

RULES OF VISITING THE BRANCHES OF THE MUSEUM OF GDAŃSK

Legal basis:

- Regulation of the European Parliament (EU) 2016/679 and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), hereinafter referred to as GDPR;
- the Act on Museums of 21 November 1996;
- the Statute of the Museum of Gdańsk.

§1 GENERAL PROVISIONS

1. The main offices of the Museum of Gdańsk (hereinafter referred to as the MG) are located in Gdańsk at ul. Długa 46/47 (NIP: 583-10-12-014, REGON: 000283392, EKD [NACE No.]: 925210), 80-831 Gdańsk, and it is represented by the Director.
2. These Rules apply to the following branches:
 - the Main Town Hall,
 - the Museum of Amber,
 - the Artus Court,
 - the Uphagen House,
 - the Museum of the Polish Post,
 - the Wisłoujście Fortress,
 - the Gdańsk Museum of Science,
 - Guardhouse No. 1 in Westerplatte,
 - the Hammer Forge in Oliwa.

3. These Rules define the principles of granting discounts and exemptions from fees, and introduce order and safety regulations to be followed when visiting the MG.
4. The opening days and hours are specified in a separate disposition of the MG Director and can be checked at ticket offices and at www.muzeumgdansk.pl.
5. The prices of the entry tickets and other services provided by the MG are specified in separate dispositions of the MG Director and can be checked at ticket offices and at www.muzeumgdansk.pl.

§2 ENTRY TO THE MUSEUM

1. The visiting requires purchasing an entry ticket.
2. The entry tickets are sold at ticket offices, via the www.muzeumgdansk.pl website and by the partners cooperating with the MG.
3. The visit can commence no later than:
 - a. 60 minutes (the Museum of Amber),
 - b. 45 minutes (the Main Town Hall, the Wisłoujście Fortress, the Gdańsk Museum of Science, the Artus Court),
 - c. 30 minutes (the Uphagen House, the Museum of the Polish Post, Guardhouse No. 1, the Hammer Forge in Oliwa)before the closing of the exposition.
4. The opening times of ticket offices and shops are identical with those of the expositions, except for technical breaks.
5. Ticket offices and shops accept payments in cash and by pay cards.
6. The sale of tickets may be temporarily suspended if it is necessary to limit the number of visitors visiting the exposition at the same time for safety reasons.
7. The entry ticket should be kept throughout the entire visit at the MG.
8. The entry ticket specifying the date and time must be used on the day and at the time indicated on the ticket.

9. The ticket unused on the specific day and time is not refundable. This does not apply to tickets purchased on-line, which are subject to the provisions of the Rules of On-line Sale of Services, available at the following website:
<https://bilety.muzeumgdansk.pl/index/regulamin.html>.
10. The visitors wishing to receive a VAT invoice should inform the cashier of the fact before making the payment.
11. Any questions concerning the purchasing of the tickets can be sent to the following e-mail address: bilety@muzeumgdansk.pl.

§3 REDUCED-PRICE TICKETS

1. The persons entitled to a reduced-price ticket are:
 - a. pupils and students (up to the age of 26),
 - b. teachers,
 - c. old age pensioners,
 - d. disability pensioners,
 - e. social pension beneficiaries,
 - f. veterans,
 - g. students of doctoral studies.
2. In order to get a an MG entry ticket at a reduced price, it is necessary to present a document confirming entitlement to the discount.

§4 EXEMPTIONS FROM THE FEE

1. The following persons are exempt from the visiting fee:
 - a. natural persons distinguished with: the Order of the White Eagle, War Order of *Virtuti Militari*, Order of the Merit of the Republic of Poland, Gold 'Gloria Artis' Medal for Merit to Culture,
 - b. employees of museums run by local governments and entered in the National Museum Register,
 - c. members of: the International Council of Museums (ICOM), International Council on Monuments and Sites (ICOMOS),
 - d. holders of the Pole's Card,

- e. holders of the Gdańsk Resident Card, in accordance with the Resident Card Rules,
 - f. holders of the Gdańsk Tourist Card, in accordance with the Tourist Card Rules,
 - g. children up to the age of 7 (except for any education-related fees),
 - h. supervisors accompanying organised school groups (1 supervisor per 10 persons)
 - i. journalists,
 - j. Tri-City guides,
 - k. Councillors of the City of Gdańsk currently in office,
 - l. holders of the golden and silver VIP cards issued by the MG,
 - m. holders of the donor card issued by the MG.
 - n. volunteers cooperating with the MG,
 - o. persons with disabilities and their assistants.
2. To be exempt from the MG's entry fee it is necessary to present a document confirming one's entitlement to a free visit.
 3. The MG Director has the right to grant a reduced fare or lift the visiting fee on a substantiated request submitted to the following e-mail address: kontakt@muzeumgdansk.pl no later than 10 business days before the visiting date.

§5 FREE ENTRY DAY

1. On one day of the week the permanent exhibitions can be visited free of charge.
2. The free entry day is determined by the MG Director.
3. The free entry day does not include the visiting of the panoramic viewpoint at the Main Town Hall, branches open seasonally, or selected temporary exhibitions.

§6 VISITING AND SAFETY

1. The visiting of exhibitions follows the set visiting route.
2. The visitors are obliged to strictly comply with the order-ensuring information and instructions from members of the MG visitor service team.

3. Bringing in weapons or dangerous items and materials is prohibited. The nature of the object or material brought in terms of the potential hazard is assessed by a member of the MG visitor service team. A member of the MG visitor service team may forbid bringing any specific item onto the premises of the Museum and Museum Exhibitions if he/she finds it dangerous or considers it a potential hindrance or nuisance to other visitors.
4. The cashier has the right to refuse selling a ticket to a person who may be reasonably believed to be intoxicated by alcohol, narcotic drugs, or psychoactive substances, or whose behaviour carries a threat to the collections or humans.
5. Entry on the premises of the Museum and Exhibitions is prohibited to anyone who:
 - a. brings in dangerous items or materials,
 - b. is intoxicated by alcohol, narcotic drugs, or psychoactive substances,
 - c. wears clothes discordant with the Museum stature.
6. An officer of the Museum security guard has, based on the authority ensuing from the Act on the Protection of Persons and Property of 22 August 1997, the right to intervene, refuse entry by persons who do not follow these Rules or the Museum's safety rules or behave in a manner which is in contempt of the solemnity of the place and instruct such persons to leave the Museum and Museum Exhibitions.
7. It is prohibited to bring in backpacks, sacks, large bags, suitcases, bicycles, scooters, skateboards, umbrellas, and any other items which might constitute a threat to the safety and health of the visitors, or to the safety of the collection.
8. The luggage and outer clothes should be left in the dedicated place exclusively for the time of visiting the exhibitions. It is prohibited to leave unattended luggage on the Museum premises. Leaving luggage on the Museum premises unattended may result in its removal by the competent services and charging the cost of the operation on the owner.

9. A dedicated luggage storage space is only available at the following branches: the Main Town Hall, the Museum of Amber, and the Artus Court. The other Museum Branches offer no luggage storage facilities; hence, a visitor with luggage will be unable to enter the specific MG branch.
10. Child prams may only be left in the place indicated by the MG visitor service team.
11. There is a monitoring image recording and archiving system installed at the MG for safety purposes. The recordings are stored for 30 days so as to review the incidents, if any.
12. It is prohibited to smoke any tobacco products and e-cigarettes on the MG premises.
13. It is prohibited to bring in food and drinks or eat/drink on the MG premises, unless at the catering sites organized at the MG.
14. Any persons intoxicated by alcohol, narcotic drugs or psychoactive substances are banned from the MG premises.
15. Children under the age of 12 must not stay on the MG premises unassisted by an adult.
16. The parents and guardians are liable for the damages caused by the children staying under their care.
17. School groups may stay at the Museum only if under the care of a teacher or supervisor.
18. The teacher or care accompanying a school group is obliged to keep the persons who stay under his/her care disciplined.
19. The guide is responsible for the behaviour of the persons he/she is guiding around, in particular for their abidance by these Rules.
20. During the visit all devices which could disturb the silence and which amplify the voice should be turned off.
21. It is prohibited to touch the exhibits. The rule does not apply, though solely, to educational events organised by the museum during which it is allowed to touch the exhibits on consent from members of the MG visitor service team.

22. It is prohibited to bring in animals except for guide dogs, assisting dogs, and animals in closed transporters (this does not apply to the yard of the Wisłoujście Fortress or the open space by the Hammer Forge in Oliwa). The owner of the animal remains fully liable for any damages which might be inflicted. The specificity of some of the branches may make it difficult for an assisting dog to perform its duties, therefore it is recommended to consult the accessibility coordinator before the visit.
23. For the sake of safety of its visitors, the MG may temporarily suspend letting the tourists in.
24. In the case of a direct threat to the health or lives of the visitors the MG reserves the right to immediately discontinue the provision of its services. The visitors shall not be entitled to reimbursement of the ticket price on that account.

§7 PHOTOGRAPHS

1. It is forbidden to use flash when taking private photographs.
2. Taking professional or commercial photo sessions requires obtaining consent from the Director and Branch Manager and paying the price in accordance with the price list specified in a separate disposition of the MG Director.
3. The MG reserves the right to take photographs and record videos for promotional and advertising purposes, intended for the press, radio, television, electronic media, and social media.
4. By purchasing an entry ticket the MG visitor consents to the recording and use of his/her image for the purposes specified in the preceding paragraph without the right to any consideration therefor.

§8 ACCESSIBILITY

1. Information on the current accessibility of the facilities can be obtained from the MG's accessibility coordinator who may be reached by e-mail at p.siwak@muzeumgdansk.pl or on the

phone at 509 226 351.

2. The MG reserves the right to close any part of or the entire exhibition.
3. Because of the historic nature of the branch interiors it is not possible to ensure access to all rooms for people with mobility impairments.
4. The Museum of Amber is a branch fully accessible to persons with mobility impairments. Please use the entrance from Na Piaskach St.
5. The Main Town Hall and the Artus Court are partially accessible to persons with mobility impairments.
6. A visit by a person using a wheelchair should be notified to the MG accessibility coordinator no later than three business days in advance.
7. MG branches do not offer the services of a sign language interpreter. The need to use the services of such an interpreter should be notified to the accessibility coordinator minimum one week in advance.
8. Electronic pre-visit guides to MG branches can be downloaded from the www.muzeumgdansk.pl website. They contain detailed information on the specificity of individual sites.

§9 PANORAMIC VIEWPOINTS

1. Panoramic viewpoints are visited at the visitors' own risk.
2. Any persons below 13 years of age may only enter a viewpoint under the care of an adult. The guardians are responsible for the safety of the children. Children may approach the railing only if accompanied by an adult.
3. The capacity of individual panoramic viewpoints are as follows:
 - a. the Main Town Hall - 10 persons at a time
 - b. the Gdańsk Muzeum of Science - 8 persons at a time,
 - c. the Wisłoujście Fortress - 8 persons at a time,

where each single visit may not last longer than 20 minutes. The maximum duration of the visitor's stay at the viewpoint is specified by the museum employee on the case-to-case basis.

4. Any persons who are afraid of heights, suffer from heart defects, disfunctions of motor organs, or any other impairments which might result in an accident are not recommended to visit the panoramic viewpoints.
5. When ascending and descending from the viewpoint, one should keep caution due to narrow passages and steep angle of the stairs, as well as any other potential risks.
6. Organised groups must be accompanied by at least one supervisor per 8 participants, where the supervisor shall be responsible for group members during their entire stay on the viewpoint site. The supervisor of the group shall be liable for the behaviour of group members.
7. An organised group of school children and teenagers may only enter the site if accompanied by one person per 8 students, where the tutor is responsible for the children/teenagers he/she accompanies over their entire stay on the site. The tutor shall be liable for the behaviour of the group members.
8. When visiting the panoramic viewpoint, it is prohibited in particular to:
 - a. throw any objects down;
 - b. climb the barriers which protect against falls;
 - c. lean out over the barriers;
 - d. reach out through the barriers with any objects, devices, etc. unsecured against fall;
 - e. climb the walls;
 - f. run up or down the stairs inside the building;
 - g. damage structural elements of the building and its furnishings, damage the equipment;
 - h. write anything on the structural elements of the building and its furnishings;
 - i. enter any rooms marked as no-entry areas.
9. If the weather is bad or deteriorates, the panoramic viewpoints may be closed.

§10 PERSONAL DATA PROTECTION

1. The controller of the personal data is the MG based in Gdańsk, ul. Długa 46/47.
2. The Data Protection Officer is Piotr Stój. He can be contacted by email at: iod@muzeumgdansk.pl.
3. The MG reserves the right to publish personal data in the form of photographic and audiovisual materials. The image will be processed in accordance with the binding provisions of the law for the purpose of documenting, archiving, and disseminating information on the actions taken or supported by the MG. The images will be published on the website and social media profiles of the Museum of Gdańsk, and made available to event participants and organisers, the entities entitled under the provisions of the law, by way of expressed consent, or based on a data processing agreement.
4. Participation in events, and thus sharing one's personal data in the form of his/her image is voluntary but necessary to participate. The data will not be subject to profiling or transferred to any third countries or international organisations.
Every person has the right to withdraw his/her consent to the processing of his/her data which the MG stores in its databases in the capacity of the data controller, as well as the right to access the data, rectify them, have them erased or restrict their processing, or to object to the processing, right to data portability, and to complain to the supervising authority.
It must be remembered that consent withdrawal carries no retroactive effect, which means that any processing carried out up to the moment the consent is withdrawn by the data subject is legitimate. When notifying of any changes to the processing one must specifically indicate which photographs, videos, or content the changes will apply to.
5. Legal basis: Regulation (UE) 2016/679 of the European Parliament and of the Council of 27 April 2016 r. on the protection of natural persons with regard to the processing of personal data

and an free movement of such data, and repealing Directive 95/46/EC ('GDPR') came into force and effect on 25 May 2018. According to the definition formulated in GDPR, an image is considered an item of personal data and as such it is subject to protection on the principles laid down in GDPR. Moreover, based on Art. 81(1) of the Copyright Law Act a consent to the dissemination of an image is not required in the case of:

- a. any person who is publicly known, if the image is taken in connection with his/her performance of public functions, in particular those of political, social, or professional nature (e.g. director, manager);
- b. any person who is but an element of the entire scene, such as a meeting, landscape, or public event;
- c. anyone participating in a meeting of at least 15 persons convened for the purpose of holding a session or expressing a common opinion;
- d. anyone participating in a mass event grouping no fewer than 1000 participants if outdoors and 300 if indoors.

§11 CLOSING PROVISIONS

1. These rules are available at www.muzeumgdansk.pl and at the MG ticket offices.
2. By purchasing a ticket the visitor expresses his/her acceptance of these Rules and undertakes to comply with them.
3. If the visitor fails to comply with these Rules, customer service employees of the MG may order him/her to leave the MG premises.
4. The authority to resolve any conflict situations rests with the Branch Manager or the employee on duty.
5. Any comments or suggestions concerning the quality of the MG services may be sent to the following e-mail address:
kontakt@muzeumgdansk.pl.