**Terms and conditions for visiting the permanent exhibition ‘Dzieje i Kultura Żydów’ [The history and Culture of Jews in Krakow] in the Old Synagogue**

1.      The Exhibitions at the branch of the Historical Museum of the City of Kraków, the Old Synagogue (Krakow, ul. Szeroka 24) are open to the public on Mondays from 10 am to 2 pm and from Tuesday to Sunday from 10 am to 6 pm, subject to item 2.  
  
2.      The last entrance to the Exhibitions is 30 minutes before closing for individual visitors and 60 minutes for groups.  
  
3.      The Exhibitions can be visited by individuals (1 to 9 visitors) or groups (10 to 30 visitors).  
  
4.      Visitors can use the website <https://bilety.muzeumkrakowa.pl/> to book a visit, purchase a ticket, and purchase or book a guide service around the 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.  
  
5.      The purchase of a ticket including a guided tour service should be made at least 4 days before the tour date.  
  
6.      The Exhibition can be visited at one time by 30 visitors with a guide.  
  
7.      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.  
  
8.    The Museum enables visitors to visit the Exhibitions with an outside guide.  
  
9.   Individual visitors and organised groups making reservations for a tour that includes a guide service are required to notify the Museum in the event of cancellation of the service.  
  
10.   Notifications should be made at least five calendar days before the date of the visit via e-mail to [info@muzeumkrakowa.pl](mailto:info@muzeumkrakowa.pl) or in person at the Visitor Service Centre located at the Krzysztofory Palace, Krakow, Rynek Główny 35.  
  
11.   Due to the need to ensure public access to the Exhibition, the booking entity may cancel, without incurring financial consequences, no more than 10 bookings for individual dates of visits within one calendar month. If more reservations 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 00/150) for each cancelled reservation in excess of the limit. 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 the absence of a timely notice of resignation from the guide service, 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.  
  
13.   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.  
  
14.   The penalties referred to in items 11 and 12 are cumulative.  
  
15.   Visitors are obliged to:  
  
a) move in accordance with the direction of the tour,  
  
b) comply with any additional recommendations of Museum personnel and security,  
  
c) comply with the generally applicable rules regarding staying in public places and behaviour during the COVID-19 epidemic/epidemic threat.  
  
16.   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.  
  
17.   An admission ticket at the Old Synagogue branch entitles visitors to visit the permanent exhibition on the day of its purchase.  
  
18.   The price list and ticket sale rules are regulated by the Museum Director’s Regulation No. 123/2019.  
  
19.   Admission tickets can be purchased at the ticket office located in the branch and at <https://bilety.muzeumkrakowa.pl/>.  
  
20.   The Museum recommends using payment cards when purchasing tickets at the ticket office.  
  
21.   The permanent exhibition can be visited for free on Mondays.  
  
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 litres,  
e) animals, with the exception of assistance dogs for people with disabilities.  
  
23.   The Exhibition should be visited in accordance with the applicable established direction and order of sightseeing.  
  
24.   After completing the tour and leaving the exhibition area it is not possible to return to it.  
  
25.   The branch does not allow eating, drinking, smoking, vaping, or making phone calls.  
  
26.   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.  
  
27.   While staying in the branch, please follow the instructions and recommendations of the Museum personnel and security.   
  
28.   Parents or guardians are liable for damage caused by children under their care.  
  
29.   The Museum reserves the right to not admit or to ask individual tourists who do not respect the visiting order and who violate these Rules to leave.  
  
30.   For more information on visiting the Exhibition, please contact the Visitor Service Centre by phone/fax at (12) 426-50-60, the branch by phone at (12) 422 09 62, or by email: [info@muzeumkrakowa.pl](mailto:info@muzeumkrakowa.pl) or [starasynagoga@muzeumkrakowa.pl](mailto:starasynagoga@muzeumkrakowa.pl).  
  
31.   By purchasing an admission ticket, you accept the provisions herein.  
  
The Rules enter into force on 1 March, 2022.