**RULES AND REGULATIONS APPLYING TO THE VISITS AT THE JEWISH HISTORICAL INSTITUTE’S EXHIBITIONS**

* **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. Exhibitions 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 [jhi.pl](http://www.jhi.pl/).
5. The ticket office is open from Monday to Friday, 9 am – 5 pm.
6. Sunday is the day when visiting of the exhibitions is free of charge for non-organized. Groups over 9 people are required to purchase tickets. Tickets are available ONLY at [www.tickets.jhi.pl](http://www.tickets.jhi.pl). The ticket office is closed on Sunday.
7. The number of visitors seeing the permanent exhibition at the same time is limited to 35 people. The Jewish Historical Institute reserves the right to ask people who do not comply with the security rules and are people exceeding the number allowed to visit exhibitions, or in case of other unexpected circumstances, to leave the exhibition.
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. Tickets can be purchased at the ticket office located at the reception, from Monday to Friday from 9 am to 5 pm. The last admission to the exhibitions is at 5 pm. Exhibitions close at 6 pm. The approximate duration of time required to see the permanent exhibition is 1 hour. Too little time devoted by the visitor to visit the permanent exhibition, the temporary exhibition (if available), and the synagogue before closing of the exhibitions, does not constitute grounds for complaint.

 **2.**

**General information about ticket sales and booking**

1. Visiting the exhibitions (excluding sightseeing on Sunday for individuals visitors) 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 [tickets.jhi.pl](http://www.tickets.jhi.pl/), at the Jewish Historical Institute's reception desk.
3. Prices are detailed in the price list available at [jhi.pl](http://www.jhi.pl/).
4. Purchasing tickets for exhibitions and booking seats for events is dependent on availability.
5. Ticket office accepts payment in PLN, 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 free events. Information about free events is available at [jhi.pl](http://www.jhi.pl/).

* **3.**

**Ticket sales and booking for individual visitors**

1. An individual person may purchase a maximum of 9 tickets within one reservation.
2. Tickets purchased online should be paid according to available electronic payment forms within 30 minutes forms from booking. Lack of payment results in automatic cancelation of the booking.
3. The person who buys an online ticket should print it or present it 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 organized groups**

1. Visiting exhibitions in groups with a guide is possible after purchasing tickets via the website [www.tickets.jhi.pl](http://www.tickets.jhi.pl) or obtaining information by e-mail at rezerwacja@jhi.pl between 9 am - 5 pm Monday to Friday. Only employees of the Jewish Historical Institute and licensed guides are allowed to lead guided tours/ city guides.
2. A guided tour of the permanent exhibition takes place from Monday to Friday at 11 am in English, and at 2 pm in Polish. There are no guided tours on Sundays.
3. A maximum number of participants at a guided tour is 15 persons. Entering the permanent exhibition is allowed at scheduled hours. Groups enter the exhibition every 30 minutes.
4. The Jewish Historical Institute does not make reservations. Tickets purchased via the website must be paid for in accordance with the available electronic payment methods within 30 minutes of booking. Failure or longer time required to pay for the tickets will automatically result in cancellation of the booking.
5. Once the booking is paid, the online booking system generates electronic tickets. The group should present a purchased ticket in print or on a mobile device to the attendant.
6. In case of delay of the group and when the delay is longer than 15 minutes, entering the exhibition is possible after having a Jewish Historical Institute employee confirming that the limit of the people allowed to enter at the same time is not exceeded.
* **5.**

**Ticket validity and returns**

1. Tickets allow entering an exhibition at a specified date and time.
2. Tickets – individual, group or special – may be returned only if the visit is impossible due to the Jewish Historical Institute fault.
3. 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.
4. 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 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 the return of the payment.
* **6.**

**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.
* Full information on the processing of personal data can be found in the JHI's Privacy Policy at <https://www.jhi.pl/polityka-prywatnosci>
* **7.**

**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. Visitors are obliged to wear a face mask / visor;
7. 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 (lobby and bookstore on Tłomackie);
3) consume alcoholic products;
4) smoke tobacco and e-cigarettes;
5) run and slide on floors or slopes and steep surfaces;
6) climb onto landings, safety constructions, leaning through barriers;
7) cut in line, run, sliding on floors, behave loudly, disturb other visitors, causing danger;
8) throw any objects;
9) take photographs and film in interiors using a flashlight, additional lighting, tripods and other accessories necessary for professional photography and filming;
10) take photographs and film security system elements at the exhibits and in exhibition rooms;
11) carry in alcohol or psychoactive substances or drugs;
12) enter the premises with animals (apart from guide dogs);
13) take any elements of the exhibition out of the premises;
14) cause damage to the elements of the exhibition, especially exhibits and other elements of the permanent exhibition.
8. Carrying into 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.
9. Guardians are responsible for any damage caused by children remaining under their protection.
10. 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 behavior in the exhibition rooms such as the prohibition of flash photography, no possibility of consuming meals and drinking at exhibitions, etc.);
2) guiding only on specified routes and following the instructions of the Jewish Historical Institute staff;
3) obliged to each of visitors to wear a mask or visor; 4) intervention in any case of improper behavior from the guided tour participants, especially any specifically forbidden behaviors.
11. 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.
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 color, nationality, ethnicity, gender, sexual orientation, age, disability or political views;
4) whose behavior is insulting to others on the basis of creed, religion, skin color, nationality, ethnicity, gender, sexual orientation, age, disability or political views;
13. Baggage, backpacks, bags, suitcases, umbrellas, coats should be left in the cloakroom. 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. People visiting exhibitions at the Jewish Historical Institute are obliged to keep a 1,5 meters distance from other people, and obliged to wear a face mask/visor.
17. In case of any unwanted events occurring, visitors should contact the staff of the Jewish Historical Institute and follow their instructions.
18. In case of direct danger to health or life of visitors, the Jewish Historical Institute reserves the right to suspend its services.
19. 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.
20. 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.
21. 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;
22. 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 organized group or individuals who don't follow these rules and regulations.
2. Purchasing a ticket to an exhibition or events organized by the Jewish Historical Institute is tantamount to accepting these rules and regulations.
3. Rules and regulations are available at [tickets.jhi.pl](http://www.tickets.jhi.pl/) and at the reception desk of the Jewish Historical Institute.
4. Rules and regulations are valid from 8.02.2021.
5. Comments, complaints and requests pertaining to the activity of the Institute, its program offering and visitor and customer service may be submitted in particular at reception desk of the Jewish Historical Institute.