Annex No. 3 to Director Order No. 108/2023

**Terms and conditions of booking tickets to the Oskar Schindler Emalia Factory Branch**   
**for education and care institutions**

1. Education and care institutions, i.e.
2. elementary and secondary schools, art schools,
3. kindergartens,
4. children's homes,
5. youth education centres, youth sociotherapy centres, special school and education centres and special education centres for children and youth requiring special organisation of learning, working methods, and upbringing, as well as revalidation and education centres enabling children and youth referred to   
   in Article 36.17 of the Education Law, as well as children and young people   
   with multiple disabilities, one of which is intellectual disability, to perform the duty referred to   
   in Article 31.4 of the quoted Act, the compulsory education and the schooling duty, respectively,

(hereinafter referred to as the Institutions),

interested in visiting the permanent exhibition “Krakow under Nazi Occupation 1939–1945” or the temporary exhibitions presented at the Oskar Schindler Emalia Factory Branch may book admission tickets for their students, wards or charges according to the terms and conditions described below.

1. In order to book the admission tickets referred to in section 1, the Institution representative should contact the Visitor Service Centre (hereinafter: COZ) by e-mail at: [info@muzeumkrakowa.pl](mailto:info@muzeumkrakowa.pl), providing the booking details:
2. the name of the education and care institution,
3. the name of the exhibition to be visited,
4. preferred date and time of the tour,
5. the number of visitors, or the number of groups, assuming that one group can include from 15 to 25 people, excluding the guide, and groups of less than 15 people will be treated as individual visitors,
6. a wish to use a guide service,
7. a contact person - including their phone number,
8. an official e-mail address of the institution,
9. information required to invoice the institution for the purchase of tickets and the guide service.
10. For all issues related to the booking, COZ will contact the institution solely at its official e-mail address.
11. Bookings including the guide service should be made at least five days in advance of the tour date.
12. When a tour is booked, COZ will contact the Institution by e-mail with details of the booking, including the possible day and time of the tour (subject to availability of free dates), the booking number, as well as information regarding the possible method of payment for the purchase of tickets and the service, i.e.
13. by a bank transfer to the Museum's account or
14. directly at the Branch ticket office on the day of the tour.
15. The transfer for the purchase of tickets and the guide service should be paid at least three business days before the date of the tour. The transfer description should include the booking number and the Institution name. Upon the receipt of the payment, COZ will send to the Institution e-tickets to the exhibition along with a VAT invoice.
16. In the case of payment at the Branch ticket office, the admission tickets and a VAT invoice will be issued to the Institution representative on the day of the tour. The Institution representative should give the booking number and the Institution name at the Branch ticket office. The Institution representative should come   
    to the Branch ticket office sufficiently early, so that all formalities related to the tour and payment can be completed in time for the scheduled tour time. The Museum does not offer an option of serving the Institution representative out of turn.
17. Anycancellation of the tour or any modification related to the number of visitors should be made by the Institution at least five days before the date of the tour for bookings paid directly at the ticket office on the day of the tour - by e-mail to: [info@muzeumkrakowa.pl](mailto:info@muzeumkrakowa.pl) stating the booking number. The already paid booking can be canceled or modified within 14 days of a date of crediting the funds to the Museum account and at least five days before the tour date. When a paid booking is canceled or modified, the Institution must provide the booking and the invoice number. The Museum will reimburse the amount paid for the canceled tickets and services by a transfer to the account from which the payment was made.
18. When the booking cancellation or modification is done outside the specified time limit, the payment already made will not be reimbursed.
19. If the payment for booked tickets and a guide service has not been made at all, and the booking has not been canceled in accordance with section 8, the Museum will charge the Institution with a contractual penalty in the amount of PLN 150.00 for each single uncanceled or untimely canceled booking. For the purposes of these Terms and Conditions, one booking is understood as a booking made for one group of visitors (between 15 and 25 people).
20. The guide waits for visitors for 15 minutes past the specified 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.
21. COZ has the right to ask for information enabling verification   
    that the booking entity is an Institution within the meaning of section 1. If such information is not received, or if it is determined that the entity is not the Institution - COZ has the right to refuse to make the booking in question.