**Terms and conditions for purchasing and booking tickets and visiting the permanent exhibition ‘Kraków od początku, bez końca’ [Krakow from the beginning, to no end] in the branch of the Krzysztofory Palace**

1.       The permanent exhibition ‘Kraków od początku, bez końca’ [Krakow from the beginning, to no end] presented in the branch of the Historical Museum of the City of Krakow, Krzysztofory Palace (Krakow, Rynek Główny 35), hereinafter referred to as the Exhibition, is open to the public from Tuesday to Sunday from 10:00 am to 6:00 pm subject to items 2 and 3.

2.       The last entrance to the permanent exhibition is 75 minutes before closing for organised groups and 60 minutes for individual visitors.

3.       The Museum Director may set additional days on which the Exhibition will be closed
for visitors.

4.       The Exhibition can be visited by individuals (1 to 9 visitors) or groups (10 to 30 visitors).

5.       Group tours of the permanent exhibition are possible only with a guide provided by the Museum or with an outside guide, subject to item 9.

6.       Visitors can use the website https://bilety.muzeumkrakowa.pl/ to book a visit, purchase an admission ticket, 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 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.

7. The purchase of a ticket including a guided tour service should be made at least 4 days before the tour date.

8.       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.

9.       The Museum enables visitors to visit the permanent exhibition 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 organised by the Museum and receive a relevant certificate.

10.   Individuals and entities making reservations for a tour that includes a guide service are required to notify the Museum in the event of cancellation of the service or tour. 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.

11.   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.

12.   In view of the need to ensure public accessibility to visit the Exhibition, notwithstanding the provisions of item 10, **it is agreed that the entity making the reservation may cancel no more than ten reservations for individual tour dates within one calendar month.** If more reservations (than specified above) for individual tour dates are cancelled within one calendar month, the entity will be charged, by the Museum, a contractual penalty in the amount of PLN 150.00 (one hundred PLN 00/100) for each cancelled reservation in excess of the limit. **A reservation made for a group tour, actually purchased for less than 10 visitors, counts towards the limit of ten reservations.**  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.

13.   Individuals and entities 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 receipt of 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.

14.   **The penalties referred to in items 10 and 12 are imposed independently of each other and are cumulative.**

15.   **Booking admission tickets to the Exhibition using so-called bots is not allowed.**

16.   An admission ticket to the permanent exhibition entitles its holder to visit, at its price, temporary exhibitions at the Krzysztofory Palace branch on the day of ticket purchase, unless the Museum Director determines that a particular temporary exhibition is subject to separate ticketing.

17.   The price list of admission tickets and the types of tickets and discounts are regulated by the Museum Director’s Regulation No. 123/2019.

18.   **If a group tour reservation is made and then tickets under this reservation for less than 10 people are actually purchased, tickets are sold at the price of individual admission to the exhibition.**

19.   The permanent exhibition can be visited for free on Tuesdays.

20.   Tickets can be purchased at the ticket office of the Visitor Service Centre (Krakow, Rynek Główny 35), phone: (12) 4265060, e-mail: **info@muzeumkrakowa.pl****,** and at [**https://bilety.muzeumkrakowa.pl/**](https://bilety.muzeumkrakowa.pl/)**.**

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

22.   It is forbidden to bring the following items 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 liters,
e) animals, with the exception of assistance dogs for people with disabilities.

23.   Outerwear and luggage must be left in the checkroom. The checkroom is obligatory and free of charge.  The checkroom attendant provides the person wishing to use the checkroom user with a number tag authorising them to receive stored clothes and/or items back. If the tag is lost, the person who lost it is obliged to pay a fee of PLN 20.00 gross at the box office of the Visitor Service Centre.

24.   The Exhibition should be visited in accordance with the applicable established direction and order of sightseeing.

25.   After completing the tour and leaving the exhibition area it is not possible to return to it.

26.   The Branch does not allow eating, drinking, smoking, vaping, or making phone calls except in designated areas.

27.   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.

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

29.   For those whose health could expose other visitors to danger, the Museum recommends staying at home and 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.

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

31.   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.

32.   For more information on visiting the Exhibition, please contact the Visitor Service Centre by phone/fax at (12) 426-50-60).

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

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