right to intervene, deny entry and turn out people who do not observe the Museum's safety principles.
16. When moving around the Museum, visitors should pay special attention to protruding and sharp ends of the exhibition elements, those that are made of glass or pose the risk of squashing, crushing, hurting or other damage to health.
17. In case of adverse events, visitors should notify the Museum staff and strictly follow their instructions.
18. In case of direct threat to the visitors' health or life, the Museum reserves the right to cancel the provision of its services.
19. If the evacuation or rescue operation announcement is made, all the persons on the Museum's premises are obliged to immediately leave the building through the closest emergency exit and to unconditionally follow the instructions by the Museum staff and the Museum Security Service.
20. If a visitor notices fire, they should immediately report it to the Museum staff or the Museum Security Service, or activate the Manual Fire Alarm (MFA).
21. People who are cut off from evacuation routes and who are staying in the danger zone should be gathered in a room that is as far away from the source of the fire as possible, and within available measures and conditions evacuate them outside using emergency equipment of the arriving fire brigades and other rescue units.
22. When the evacuation routes are filled with thick smoke, you should move along in a crouched position, trying to keep your head as low as possible as there is less smoke in the lower parts of rooms and evacuation routes; if possible, cover your mouth and nose with a wet handkerchief - this makes it easier to breathe; when moving along evacuation routes filled with dense smoke, you should move along the walls so that you do not lose your direction.

Article 9

Final Provisions

1. The Museum reserves the right to refuse admission or turn out organised groups or individuals who do not comply with the provisions of the Rules and Regulations.
2. Purchasing an admission ticket to the Museum and participating in programme activities offered by the Museum are tantamount to acceptance of these rules and regulations.
3. The rules and regulations are available at the Museum website polin.pl and at the Box Office.
4. Rules and regulations come into force on 29 May 2017.
5. Comments, complaints and requests pertaining to the Museum's operation, its programme offer and visitor and customer service may be submitted in particular to the Museum Box Office and information desk.