

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

§ 1.

General Provisions

1. These rules and regulations for visiting the Polin - Museum of the History of Polish Jews (hereinafter referred to as the "Rules and Regulations") shall be applicable to visitors of 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. Museum opening hours: Monday, Thursday, Friday from 10.00 a.m. to 6.00 p.m., on Wednesday, Saturday and Sunday from 10.00 a.m. to 8.00 p.m. Detailed information about the opening dates and times for the Museum is available at the website www.polin.pl and at the Museum Box Office.
4. The Museum Box Office is open: Monday, Thursday, Friday from 10.00 a.m. to 6.00 p.m. (Box Office at Anielewicza str. at 10.00 a.m. to 4.15 p.m., on Wednesday, Saturday and Sunday from 10.00 a.m. to 8.00 p.m. (Box Office at Anielewicza str. from 10.00 a.m. to 6.15 p.m.)). On the days when the Museum organises other program events which start after its opening hours, the Box Office stays open for 30 minutes after the start of the event.
5. Admission to the permanent exhibition is free on Thursdays.
6. The number of visitors in the building and at the permanent exhibition of the Museum is limited.
7. Children up to the age of 12 may stay at the Museum only under adult supervision.
8. The permanent exhibition is to be used in accordance with its intended purpose.
9. Visitors are obliged to obey the requests and instructions of the Museum staff.
10. Flash photography is not allowed at the permanent exhibition or temporary exhibitions.
11. The estimated time needed for visiting the permanent exhibition is two hours.

§ 2.

How to Purchase and Book Tickets

1. You may visit the Museum and participate in selected events available in the program offering of the Museum against payment.
2. The amount of payment is specified in the price list available at the website www.polin.pl and at the Museum Box Office.
3. As part of its program offering, the Museum also organises admission free events; information on admission free events is available at the website www.polin.pl.
4. All purchases and bookings of tickets for the events are subject to availability.
5. The Box Office accepts payments in Polish zlotys and by payment cards – information about accepted types of cards is available at ticket selling points and the website www.polin.pl.

§ 3.

How to Purchase and Book Tickets for Individual Visitors

1. Individuals may purchase and book tickets for free admission events through the website www.bilety.polin.pl and at the Museum Box Office.
2. Under one reservation an individual may book or purchase up to 9 tickets.

3. Tickets purchased at the Box Office must be presented to the ticket collector at the entrance to an exhibition or event.
4. A person buying a ticket on-line is obliged to print the ticket received when the order is 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 PDF format and then present it to the ticket collector at the entrance.
6. A ticket to visit the permanent exhibition on a given day may be purchased not later than 90 minutes before the closing of the Museum. Tickets to visit a temporary exhibition may be purchased not later than 30 minutes before the closing of the Museum.
7. Tickets may be purchased on-line not later than an hour before the start of the event. After this time, the tickets are only available at the Museum Box Office.
8. You must pay for tickets purchased through the website in accordance with available forms of electronic payment within 30 minutes of booking. If payment for the tickets is not made the booking will be automatically cancelled.

§ 4.

How to Purchase and Book Tickets for Organised Groups

1. Organised groups may visit the Museum accompanied by a guide through prior booking via the website www.bilety.polin.pl or by emailing to groups@polin.pl from 9.00 a.m. to 5.00 p.m., Monday to Friday.
2. Only guides with valid museum's certificate are entitled to guide organized groups at the Museum.
3. Maximum number of persons in a group on a guided tour is 25, minimum is 10, for school classes the maximum number of persons in a group is 33. Organised groups larger than 25 or 33 participants are divided into smaller ones.
4. The permanent exhibition may be entered at specified times. Groups are admitted to the permanent 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, thus 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 the phone 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 – school classes) groups. Payment for each booking is made separately.
11. The permanent exhibition may be entered on the day and at the time specified on the ticket.
12. In the event of group's delay and if the delay is:
 - 1) Between 15 and 30 minutes – the guided tour starts from the Gallery "Into the Country"

- 2) Between 30 and 60 minutes – the guided tour of the XX-century galleries (Galleries “Encounters with Modernity”, “On the Jewish Street”, “Holocaust”, “Postwar Years”)
 - 3) Over 60 minutes – guided tour cancelled, the group may enter the Core Exhibition individually upon confirmation by Customer Service staff member.
13. The Museum may issue invoices not later than by 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.

§ 5.

Returning Tickets

1. Tickets purchased by individuals may be returned up to 3 days before the planned visit without additional cost.
2. If an organised group cancels its visit to the Museum, admission fees and fees for the guided tour are returnable provided that the cancellation is notified not later than 5 days before the booked date of the event or visit to the Museum. In case of cancellations of visits by organised groups made within the period shorter than 5 days before the booked date of the visit, the Museum returns only the fee for the tickets.
3. 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.
4. Each cancellation of the booked date must include: number and date of the booking, the number of returned tickets and method of payment.
5. 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.
6. The Museum reserves the right to change the form and rules of booking and also time of entry to selected events. Information about changes will be published on the website www.polin.pl. In special cases, the Museum reserves the right to inform about changes as they occur. Persons who have already made a prepaid booking are eligible for a change of the date or a refund.

§ 6.

Validity of Tickets

An admission ticket for the permanent exhibition is valid for entry at the date and time specified on the ticket. A ticket for temporary exhibition is valid for the whole day within the opening hours of the Museum.

§ 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 (consolidated text Dz.U. [Journal of Laws] of 2014, item 1182, as amended) in a manner preventing unauthorised access.

§ 8.

Safety Rules at the Museum

1. All persons visiting the Museum are obliged to follow the safety rules presented below and staff instructions.
2. The Museum premises are protected and monitored.
3. On entering the Museum, visitors and their bags are subject to security inspection with the use of electronic scanning devices.
4. No large items of luggage, rucksacks or objects which may endanger the safety, health or life of others are permitted within the premises of the Museum. A decision on hazardous nature of these items is taken by relevant services of the Museum. Rucksacks, bags, suitcases, umbrellas and outer garments must be left in the cloakroom.
5. Guardians are held liable for damages caused by the children in their care.
6. Children under the age of 12 may only visit the Museum accompanied by an adult, whereby an adult may not supervise more than three children under the age of 12.
7. The maximum number of attendees of a museum class is 33 persons supervised by at least two adults.
8. Parents with children under 12 years of age are not recommended to visit the Holocaust Gallery.
9. Persons under the influence of intoxicating substances or drugs are not allowed to enter the premises of the Museum.
10. Firearms and sharp objects may not be brought upon the premises.
11. Animals (excluding guide dogs) may not be brought upon the premises.
12. Elements of the Museum equipment may not be transferred outside the premises.
13. Elements of the Museum equipment may not be destroyed.
14. Smoking tobacco products or electronic cigarettes is strictly forbidden within the premises of the Museum.
15. Consumption of alcohol outside designated areas is strictly forbidden within the entire premises of the Museum.
16. Avoid overcrowding in one place, pushing through, running, sliding on the floors, noisy behaviour, causing anxiety among other visitors, creating hazardous situations. It is prohibited to climb platforms, protective and strengthening structures, lean over barriers and protective structures.
17. We do not recommend visiting to persons who suffer from fears of enclosed confined spaces (claustrophobia).
18. Special care must be taken near protruding elements of the exhibition with sharp edge finishes that are made of glass or create the risk of crushing, squashing or cutting or any other serious health detriment.
19. Should any undesirable incidents occur, the Museum staff must be notified forthwith and their instructions must be obeyed.
20. In the event of imminent danger to the health or life of visitors the Museum reserves the right to discontinue the performance of its services.

21. If an announcement on evacuation or rescue operation is made all persons present within the premises of the Museum are obliged to immediately leave the building through the nearest emergency exit and strictly follow the instructs of the Museum employees and security staff.

§ 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 program 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 www.polin.pl and at the Box Office.
4. Comments, complaints and requests pertaining to the activity of the Museum, its program offering and visitor and customer service may be submitted in particular at the Box Office and information desk of the Museum.