**Terms and conditions for booking and purchasing admission tickets and visiting exhibitions at the Nowa Huta Museum**

1.       Exhibitions in the branch of the Historical Museum of the City of Krakow, Nowa Huta Museum, located in the building of the former ‘Światowid’ cinema (Krakow, Os. Centrum E 1), hereafter referred to as the Exhibitions, are made available from Tuesday to Friday from 10:00 am to 5:00 pm and from Saturday to Sunday from 10:00 am to 6:00 pm subject to items 2 and 3.II.
2.       The last entry to the Exhibition takes place 60 minutes before closing time.

3.I.       The Exhibitions can be visited:
a) individually (1 to 9 visitors),
b) as a group tour visiting the exhibition ‘Atomowa groza. Schrony w Nowej Hucie’ [Nuclear threat. Shelters in Nowa Huta] presented in the shelter (10 to 20 visitors),
c) as a group tour visiting temporary exhibitions presented in other spaces of the Nowa Huta Museum (10 to 30 visitors).

3.II.       On Thursdays from 3:00 pm to 5:00 pm, having regard to visitors with special needs, the so-called quiet hours are introduced at the Exhibitions. During quiet hours, group tours and guided tours are excluded. At the exhibition, all multimedia devices are turned off or muted and visitors are required to maintain silence.

4.       Visitors can use the website [**https://bilety.muzeumkrakowa.pl/**](https://bilety.muzeumkrakowa.pl/) to book a visit and purchase or book a guide service around the permanent exhibition, payable in accordance with the price list set out in Annex 2 to the resolution of the Museum Director No. 123/2019 of 26 November 2019 on admission tickets to permanent exhibitions at the Historical Museum of the City of Krakow. The service must be purchased or booked at least 4 days before the tour date. The tickets purchased through the website shall be in accordance with the rules established by the Conditions for Online Ticket Sales available on the website, subject to the rules established by these Terms and Conditions.

5.       The tour including a guide service should be purchased or booked at least 4 days before the tour date via [**https://bilety.muzeumkrakowa.pl/**](https://bilety.muzeumkrakowa.pl/).

6.       Visitors purchase a guide service for a selected tour date, available in the sales system, and are obliged to appear at the Museum no later than at the appointed tour time. The guide waits for visitors until 15 minutes past the appointed time of the tour, and if the visitors do not show up within this time, the service will not be provided, and the Museum will not be obliged to reimburse its cost.

7.       The Museum enables visitors to visit the Exhibitions with an outside guide.

8.       Individual visitors and organised groups making reservation for a visit with the tour guide service must notify the Museum if they wish to resign from the service or visiting. Notifications should be made at least five calendar days before the date of the visit via e-mail to **info@muzeumkrakowa.pl** or in person at the Visitor Service Centre located at the Krzysztofory Palace, Krakow, Rynek Główny 35.

9.       In the absence of a timely notice of resignation from the guide service or from a visit, persons making reservation will be charged a contractual penalty of PLN 150.00 by the Historical Museum of the City of Krakow. The penalty must be paid within 14 days from the date of notification, to the following Museum bank account: 95 1020 2892 0000 5102 0591 0361.

10.   Persons who are informed about the imposition of a contractual penalty have the right to appeal against it within a period not exceeding 3 calendar days from the date of receiving the information. The appeal and its justification must be sent in writing to the Historical Museum of the City of Krakow, located in Krakow at Rynek Główny 35. The final decision on the penalty, after the investigation procedure, is taken by the Museum Director or persons authorised by him.

11.   Due to the lack of an elevator in the facility and the existing level difference, visiting the Exhibitions by people with physical disability is limited.

12.   Those whose health could expose other visitors to danger are advised to stay at home. The Museum reserves the right not to admit persons for whom there is a reasonable presumption that their health may pose a threat to other visitors and employees, e.g., people with persistent cough.

13.   An admission ticket at the Nowa Huta Museum entitles visitors to visit the Exhibitions on the day of purchase. The price list and ticket sale rules are regulated by the Museum Director's Regulation No. 123/2019.

14.   The Museum recommends using payment cards when purchasing tickets at the ticket office.

15.   Admission tickets can be purchased at the ticket office located in the Branch and at [**https://bilety.muzeumkrakowa.pl/**](https://bilety.muzeumkrakowa.pl/).

16.   Tickets purchased at the ticket office are not refundable. Tickets purchased through the website are refundable under the terms set out in the Conditions for Online Ticket Sales available on the website indicated in item 15.

17.   The exhibitions at the Branch of the Nowa Huta Museum can be visited for free on Wednesdays.

18.   A ticket to the exhibitions at the Branch of the Nowa Huta Museum entitles the visitor to a single entry within 30 days of its purchase to the exhibition ‘Stan Zagrożenia’ [State of Emergency] at the affiliate of the Nowa Huta Museum, Podziemna Nowa Huta, Szkolne 37 estate, on its opening days.

19.   A ticket to the exhibition ‘Stan Zagrożenia’ [State of Emergency] at the affiliate of the Nowa Huta Museum, Podziemna Nowa Huta [Nowa Huta Underground], os. Szkolne 37, entitles the visitor to a single entry within 30 days of its purchase to the exhibitions in the branch of the Nowa Huta Museum (Krakow, os Centrum E1) on their opening days.

20.   It is forbidden to bring to the Exhibition:
a) any weapons, ammunition, and items considered potentially dangerous,
b) explosives and flammable and toxic materials,
c) long umbrellas,
d) backpacks and large luggage above 30 litres,
e) animals, with the exception of assistance dogs for people with disabilities.

21.   The Exhibitions should be visited in accordance with the current direction and order of the tour.

22.   Once the tour is over and the visitor leaves the exhibition area, it is not possible to return to it.

23.   The Branch does not allow eating, drinking, smoking, vaping or making phone calls.

24.   It is forbidden to enter the Branch while intoxicated or under the influence of drugs, intoxicants or behaving in a way that might threaten the safety of other people, buildings and cultural goods stored inside, disrupt the order of visiting, as well as violate the generally accepted standards of behaviour in public places.

25.   While staying in the Branch, please follow the instructions and recommendations of the Museum personnel and security.

26.   Parents or guardians are liable for damage caused by children under their care.

27. At the Exhibition ‘Trzepaki, Reksio, Atari’ [Children's Fun and Games in Communist Poland], the orange-coloured spaces indicate play areas with objects that can be touched by visitors. These objects should always be put back.

28. Adults are obliged to supervise minors under their care.

29. Only minors under the special supervision of their guardians may play on the carpet hanger presented at the Exhibition ‘Trzepaki, Reksio, Atari”’[Children's Fun and Games in Communist Poland].

30. The Museum is not liable for any bodily injury or health disorder that occurs due to improper use of the space of the Exhibition ‘Trzepaki, Reksio, Atari’ [Children's Fun and Games in Communist Poland] and its objects or improper supervision of minors.

31. In view of the play areas made available for use, the Museum recommends that visitors disinfect their hands prior to entering the Exhibition ‘Trzepaki, Reksio, Atari’ [Children's Fun and Games in Communist Poland].

32.   The Museum reserves the right not to admit individual tourists who do not respect the visiting order or who violate these Rules or to ask them to leave.

33.   For more information on visiting the facility, please contact the Visitor Service Centre (by phone/fax (12) 426-50-60) or the Branch of the Nowa Huta Museum (by phone (12) 446 78 21 or by e-mail at **info@muzeumkrakowa.pl** or **nowahuta@muzeumkrakowa.pl**).

34.   The purchase or booking of an admission ticket is understood as acceptance of the provisions of these Terms and Conditions.

35.   The Terms and Conditions come into force on 1 February 2023.