

RULES AND REGULATIONS FOR VISITING EXHIBITIONS AT THE JEWISH HISTORICAL INSTITUTE

§ 1.

General provisions

1. These rules and regulations for visiting the Jewish Historical Institute (hereinafter referred to as the “Rules and Regulations”) shall be applicable to visitors of the Jewish Historical Institute, ul. Tłomackie 3/5, 00-090 Warsaw.
2. Exhibitions are open every day except for Saturdays, bank holidays and selected Jewish holidays.
3. Exhibition opening hours: Monday-Friday 9 AM – 6 PM (last visitors are let in at 5 PM), Sundays 10 AM – 6 PM (last visitors are let in at 5 PM).
4. Detailed information about opening days and hours are available at www.jhi.pl and at phone number 22 827 92 21.
5. The ticket office is open from Monday to Friday, 9 AM – 5 PM.
6. Visits on Sunday are free of charge.
7. The number of visitors allowed to visit the exhibition at one time is limited to maximum 70 persons/hour.
8. Children under 12 years of age are allowed only with adult guardians.
9. The ticket allows to visit the permanent exhibition, temporary exhibition (if available) and the synagogue.
10. Due to fire safety regulations, visits to the permanent exhibition cannot last longer than 1 hour.
11. Tickets are available until 5 PM. Last visitors are let in to the exhibitions at 5 PM. The exhibitions close at 6 PM. Approximate visit time of the permanent exhibition is 1 hour. Insufficient visiting time for the permanent exhibition, temporary exhibition and the synagogue before exhibition closing is not considered as a basis for a complaint.

§ 2.

General information about ticket sales and booking

1. Visiting exhibitions (apart from Sundays) and participation in selected events from the Jewish Historical Institute's educational offer is paid.
2. Tickets to the exhibition and to educational events are available at www.tickets.jhi.pl, at the Jewish Historical Institute's reception desk and in the bookshop at Tłomackie street.
3. Prices are detailed in the pricelist available at www.jhi.pl and at the Jewish Historical Institute's reception desk.
4. Purchasing tickets and booking seats for events is dependent on availability.
5. Ticket office accepts payment in Zlotys, in cash or by card (Visa, MasterCard, Maestro).
6. Tickets to the exhibitions may be purchased 60 minutes before closing at the latest.

7. The program of the Jewish Historical Institute includes also fee events. Information about free events is available at www.jhi.pl and at the reception desk.

§ 3.

Ticket sales and booking for individual visitors

1. An individual person may purchase maximum 9 tickets within one reservation.
2. Tickets purchased online should be paid according to available electronic payment forms within 30 minutes pro booking. Lack of payment results in automatic cancelling of the booking.
3. The person who buys an online ticket should print or present on a mobile device the purchased ticket, sent to their e-mail address as a part of the online order, to the attendant at the entrance to the exhibition or event.
4. Entering the exhibition applies to the date and time detailed on the ticket.

§ 4.

Ticket sales and booking for organised groups

1. Visiting the exhibitions in organised groups with a guide is possible after prior booking online at www.tickets.jhi.pl , via e-mail at rezerwacja@jhi.pl , between 9 AM and 5 PM, from Monday to Friday.
2. Only employees of the Jewish Historical Institute are allowed to lead guided tours.
3. Guided tours are held in Polish and English.
4. Maximum number of participants at a guided tour is 35 persons. Entering the permanent exhibition is allowed at scheduled hours. Groups enter the exhibition every 30 minutes.
5. Group tickets purchased online should be paid within 24 hours from booking. Lack of payment results in automatic cancelling of the booking.
6. Once the booking is paid, the online booking system generates electronic tickets. The group should present purchased ticket to the attendant in print or on a mobile device.
7. In case of a delayed arrival to the guided tour, when the delay is longer than 20 minutes, the guided tour is cancelled. Entering the exhibition individually is possible after prior agreement from a Jewish Historical Institute employee.
8. The Institute issues invoices no later than on the 15th day of the following month after the service. Invoices apply to customers who registered their data in the electronic ticket sale system, at the ticket office, on the phone or through the online booking page, with a notification about requesting an invoice.

§ 5.

Ticket validity and returns

1. Ticket allows to enter an exhibition at a specified date and time.
2. Purchased tickets may not be returned.
3. Returns are possible only in case the Jewish Historical Institute is unable to let the visitors in.

4. Returns may be completed at:
 - 1) the reception of the Jewish Historical Institute, in cash or by card – according to the proceeded payment,
 - 2) to a bank account number specified in a return request or to a bank account number from which the online payment was made.
5. The Jewish Historical Institute reserves a possibility to modify forms and rules of purchasing and booking tickets, or to modify opening hours, in justified cases. Information about changes will be published at www.jhi.pl. In particular cases, the Jewish Historical Institute reserves a right to inform about modification at the moment of their appearance. Persons who have previously booked tickets and paid for them, have the right to modify their time of visit or to receive a payment return.

§ 7.

Personal data protection

1. Personal data made available by users in the on-line booking system are administered by Jewish Historical Institute, ul. Tłomackie 3/5, 00-090 Warsaw. Personal data are processed for the purpose and to the extent resulting from the use of the on-line booking system, including the preparation and execution of the ticket sales.
2. Providing personal data by the user is voluntary, but required to purchase a ticket. Users who make available their personal data have the right to access and correct them.
3. Personal data are protected under the Act of 29 August 1997 on Personal Data Protection (consolidated text Dz.U. [Journal of Laws] of 2014, item 1182, as amended) in a manner preventing unauthorised access.

§ 8.

Safety regulations at the exhibitions in the Jewish Historical Institute

1. The exhibition premises are protected and monitored using electronic surveillance equipment.
2. Visitors are obliged to follow the regulations and staff instructions.
3. Visitors and participants of program events are obliged to follow the instructions of security staff.
4. At the exhibitions, visitors are obliged to behave with dignity and respect.
5. Visitors are obliged to dress in a manner proper for the nature of the place.
6. It is forbidden to:
 - 1) enter areas other than those specified for participants of events held at the Jewish Historical Institute;
 - 2) eat and drink outside of specified areas;
 - 3) consume alcoholic products;
 - 4) smoke tobacco and e-cigarettes;
 - 5) running and sliding on floors or slopes and steep surfaces;
 - 6) climbing onto landings, safety constructions, leaning through barriers;
 - 7) cutting in line, running, sliding on floors, behaving loudly, disturbing other visitors, causing danger;
 - 8) throwing any objects;
 - 9) taking photographs and filming in interiors using flashlight, additional lighting, tripods and other accessories necessary for professional photography and filming;
 - 10) taking photographs and filming security system elements at the exhibits and in exhibition rooms;
 - 11) carrying in alcohol or psychoactive substances or drugs;
 - 12) entering the premises with animals (apart from guide dogs);

- 13) taking any elements of the exhibition out of the premises;
 - 14) causing damage to the elements of the exhibition, especially exhibits and other elements of the permanent exhibition.
7. Carrying in to the premises of the Jewish Historical Institute any means of physical coercion, arms, dangerous objects, explosives, corrosive substances or any other objects considered dangerous by the security staff is forbidden. The prohibition doesn't apply to persons allowed to own and use such objects according to the law, especially persons specified in art.2 par. 1 of the Act of 24 May 2013 on means of physical coercion and firearms.
 8. Guardians are responsible for any damage caused by children remaining under their protection.
 9. The guide is responsible for the discipline of the tour. Specific duties of the guide include:
 - 1) preparing visitors before entering the permanent or temporary exhibition, explaining the regulations regarding behaviour in the exhibition rooms (such as prohibition of flash photography);
 - 2) guiding only on specified routes and following the instructions of the Jewish Historical Institute staff;
 - 3) intervention in any case of improper behaviour from the guided tour participants, especially any specifically forbidden behaviours.
 10. The guide and guided tour participants should not block the tour route, entrances to exhibition rooms or evacuation routes, as well as disturb individual visitors, children and youth participating in museum classes or participants of other guided tours.
 11. Maximum number of participants at a museum class equals 30 persons plus one adult guardian.
 12. Entering the exhibition premises is forbidden to persons who:
 - 1) carry dangerous objects or materials;
 - 2) are under influence of alcohol, drugs or psychoactive substances;
 - 3) whose clothing includes elements insulting to others on the basis of creed, religion, skin colour, nationality, ethnicity, gender, sexual orientation, age, disability or political views;
 - 4) whose behaviour is insulting to others on the basis of creed, religion, skin colour, nationality, ethnicity, gender, sexual orientation, age, disability or political views;
 13. Baggage, backpacks, bags, suitcases, umbrellas, coats should be left at the cloak room. Leaving baggage unsupervised at the premises of the Jewish Historical Institute is forbidden.
 14. The security staff at the Jewish Historical Institute is allowed to intervene, refuse to let in or to ask to leave anyone who doesn't follow the safety regulations, on the basis of the People and Belongings Protection Act from 22 August 1997.
 15. During visits to the exhibition, it is recommended to pay attention to protruding, sharp or glass elements or anything which poses a danger of squashing, crushing, cutting or causing any other hazard to health.
 16. In case of any unwanted events occurring, visitors should contact the staff of the Jewish Historical Institute and follow their instructions.
 17. In case of direct danger to health or life of visitors, the Jewish Historical Institute reserves the right to suspend its services.
 18. In case of an alarm, evacuation or rescue action announcement, everyone present at the premises is obliged to leave the building immediately using the nearest evacuation exit and to follow the instructions of the Jewish Historical Institute employees as well as the security staff.
 19. In case of noticing fire, visitors should immediately contact the Jewish Historical Institute employees or the security staff, or use the Manual Call Points (MCP) located in corridors next to exhibition rooms.

20. People who don't have access to evacuation routes and found themselves in a danger zone should be gathered in a room possibly distanced from the source of fire, and within possible means evacuated outside using the equipment of firefighters or other rescue units;
21. In case of a strong smoke in the evacuation routes, one should lean forward, moving with a head held possibly low due to a less dense smoke in the lower parts or rooms and evacuation routes; if possible, mouth and nose should be covered with a wet towel to facilitate breathing; during movement through smoke-filled parts of evacuation routes, one should stay close to walls in order not to lose direction.

§ 9.

Final provisions

1. The Jewish Historical Institute reserves a right not to let in, or to ask to leave, an organised group or individuals who don't follow these rules and regulations.
2. Purchasing a ticket to an exhibition or events organised by the Jewish Historical Institute is tantamount to accepting these rules and regulations.
3. Rules and regulations are available at www.tickets.jhi.pl and at the reception desk of the Jewish Historical Institute.
4. Rules and regulations are valid from 10.11.2017.
5. Comments, complaints and requests pertaining to the activity of the Institute, its program offering and