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

**Terms and Conditions of visiting exhibitions at the Oskar Schindler Emalia Factory Branch**

1. The Exhibitions, including the permanent exhibition “Krakow under Nazi Occupation 1939–1945”, and each temporary exhibition presented at the Oskar Schindler Emalia 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 during the winter season (i.e. from November 1 to March 31) on Monday
from 10:00 a.m. to 2:00 p.m., and from Tuesday to Sunday from 09:00 a.m. to 6:00 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, the Visitor Service Center ticket office (COZ - Krakow, Rynek Główny 35) and 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 4 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, at COZ 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. 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.
23. While staying in the Branch, please follow the instructions and recommendations of the Museum personnel and security.
24. Parents or guardians are liable for damages caused by children under their care.
25. 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.
26. 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](mailtoinfo%40muzeumkrakowa.pl) or the Branch at (12) 257-00-95 or by e-mail at fabrykaschindlera@muzeumkrakowa.pl
27. Purchase or booking of an admission ticket to the Exhibition is understood as acceptance of the provisions of these Terms and Conditions.
28. These Terms and Conditions come into force as of November 13, 2023.