Annex No. 1 to Museum Director Order No. 108/2023

**Terms and Conditions of visiting exhibitions and staying at the Oskar Schindler Emalia FactoryBranch.**

1. The Exhibitions, including the permanent exhibition “Krakow under Nazi Occupation 1939–1945”, and each temporary exhibition presented at the Oskar Schindler Enamel Factory, branch of the Historical Museum of the City of Krakow (Krakow, ul. Lipowa 4), hereinafter collectively referred to as the Exhibitions, are open   
   to the public on Monday   
   from 10:00 a.m. to 3.00 p.m. p.m., and from Tuesday to Sunday from 09:00 a.m. to 7.00 p.m. ,   
   subject to sections 2 and 3.
2. Exhibitions are closed on every first Tuesday of the month.
3. Last visitors are admitted 90 minutes before closing time to the permanent Exhibition, and   
   30 minutes before closing time to a temporary Exhibition.
4. Exhibitions can be visited by individual visitors (i.e. from 1 to 14 people) or by groups   
   (i.e. from 15 to max. 25 people). The above limits in the number of people do not include the guide.
5. Admission tickets and guide services to the Exhibitions are purchased at the Branch ticket offices, or on the website <https://bilety.muzeumkrakowa.pl/> in accordance with the *Terms and Conditions of Selling Tickets to Exhibitions at the Oskar Schindler Emalia Factory Branch*, available at <https://muzeumkrakowa.pl/oddzialy/fabryka-emalia-oskara-schindlera> under the *Terms and Conditions* tab.
6. Education and care institutions can book admission tickets and guide services for their students, wards or charges in accordance with the *Terms and Conditions of Booking Tickets to the Oskar Schindler Emalia Factory Branch for Education and Care Institutions*, available at <https://muzeumkrakowa.pl/oddzialy/fabryka-emalia-oskara-schindlera> under the *Terms and Conditions* tab.
7. So-called “fixed guided tours” in English of the permanent exhibition are being introduced for all interested, from Tuesday to Sunday at 10:00 a.m., 12:00 a.m. and 4:00 p.m. p.m. A person taking part in such a tour bears a cost of a (regular or reduced) admission ticket plus the gross amount of PLN 30.00 for the guided tour. Tickets for fixed guided tours can be purchased at the Branch ticket office or at <https://bilety.muzeumkrakowa.pl/>
8. The day of free admission to the permanent exhibition is Monday. On that day, the admission to the temporary exhibition is charged according to the price list established in the Director's order for the temporary exhibition in question. The rules for issuing free day passes are governed by the Director's Order No. 39/2023 on the rules for visiting permanent exhibitions of the Krakow Museum on free admission days, available on the Museum's website.
9. The ticket to the permanent exhibition entitles its holder to additionally visit the temporary exhibition presented at the Branch on the day of visiting the permanent exhibition.
10. Visitors are obliged to appear and start visiting on the date and time indicated   
    on the purchased admission ticket. The Museum reserves the right to refuse admission to the Exhibitions to persons or groups who appear at the Museum on a day or time other than specified on the purchased admission ticket, without being obliged to reimburse the cost of the tickets and the guide service.
11. Persons or groups who use the guide service are obliged to appear at the Museum   
    on the designated day and time of the tour. 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, without an obligation to reimburse its cost.
12. The Museum allows visitors to visit the Exhibitions with an outside guide, provided that they have an appropriate permit issued by the Museum. The aforementioned permit can be obtained by the guide after they   
    successfully complete the training organized by the Museum and receive a relevant certificate.
13. The Exhibition should be visited in accordance with the established direction and order of the tour.
14. After completing the tour and leaving the Exhibition area, it is not possible to return to it.
15. It is forbidden to bring to the Exhibition:
16. any weapons, ammunition, items considered potentially dangerous,
17. explosives, flammable and toxic materials,
18. long umbrellas,
19. backpacks and large luggage with a capacity above 30 litres,
20. bringing animals, excluding assistance dogs of people   
    with disabilities.
21. Eating, drinking, smoking, using e-cigarettes, and talking on telephones at the Exhibitions is forbidden.
22. Only visitors with valid tickets for the Museum for the Exhibition and guides with valid certificates issued by the Museum of Krakow authorizing them to show the Exhibition may ramain in the Exhibition space.
23. In connection with the need to ensure the comfort of work and an appropriate level of service to visitors – in the hall of the branch building may only present:
24. a persons waiting in line to purchase an admission ticket or other assortment sold at the ticket offices.
25. visitors with valid tickets who are waiting to enter the exhibition,
26. guides with valid certificates authorizing them to tour the permanent exhibition waiting for their groups of visitors,
27. people who have completed the tour, waiting for the release of clothes from the cloakroom
28. Immediately after the purchase of an admission ticket, persons should leave building of the branch, unless within 15 minutes after the purchase they begin to visit the exhibition or use the services of the cafe.
29. People may use the visitors service points in the Branch only for the purpose of dealing with the matter within time necessary.
30. Notwithstanding the rules introduced above, in case of an exceeded number of people are present in the hall, the Museum and security Staff may regulate tourist traffic on an ad hoc basis, asking people to remain outside the of the Branch building.
31. It is forbidden to occupy and spread things out on the exterior and interior windowsills of the Branch building.
32. Entry and exit areas of the Branch and the Exhibition should not be blocked.
33. Tour guide kits should be distributed and collected outside the exhibition space in way that does not interfere with other visitors and customers.
34. 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.
35. While staying in the Branch, please follow the instructions and recommendations of the Museum personnel and security.
36. Parents or guardians are liable for damages caused by children under their care.
37. The Museum reserves the right to not admit or to ask individual tourists or groups who do not respect the visiting order and who violate these Rules to leave.
38. For more information about visiting the Exhibitions, please contact the Visitor Centre by phone/fax at (12) 426-50-60, by e-mail at [info@muzeumkrakowa.pl](file:///C:\Users\dchmielorz\Downloads\mailtoinfo@muzeumkrakowa.pl) or the Branch at (12) 257-00-95 or by e-mail at [fabrykaschindlera@muzeumkrakowa.pl](mailto:fabrykaschindlera@muzeumkrakowa.pl)
39. Purchase or booking of an admission ticket to the Exhibition is understood as acceptance of the provisions of these Terms and Conditions.
40. These Terms and Conditions come into force on the first of May 2025.