

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

§ 1.

General provisions

1. These rules and regulations for visiting POLIN 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 Anielewicza 6 Street, 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 www.polin.pl and at the Museum ticket office.
5. The Museum ticket 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 Museum ticket 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 2 hours. Too little time allowed by the visitor to see the exhibition before the Museum closing time shall not constitute a basis for complaint.

§ 2.

Sale and booking tickets

1. Visiting the Museum and participating in selected events available in its programme is payable.
2. The fees are specified in the price list available at www.polin.pl and at the Museum ticket office.
3. As part of its programme offer, the Museum also organises admission-free events; information on admission-free events is available at www.polin.pl
4. Ticket purchase and event booking are possible subject to availability.
5. The ticket 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 www.polin.pl

§ 3.

Sale and booking tickets for individuals

1. Individuals may purchase tickets and book free-admission events through the website www.bilety.polin.pl and at the Museum ticket office.
2. An individual may book or purchase up to 9 tickets under a single booking.
3. Tickets purchased at the ticket office must be presented to the ticket collector at the entrance to an exhibition or event.
4. When purchasing a ticket on-line, the person is 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. When making a free on-line booking for events taking place at the Museum, the person 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 ticket office.
9. Tickets purchased through the website using available forms of electronic payment must be paid within 30 minutes of booking. If payment for the tickets is not made, the booking will be automatically cancelled.

§ 4.

Sale and booking tickets for organised groups

1. Organised groups may visit the Museum accompanied by a guide by prior booking *via* the website www.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. 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 in the Museum are available in Polish and English. Guided tours in other languages are possible subject to the availability of the guide.
6. Organised groups may purchase tickets by 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 the payment has been made through a PayU electronic system or at the cash desk at least 14 days before the visit .
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. In the event that the need to issue a VAT invoice has been submitted later than the date of purchase, the Museum will issue a VAT invoice on dates compliant with applicable law.

§ 5.

Sale and booking of audioguides for organised groups

1. Booking of audioguides can be made through 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 fill in the form "Audioguide user's data". Refusal to fill in the form by the group's leader is tantamount to refusal to rent the audioguides.
6. The number of booked audioguides must be equal to the number of participants in the group.
7. 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 10 PLN per each audioguide for each subsequent hour of rental.
8. Audioguides should be used in accordance with their purpose.
9. Audioguides feature a pre-recorded reader's soundtrack. For information on the languages available please go to: www.polin.pl.

§ 6.

Validity of 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 before the booked date of the visit or event (this date included). Individual tickets purchased less than 3 days before the booked date of the visit or event may not be returned.
4. In case of paying individual tickets and not returning them within 3 days prior to the date of the visit or event, the tickets are not refundable and considered as sold.
5. Group tickets (i.e. tickets for group of 9 or more people) and guided tour fees may be returned jointly up to 5 days before the booked date of the visit or event. At later dates, the Museum shall only return the ticket fees.
6. 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.
7. Booking of audioguides for organised groups can be cancelled with no costs 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.

8. 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 ticket office.
9. Each cancellation of the booked date must include: number and date of the booking, the number of returned tickets and method of payment.
10. The amounts paid will be refunded:
 - 1) at the Museum ticket 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.
11. Tickets purchased online cannot be exchanged for another date or another type of ticket. In such a case, you should inform about the return of the tickets (as long as the time allowed for the return has not yet expired) and then re-purchase tickets online.
12. 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 will 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.

§ 7.

Personal data protection

1. POLIN Museum of the History of Polish Jews, with its registered office at 6 Anielewicza St. in Warsaw (00-157), shall be the administrator of your personal data processed in the online booking system.
2. The Museum has appointed data protection officer, who can be contacted *via* e-mail iod@polin.pl, or by phone: +48 22 471 03 41.
3. Personal data will be processed for the purpose related to the use of the online booking system, including the preparation and implementation of ticket sales based on the consent of person whose data is to be processed, according to Article 6 item 1 point a) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (hereinafter: "**GDPR**").
4. The recipients of the personal data processed as part of functioning of the online booking system may be: suppliers of IT systems and IT services, entities providing for the Museum accounting services, conducting studies on the quality of services, recovery of claims, legal services, analytic services, marketing services, operators of electronic payment systems and banks in the scope of execution of payments, authorities authorised to receive the personal data pursuant to the provisions of law.
5. Personal data will not be transferred to a third country.
6. Personal data will be processed for as long as it is necessary to perform all obligations arising from the sale of tickets or services. In the case of personal data processed for the purpose of providing services *via* digital means - for the duration of the digital services. In the case of personal data processed in order to manage the marketing content by the Museum - until submission of objections to the processing of personal data for this purpose. After this time, personal data will be processed only to the extent and for the duration required by law, including accounting regulations.
7. Each consent to the processing of personal data may be withdrawn at any time. Withdrawal of consent does not affect the legality of the processing carried out prior to the withdrawal. For

evidence purposes, the withdrawal of consent should be in a written form, sent to the address: 6 Anielewicza St., 00-157 Warsaw, or by email to: iod@polin.pl.

8. The following rights apply in the processing of personal data: the right of access to the content of the transferred data and the right to rectify, delete, limit processing, the right to data transfer, the right to object, the right to withdraw consent at any time without affecting the legality of processing which was made on the basis of consent before the withdrawal.
9. The person whose personal data is processed has the right to lodge a complaint to the supervisory body in case when that person decides that processing of his/her personal data violates the provisions of the GDPR and the provisions of the Act of 10 May 2018 on the protection of personal data (Journal of Laws of 2018, item 1000).
10. Personal data will be processed in an automated manner, and they will be profiled.
11. Providing personal data is voluntary, however necessary to provide the service of the online booking system, including the preparation and implementation of ticket sales. The consequence of not providing personal data required by the Museum is the lack of possibility to provide services.

§ 8.

Safety rules at the Museum

1. The Museum premises are protected and monitored using digital security systems.
2. The permanent exhibition is to be used in accordance with its intended purpose.
3. Both visitors and participants in programme events must unconditionally abide by the safety instructions concerning order and security, provided by the Museum Protection Service (MPS) and the Museum Security Department.
4. While in 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 designated 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 parquets, 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 shooting;
 - 10) taking photographs and making videos of security system elements at the exhibits and in the exhibition rooms;
 - 11) bringing in alcohol, psychoactive substances and intoxicating drugs;
 - 12) bringing in animals (except for guide dogs);
 - 13) transferring elements of the Museum's equipment outside its premises;
 - 14) destroying any elements of the Museum's equipment, in particular exhibits and permanent exhibition elements.

7. Bringing in weapons, dangerous objects, explosives, corrosive and other substances that the Museum Security Service defines as dangerous is prohibited. This prohibition does not apply to persons entitled to possess and use these objects on the basis of separate regulations, in particular persons referred to in Article 2 item 1 of the Act of 24 May 2013 on means of physical coercion and firearms (Journal of Laws of 2017, item 1120).
8. Guardians shall be held liable for damage caused by the children in their care.
9. The guide is responsible for discipline among people he/she is guiding. In particular, the guide is obliged to:
 - 1) prepare visitors before entering the core or temporary exhibition, 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 of the Museum staff during the tour;
 - 3) take action in all cases of inappropriate behaviour of the guided group, in particular when the visitors do not observe obligatory restrictions.
10. 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 or any members of other visitor groups.
11. The maximum number of attendees of a museum class is 33 persons supervised by at least two adults.
12. 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 intoxicants;
 - 3) those whose clothes contain elements that insult other people regarding their faith, religion, race, nationality, ethnic origin, gender, sexual orientation, age, disability or political views;
 - 4) those whose behaviour insults other people regarding their faith, religion, race, nationality, ethnic origin, gender, sexual orientation, age, disability or political views.
13. People entering the Museum are obliged to undergo electronic scanning control.
14. 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.
15. Rucksacks, bags, suitcases, umbrellas and outer covering must be left in the cloakroom. It is forbidden to leave luggage unattended on the Museum's premises.
16. Based on the Act of 22 August 1997 on the protection of people and property (Journal of Laws of 2017, item 2213), the Museum Security Service has the right to intervene, deny entry and turn out people who do not observe the Museum's safety rules.
17. 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.
18. In case of adverse events, visitors should notify the Museum staff and strictly follow their instructions.
19. In case of direct threat to the visitors' health or life, the Museum reserves the right to cancel the provision of its services.
20. If the evacuation or rescue operation announcement is made, all the persons in the Museum's premises are obliged to immediately leave the building through the closest emergency exit and to unconditionally follow the instructions of the Museum staff and the Museum Security Service.

21. 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).
22. 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 should be evacuated outside using emergency equipment of the arriving fire brigades and other rescue units.
23. When the evacuation routes are filled with thick smoke, the visitors should move along in a crouched position, trying to keep their head as low as possible as there is less smoke in the lower parts of rooms and evacuation routes; if possible, mouth and nose should be covered with a wet handkerchief - this makes it easier to breathe; when moving along evacuation routes filled with dense smoke, the visitors should move next to the walls so as not to lose their direction.

§ 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 www.polin.pl and at the Museum ticket office.
4. 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 ticket office and information desk.
5. The Rules and Regulations have been drawn up in two language versions: Polish and English. In case of discrepancies between language versions, Polish version shall prevail.