

Appendix 1 to Regulation No. PZP.021.38.2020 of the Director of the POLIN Museum of the History of Polish Jews of 28 July 2020 on the introduction of the Regulations of Ticket Sale and Visiting of POLIN Museum of the History of Polish Jews.

Regulations on tickets sales and visiting of POLIN Museum of the History of Polish Jews

Special instructions for the period of pandemic

In light of the Polish government introducing the state of COVID-19 pandemic, POLIN Museum of the History of Polish Jews (hereinafter referred to as “the Museum”), in order to fulfil its statutory obligation, introduces special rules pertaining to visiting which remain binding until the state of pandemic in the territory of the Republic of Poland is lifted:

1. Special rules on visiting the Museum take precedence over the rules described in paragraphs 1 - 9 of the Regulations, with the proviso that the application of special rules of visiting the Museum does not release from the obligation to observe the remaining provisions included in these Regulations.
2. The core exhibition will open to visitors on 1 August 2020.
3. The temporary exhibition will open to visitors on 26 June 2020.
4. The Museum opening hours have changed. Current opening hours are available on the Museum website https://www.polin.pl/pl/podstawowe-informacje#godziny_otwarcia.
5. The number of people in the Museum building and in its individual rooms is limited. Information about the maximum number of people in specific parts of the building is placed by the entrance to the building.
6. The admissible number of people visiting the core exhibition with a guide has been changed. Current group limits are available on the Museum website www.polin.pl.
7. Depending on the status of the epidemic, various options for visiting exhibition (with the guide, with audio-guides, individually) may be temporarily unavailable. The current offer is available on the website www.polin.pl.

8. Tickets to the core and temporary exhibition entitle to entry on the day and at the time stated on the ticket.
9. The Museum reserves the right to regulate the movement of visitors in the exhibitions. In case of an excessive number of visitors in the core and temporary exhibition halls at the same time, the Museum staff, including members of the Museum Security Department may temporarily suspend admission to the exhibitions without taking into account the time indicated on the ticket.
10. Visitors are obliged to maintain the prescribed social distance (a minimum of 2 meters) by queuing at the ticket desk, toilets, before entering the exhibitions and during the tour.
11. In order to be admitted to the Museum, one will have to possess obligatory hygienic equipment in the form of a disposable mask, a reusable mask, a face shield or a visor, or part of clothing that permanently covers the mouth and nose (the obligation to cover the mouth and nose does not apply to children under 4 years of age and persons with medical contraindications).
12. We do recommend using disposable gloves while touring the exhibitions.
13. The Museum provides means of personal protection for visitors, such as:
 - 1) Hand disinfection lotions available at various spots within the public space, as well as in the toilets;
 - 2) Disposable gloves available in the cloakroom, at the ticket desk and by the entrance to the exhibitions.
14. The Museum recommends purchasing tickets online, or else non-cash payments at the Museum's ticket desk.

§ 1.

General provisions

1. The Regulations of Ticket Sale and Visiting of POLIN Museum of the History of Polish Jews (hereinafter referred to as "the **Regulations**") set out the principles of booking and purchasing tickets, as well as of visiting POLIN Museum of the History of Polish Jews with its registered office in Warsaw, 6 Anielewicza Street, 00-157 Warsaw.
2. The Museum is open from Monday to Sunday with the exception of Tuesdays.

3. The Museum opening hours on the specific days of the week:
 - 1) Monday and Saturday 9AM-8PM;
 - 2) Wednesday, Thursday, Friday and Sunday 9AM-6PM.
4. Detailed information on the days and opening hours is available at the Museum website www.polin.pl and at the Museum's ticket desk.
5. The Museum ticket desk is open:
 - 1) Monday and Saturday 9AM-8PM;
 - 2) Wednesday, Thursday, Friday and Sunday 9AM-6PM;
 - 3) On the days when the Museum is organizing other events which begin outside of the Museum's opening hours, the ticket desk will close 30 minutes prior to the start of a given event.
6. On Thursday, admission to the core and temporary exhibitions is free. That pertains solely to the tickets to the exhibitions. All additional services are payable according to the price list referred to in § 2 section 3 of the Regulations.
7. The number of visitors allowed in the Museum building is limited.
8. Children under 12 years of age may visit in the Museum only if accompanied by adults.
9. Parents with children under 12 years of age are not recommended to tour the Holocaust Gallery.
10. The estimated time of touring the core exhibition is two hours and the temporary exhibition is one hour. Too little time spent touring prior to the Museum closing does not constitute grounds for complaint.

§ 2.

Purchase and booking of tickets

1. A fee is charged for entrance to the Museum and for participation in selected events offered as part of the Museum's programme.
2. Tickets to the Museum and for events organised by the Museum can be purchased at: www.bilety.polin.pl or at the Museum's ticket office.
3. The fees are set out in the price list available at: www.polin.pl and at the Museum's ticket office.

4. As part of its programme, the Museum also organises admission-free events.
Information on admission-free events is available at www.polin.pl.
5. All purchases and bookings of tickets for any events are subject to availability.
6. The ticket office accepts payments in Polish zlotys (PLN) and by payment cards – information about the acceptable card types is available at ticket counters and online at www.polin.pl.
7. A VAT invoice must be requested when purchasing the tickets online or – in the case of booking via the Customer Service Office – when making the booking.
8. If a VAT invoice is requested later than at the time of the purchase, the Museum will issue a VAT invoice within the time limit set in the applicable legal provisions.
9. The Museum reserves the right to manage freely the availability of tickets for particular events in various sales channels, i.e. online, at the Museum's ticket office, at external sales agents.

§ 3.

Purchase and booking of tickets for individual visitors and for events

1. Tickets for individual visitors and for events can be purchased and bookings for admission-free events can be made at: www.bilety.polin.pl and at the Museum's ticket office.
2. In the case of individual visitors, one person can purchase up to 9 tickets or book up to 2 tickets for admission-free events under each booking.
3. Organised groups of at least 10 persons are authorised to purchase group tickets for an unassisted (unguided) visit.
4. Tickets purchased at the ticket office must be presented to the ticket attendant at the entrance to an exhibition or event.
5. After the payment for an online order has been made, the sales system generates electronic tickets that are sent as a PDF file to the email address provided in the order.
6. When a free booking is made online, the sales system generates electronic tickets that are sent as a PDF file to the email address provided in the order.
7. Tickets purchased online and received by email after the order has been fulfilled must be presented to the ticket attendant or another designated person at the entrance to an

exhibition or an event. Tickets must be presented in the form of a paper print-out or in electronic form, on the screen of a mobile device. In the case of concessionary tickets, the document entitling to the concession must also be presented.

8. In the case of a free online booking for events taking place at the Museum, the free ticket generated by the booking system must be presented to the ticket attendant at the entrance to the event. Tickets must be presented in the form of a paper print-out or in electronic form, on the screen of a mobile device.
9. A ticket for the permanent exhibition may be purchased not later than 60 minutes before the Museum's closing time.
10. A ticket for the temporary exhibition may be purchased not later than 30 minutes before the Museum's closing time.
11. Tickets may be purchased online no later than 30 minutes before the commencement of the event. After this time, tickets are only available at the Museum's ticket office.
12. Tickets purchased via the website must be paid for using the available forms of electronic payment within 30 minutes of making a booking. If no payment is made for the tickets, the booking will be cancelled automatically.
13. If an event starts or takes place outside the Museum, information on the assembly point is provided in the description of the event on the Museum's website: www.polin.pl.

§ 4.

Purchase and booking of tickets for organised groups on guided tours

1. Organised groups can arrange a guided tour of the museum by purchasing tickets via the Museum's website: www.bilety.polin.pl or by making a booking by email: grupy@polin.pl, from Monday to Friday between 9 am and 5 pm.
2. Only guides holding an appropriate certificate issued by the Museum are authorised to lead tours of the Museum.
3. If a person guiding a tour holds no such certificate, an authorised employee of the Museum may request that person to stop the guiding. If the unauthorised guide fails to comply with such a request, an employee of the Museum Security Service will order them to leave the exhibition.
4. The maximum number of persons on a guided tour is 25. Organised groups of more than 25 persons are divided into smaller groups.

5. Groups of more than 9 persons may take a guided tour only with the use of tourguide devices. In the case of groups ordering a guided tour, the audioguide devices are included in the price of the tour.
6. The permanent exhibition may be entered only at specified times. Groups are admitted to the permanent exhibition every 15 or 30 minutes.
7. Guided tours of the Museum are provided in the Polish language. Guided tours in other languages are subject to the availability of a guide.
8. Organised groups may book tickets online at least 14 days before the planned visit date. Tickets can be booked less than 14 days before the planned visit date only by email: grupy@polin.pl, as long as there are available dates and times.
9. A booking made by email is confirmed after the payment has been made via the electronic online payment system or at the Museum's ticket office, 14 days before the planned visit date.
10. Tickets booked online must be paid for within 48 hours of the booking. If no payment is made within this time limit, the booking will be cancelled automatically.
11. When the payment for an online booking has been made, the sales system generates electronic tickets that are sent to the email address provided in the order in the form of a PDF file. Groups are obliged to present their printed tickets to the ticket attendant.
12. Three bookings may be made at a time, each for 2 groups of 25 persons. Each booking must be paid for separately.
13. A group enters the permanent exhibition at the date and time specified in the ticket.
14. If a group is late for a pre-ordered guided tour, the tour is shortened by the time of the delay, and its course is decided by the guide. If the delay is:
 - 1) more than 60 minutes (a 2-hour visit and walks outside the Museum building) – no possibility to take a guided tour, individual entry to the exhibition is possible after obtaining confirmation from an employee of the Customer Service Office;

- 2) more than 30 minutes (a 1.5-hour visit) – no possibility to take a guided tour, individual entry to the exhibition is possible after obtaining confirmation from an employee of the Customer Service Office.
15. If due to unexpected circumstances, the guide pre-ordered via the Museum is absent or considerably late (more than 15 minutes), the Museum will refund the charge for the guiding service. At the same time, the group and the Customer Service Office coordinator may agree upon a different form of visiting the Museum: with the use of audioguides (where available) or on an individual basis.

§ 5.

Booking and lending of audioguides for organised groups

1. The audioguide lending service may be booked only via the following website: www.bilety.polin.pl, not later than two days before the planned visit.
2. A booking can be made on any day of the week (except for Tuesday) for groups of 10–50 people, at specified time intervals.
3. Audioguides can be booked subject to the availability of dates and times and an appropriate number of devices.
4. An audioguide booking is confirmed after the due payment has been made via the electronic online payment system. If no payment is made within 30 minutes, the booking is cancelled automatically.
5. A group should appear at the Museum 10 minutes before the beginning of the tour in order to complete the “Audioguide User’s Data” form. If the guardian of the group refuses to complete the form, the audioguide lending service will be deemed to have been cancelled.
6. The number of booked and borrowed audioguides must be the same as the number of visitors in the group.
7. Audioguides are lent for 3 hours. A group is obliged to return their audioguides by the time specified in the order. If the audioguides are not returned by the specified time, the Museum will charge the group PLN 10 for each audioguide for each subsequent started borrowing hour after the return time specified in the order.

8. If a group is more than one and a half hour late for a tour with audioguides, the booked audioguides will no longer be available for the group.
9. Audioguides must be used in accordance with their intended purpose.
10. The devices have a soundtrack with recorded voice. Information on the available languages can be found at: www.polin.pl.

§ 6.

Ticket validity and returns

1. Admission tickets for organised groups for the permanent and temporary exhibitions allow entry at the date and time specified in the ticket.
2. Tickets for individual visitors to the permanent and temporary exhibitions allow entry on the date specified in the ticket and are valid all day, within the Museum's opening hours.
3. Tickets for independent visitors and tickets for events may be returned until 3 days before the booked visit date or the event date (exclusive of that date). Tickets purchased less than 3 days before the booked visit date or the event date may not be returned.
4. If individual tickets or tickets for events are paid for and not returned until 3 days before the planned visit date or the event date, the tickets cannot be returned and are deemed sold.
5. In the case of a pre-booked guided tour, if tickets are returned, the refund of the fee for the guiding service may be claimed until 5 days before the booked visit date (exclusive of that date). After this time (not later than on the visit date), the Museum only refunds the ticket fees.
6. Tickets for a guided tour in the form of a stroll with the possibility of joining a group may be returned until 3 days before the booked visit date (exclusive of that date). Tickets purchased less than 3 days before the booked visit date may not be returned.
7. A guide holding a certificate awarded by the Museum and cooperating with the Museum may return tickets without bearing any costs (the price of the tickets and the tourguides) not later than 3 days before the booked visit date (exclusive of that

- date). If tickets are returned less than 3 days before the booked visit date (at the latest on the visit date), only the price paid for the tickets is refunded.
8. A booking of audioguides for organised groups can be cancelled free of charge until 3 days before the visit date (exclusive of that date). After this date, the Museum only refunds the fees for the tickets to which the audioguide booking was related.
 9. A booked visit can be cancelled by sending a statement to this effect by email, to the following address: zwroty@polin.pl, or in person, at the Museum's ticket office.
 10. When cancelling a booked visit or an audioguide booking, the following must be indicated: the booking number, the booking date, the number of returned tickets, and the payment method.
 11. Payments are refunded:
 - 1) at the Museum's ticket office – in cash or to a payment card, depending on the form in which the payment was made; in order to receive a refund, the original proof of purchase must be presented (a receipt or a VAT invoice);
 - 2) to the bank account number from which the payment was made via the online payment system or by traditional transfer, within the next 5 working days.
 12. Tickets purchased online cannot be changed to another date or another ticket type. In such a case, the tickets must be returned (as long as the time limit for the return has not yet expired) and then another purchase must be made online.
 13. In justified cases, the Museum reserves the right to change the form and rules of booking and the time of entry to selected events, as well as to cancel an event. Information on any changes will be provided on the Museum's website: www.polin.pl or by email. In particularly justified cases, the Museum reserves the right to inform about changes immediately after their occurrence. If this is the case, persons who have made a booking and have paid for it have the right to claim a refund of the fee paid for tickets or services.
 14. Complaints concerning issues other than returns and refunds may be submitted within 14 days from the purchase date or from the date of the event for which a ticket was purchased, by email: opinie@polin.pl or by letter: Muzeum Historii Żydów

Polskich, ul. Anielewicza 6, 00-157 Warszawa. The Museum will process the complaint within 14 days of the date of its receipt.

15. The return of tickets purchased from sales agents is subject to the rules and regulations of those agents and must be notified at the place where they were purchased.

§ 7.

Protection of personal data

1. The controller of personal data processed in the online booking system is the POLIN Museum of the History of Polish Jews, with its registered office at: ul. Anielewicza 6, 00-157 Warszawa.
2. The provision of personal data is voluntary, but necessary to book and purchase tickets or services. The non-provision of the personal data required by the Museum shall result in the Museum's inability to fulfil the order and provide the services.
3. The Museum has appointed its Data Protection Officer, who can be contacted by e-mail: iod@polin.pl or by phone: +48 22 471 03 41.
4. Personal data will be processed for purposes related to the use of the booking and sales system, including the preparation and making of ticket and service sales, based on the consent of the data subject, in accordance with Article 6 (1) (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 referred to as: "**GDPR**"). The catalogue of collected and processed personal data depends on the type of entity making a booking or purchasing tickets or services:
 - 1) in the case of a booking and purchase by a natural person for a natural or legal person with a receipt:
 - a) obligatory data: first and last name, e-mail address, country, postal code;
 - b) optional data: telephone number, name of the company/institution;
 - 2) in the case of a booking and purchase by a natural person for a natural person with a VAT invoice:

- a) obligatory data: first and last name, e-mail address, country, residence address (street, building and/or flat No., postal code, city);
 - b) optional data: telephone number, PESEL number;
- 3) in the case of a booking and purchase by a natural person for an economic entity with a VAT invoice:
 - a) obligatory data: first and last name, e-mail address, country, full details of the economic entity for the VAT invoice (name, NIP No., address: street, building and/or flat No., postal code, city);
 - b) optional data: telephone number.
- 5. The recipients of personal data processed in the online booking system may be: suppliers of IT systems and IT services, providers of other services: service quality studies, claim recovery, legal services, analytic services, marketing services, and operators of electronic payment systems and banks, insofar as this is necessary to complete payments, as well as bodies authorised to receive those personal data pursuant to legal provisions.
- 6. Personal data will not be transferred to a third country.
- 7. Personal data will be processed for as long as it is necessary to fulfil all obligations arising from the sale of tickets or services. In the case of personal data processed for the purpose of providing services by electronic means – for the duration of the provision of the services. In the case of personal data processed for the purpose of managing marketing content – until the submission of an objection to the processing of personal data for this purpose. After this time, personal data will be processed only to the extent and for the period required by law, including accounting regulations.
- 8. Each consent to the processing of personal data may be withdrawn at any time. The withdrawal of consent shall not affect the lawfulness of the processing carried out prior to the withdrawal. For evidence purposes, consent should be withdrawn in writing, by means of a notification sent to the following address: ul. Anielewicza 6, 00-157 Warszawa, or electronically, by email: iod@polin.pl.
- 9. A data subject shall have the right to access the contents of the provided data, the right to rectify them, delete them or limit their processing, the right to data

portability, the right to object, and the right to withdraw consent at any time, without affecting the legality of the processing carried out on the basis of the consent before the withdrawal.

10. A data subject has the right to lodge a complaint with the supervisory body if they decide that the 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* 2019, item 1781).
11. Personal data will be processed in an automated manner, including profiling.

§ 8.

Safety rules

1. The Museum premises are protected and monitored using electronic security systems.
2. The permanent exhibition must be used in accordance with its intended purpose.
3. Both visitors and participants in programme events must unconditionally obey any instructions of the Museum Protection Service and the Museum Security Department concerning order and security.
4. While on the Museum's premises, visitors are requested to show appropriate solemnity and respect.
5. Visitors are required to follow a dress code suitable to the nature of the site.
6. The following behaviours are forbidden:
 - 1) entering areas other than those designated for participants in the Museum's events;
 - 2) eating and drinking, except in designated areas;
 - 3) consumption of alcoholic products, except in designated areas;
 - 4) smoking tobacco or electronic cigarettes;
 - 5) running and sliding on floors and sloping and steep surfaces;
 - 6) climbing platforms, protection and reinforcement structures, leaning over barriers and protections;

- 7) pushing through, running, sliding on floors, noisy behaviour, lying down on the floor, 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-making;
 - 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 drugs;
 - 12) bringing in animals (except for guide dogs);
 - 13) taking elements of the Museum's equipment outside its premises;
 - 14) destroying any elements of the Museum's equipment, in particular exhibits and core elements of the permanent exhibition;
 - 15) making videos of guided tours without the guide's consent.
7. It is prohibited to bring in means of physical coercion, weapons, dangerous objects, explosives, corrosives, and other substances that the Museum Security Service defines as dangerous. This prohibition does not apply to persons entitled to possess and use such objects on the basis of separate regulations, in particular the persons referred to in Article 2.1 of the Act of 24 May 2013 on Means of Physical Coercion and Firearms (*Journal of Laws 2017*, item 1120).
 8. Guardians shall be liable for damage caused by the person(s) in their care.
 9. The discipline of a group is the responsibility of the group's guardian/teacher.
 10. The guide and the educator are obliged to:
 - 1) appropriately prepare visitors before entering the permanent or temporary exhibition, including an outline of rules of behaviour in the rooms (including prohibition on flash photography and prohibition to film the guided tour without the guide's/educator's consent);
 - 2) move only along the designated routes and abide by any instructions and remarks from the Museum security staff during the tour/class;

- 3) take action (e.g. give an admonition, notify employees of the Museum Security Service) if they notice any inappropriate behaviour among the members of their group, in particular if any member of the group does not comply with any prohibitions or restrictions.
11. The guide/educator and their group may not obstruct the visiting route, entrance to particular Museum rooms or any escape routes and may not disturb any individual visitors, children and youth taking part in workshops or any members of other visitor groups.
12. The maximum number of persons participating in educational workshops is 30 (plus guardians).
13. The Museum reserves the right to change the number of persons participating in events, guided tours and tours with the use of audioguides. Each change requires the consent of the head of the relevant Section.
14. 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 who wear clothes featuring an element that insults other people on account of their faith, religion, race, nationality, ethnic origin, gender, sexual orientation, age, disability or political views;
 - 4) those whose behaviour insults other people on account of their faith, religion, race, nationality, ethnic origin, gender, sexual orientation, age, disability or political views.
15. Persons entering the Museum are obliged to undergo screening by electronic scanners.
16. Any luggage that is being brought in, regardless of its size, is also subject to screening. To enter the Museum with luggage that does not fit in the scanner, the luggage owner is obliged to divide it into smaller parts that can be scanned.
17. Rucksacks, bags, suitcases, umbrellas, and outer clothing must be left in the cloakroom. It is forbidden to leave luggage unattended on the Museum's premises.
18. In accordance with the Act of 22 August 1997 on the Protection of Persons and Property (*Journal of Laws* 2019, item 1495), the Museum Security Service has the

right to intervene, deny entry and turn out persons who do not observe the Museum's safety rules.

19. When moving around the Museum, visitors should pay special attention to protruding elements, sharp ends, and any elements made of glass or posing a risk of squashing, crushing, hurting or causing any other damage to health.
20. Should any adverse events occur, visitors must notify them to the Museum staff and must strictly follow their instructions.
21. In the case of a direct threat to the visitors' health or life, the Museum reserves the right to suspend the provision of its services.
22. If an evacuation or a rescue operation is announced, all persons on the Museum's premises are obliged to immediately leave the building through the nearest emergency exit and to unconditionally obey the instructions of the Museum staff and the Museum Security Service.
23. If a visitor notices fire, they must immediately report it to an employee of the Museum or the Museum Security Service or press a Manual Fire Alarm (*Ręczny Ostrzegacz Pożarowy – ROP*) button.

§ 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 these Rules and Regulations.
2. Purchasing an admission ticket to the Museum and participating in the programme activities offered by the Museum is tantamount to accepting these Rules and Regulations.
3. The Rules and Regulations are available on the Museum's website: www.polin.pl and at the Museum's ticket office.
4. Comments, complaints and requests concerning the Museum's operation, its programme, and visitor and customer service may be submitted in particular at the Museum's ticket office and information desk or by email, to the following address: opinie@polin.pl.

5. If an event or a group of events has its own separate rules and regulations, the provisions of those rules and regulations shall take precedence over the provisions of the Rules and Regulations for Selling Tickets and Visiting the POLIN Museum of the History of Polish Jews.
6. These Rules and Regulations have been drawn up in two language versions: Polish and English. In the case of any discrepancy between the two language versions, the Polish version shall prevail.