**Terms and conditions for purchasing and booking tickets and visiting exhibitions at the branch of Oskar Schindler’s Enamel Factory**

1.       From 1 April 2023, Exhibitions at the branch of the Historical Museum of the City of Krakow, Oskar Schindler’s Enamel Factory (Krakow, ul. Lipowa 4) will be open to visitors on Mondays from 10:00 am to 2:00 pm and from Tuesday to Sunday from 9:00 am to 7:00 pm, subject to items 2 and 3.

2.       Exhibitions will be closed on the first Tuesday of the month.

3.       The last entry to the Exhibition is 90 minutes before closing time.

4.       Exhibitions can be visited by individuals (1 to 14 visitors) or groups (15 to 25 visitors).  This does not include the guide.

5.       Individuals or entities 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 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. **Online booking of admission tickets for the days of free admission (Mondays) is not necessary. Free tickets for a given day of free admission can be picked up at the branch ticket office. One person can pick up 5 free admission tickets (valid only on the day of collection).**

6.       An admission ticket including a guide service should be purchased at least 4 days before the tour date.

7.       Individuals or entities 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.

8.       The price list and rules for the sale of tickets and discounts are regulated by the Museum Director’s Regulation No. 123/2019.

9.       On Wednesdays, Fridays, and Sundays (and from 1 April 2023 from Tuesday to Sunday) at 4 pm, fixed guided tours in English are made available for those who wish to attend. 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 Museum ticket office or at [**https://bilety.muzeumkrakowa.pl/**](https://bilety.muzeumkrakowa.pl/).

10.   An admission ticket to the permanent exhibition entitles its holder to visit, at its price, the temporary exhibition at the Oskar Schindler’s Enamel Factory branch on the day of ticket purchase.

11.   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. **Online booking of admission tickets for that day is not necessary. Free tickets for a given day of free admission can be picked up at the branch ticket office. One person can pick up 5 free admission tickets (valid only on the day of collection).**

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

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

14.   The Museum does not accept returns of tickets purchased directly at the ticket office, publications, and other goods.

15.   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 organised by the Museum and receive a relevant certificate.

16.   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, or modification of the reservation involving a change from a group reservation to an individual reservation. 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.

17.   In the absence of a timely notice of resignation from a visit, as referred to in item 16, individuals and entities 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.

18.   In view of the need to ensure public accessibility to visit the Exhibition, notwithstanding the provisions of items 16 and 17, **it is agreed that the individual or 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 15 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.

19.   Individuals and entities who are informed about the imposition of a contractual penalty referred to in items 17 and 18 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.

**20.   A group reservation is considered completed when at least 15 group tour tickets have been purchased.**

**21.   The penalties referred to in items 17 and 18 are imposed independently of each other and are cumulative.**

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

23.   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.

24.   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.

25.   The Exhibition should be visited in accordance with the established direction and order of the tour.

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

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

28.   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.

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

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 about visiting the Exhibition, please contact the Visitor Centre on tel./fax (12) 426-50-60, the Oskar Schindler's Enamel Factory Branch on
 (12) 257-00-95, or by e-mail ( **info@muzeumkrakowa.pl** or **fabrykaschindlera@muzeumkrakowa.pl**).

33.   Purchase or booking of an admission ticket to the Exhibition is understood as acceptance of the provisions of these Terms and Conditions.

The Terms and Conditions come into force on 1 March 2023.