

Visitor Rules and Regulations  
Museum Family Home of Holy Father John Paul II

**I. General Provisions**

1. The permanent exhibition of the Museum Family Home of Holy Father John Paul II in Wadowice (hereinafter called the "Museum") is open every day, except on the last Tuesday of each month, from 9:00 to 19:00 (the first entrance at 9:00, the next entrance every 10 minutes and the last entrance at 17:40). The museum is open on public holidays, unless otherwise indicated.
2. The admission to the Museum is free on all other Tuesdays of every month. In order to visit our museum for free, it is necessary to pick up a free ticket at the cash desk of the museum. The free ticket can be booked no earlier than 14 days before the date of the visit at the Museum and no later than seven days before that date.
3. Every visitor at the time of ticket purchase but no later than the time of entry to the Museum, accepts the provisions of this Regulation and undertakes to respect it. The content of this Regulation is available to visitors at the cash desks of the museum and on the website <http://www.domjp2.pl>

**II. Basic Rules for visitors.**

1. The entrance to the exhibition of the Museum is only possible if you have a valid ticket, on the date and time specified on the ticket. Updated and detailed information about purchases and reservations, ticket prices and ticket availability can be found on the website <http://www.domjp2.pl>. The Museum reserves the right to refuse admission to people arrived late respect the date specified on the ticket.
2. It is forbidden to exchange or resell a ticket entitling to visit the exhibition.
3. Taking into consideration the availability of space and the nature of the exposure, we have set daily limits of visitors. The tour of the museum is carried out only in groups with a guide appointed by the Museum. The visit cannot be led by guides who are not in possession of a certificate issued by the Museum.
4. You can visit the Museum in groups of no more than 25 people, unless the Museum decides otherwise. To reach the number of 25 people in a group of visitors, the Museum reserves the right to split and merge groups.
5. One language in which the guide accompanies visitors is assigned to each hour of the visit. On the website <http://www.domjp2.pl> you can

find detailed information on bookings, languages and times when you can visit the Museum.

6. The Museum is adapted to the needs of people with disabilities.
7. At the disposal of visitors there is a free cloakroom service. It is forbidden to leave valuables in the cloakroom or the items that can be easily damaged. The Museum does not assume any responsibility for such items left in the cloakroom. To pick up items left in the cloakroom, you must give back the cloakroom ticket (the visitors losing their cloakroom ticket must bear the cost of 40 PLN).
8. The Museum does not reimburse the visitors for the ticket cost in the event of its loss and when some elements of exposure do not work, or if they are temporarily unavailable to visitors but the corresponding information has been previously provided.
9. All visitors must keep their ticket for the duration of the visit, for inspection by the Museum staff.
10. The sale of the reduced-fare ticket may be subject to prior presentation of a document entitling the visitor to a reduced fare, according to Internal Regulation No. ... / 2014 of the Director of the Museum, dated 3 March 2014, on the types and prices of tickets and groups entitled to reduced fare tickets or those entitled to full exemption from payment of the admission ticket to the permanent exhibition, located in ul. Kościelna 7, from 10 to April 2014.

### **III. Safety and conduct standards**

1. Each visitor during a guided tour shall remain close to the group leader and shall follow the instructions of the tour guides and of the Museum staff. When visiting the exhibition of the museum, the visitors are required to follow the direction and the order of sightseeing.
2. Each visitor is responsible for any destruction or damage to any exhibits or exhibition materials caused by their actions or resulting from failed compliance with the necessary precautions. Parents or carers are responsible for people who are under their care and for any damage caused by their inappropriate behavior.
3. The museum building is being monitored – there is a network that captures and stores the images in all the rooms of the Museum.
4. Inside the museum it is not allowed:
  - to introduce weapons and ammunition, dangerous objects, sharp objects that could cause damage to other visitors, to the exhibition elements or to the property of the Museum;
  - to consume food and drinks of any kind;
  - to enter with luggage except for: handbags, hand luggage that parents and carers of children need, hand luggage necessary for health reasons;

- The Museum reserves the right to inspect the contents of luggage and to refuse entry with luggage. Visitors who refuse to undergo the inspection of their luggage or to leave the luggage in the cloakroom shall not be admitted to the Museum. Such a person is entitled to seek reimbursement of the ticket price.
- to introduce animals except guide dogs;
- the entry to people when drunk or under the influence of drugs or psychotropic substances; entry to people behaving in a way that may threaten the safety of people and museum collections or to people who breach generally accepted standards of behavior in public places. When such a situation occurs, the Museum staff are entitled to refuse entry to the exhibition and such a person is entitled to seek reimbursement of the ticket price.
- touch the exhibits, except for multimedia devices installed in the Museum, the use of which is permitted only in accordance with their intended purpose. In the case of lack of knowledge or doubt about how to use the multimedia device, the visitor is obliged to ask about it a guide or an employee of the Museum.
- smoke, eat and drink, impede the performance of the tasks carried out by the staff of the Museum and impede visitors exploring the museum, in particular: fail to follow the recommendations, speak loudly, listen to music, make phone calls, run, move away from the group, enter the areas excluded from the visit, open the windows, etc., as well as interfere with the functioning of the museum in any other way.
- take photographs and film the museum exhibition for its further distribution or its presentation to the public, without the consent of the Director of the Museum previously obtained and expressed in writing. Visitors take note that individual museum objects are protected by copyright and that any breach of this provision can be the basis for the visitor to be held responsible in this regard.

5. In case of violation of individual prohibitions referred to in these regulations, the guides and the Museum staff reserve the right to ask the violator to leave the museum, and in consequence the violator is obliged to immediately leave the premises of the Museum. In this case, the violator is not entitled to the reimbursement of the ticket.

6. In the event of any situation that could compromise the safety of people or could constitute a danger to the health or life of the visitors and the staff of the museum or in the event of any other important reason, the museum can proceed to the temporary or complete closure of the Museum.

#### **IV. Terms of use of the recording room.**

1. Within the exhibition, the Museum provides the visitors with a recording room where you can take and commemorative photos and videos. The use of the recording room is voluntary.
2. The admission to the recording room is a one-time admission and requires the scanning of the ticket bar code.
3. The recording made in the recording room is the property of the Museum.
4. When making a recording, a visitor at the same time expresses unlimited in time consent for free use, by the Museum, of images captured on photos and video, exclusively through their public presentation at the exhibition and the promotional activities of the Museum.