

**RULES AND REGULATIONS OF VISITING THE FRYDERYK CHOPIN MUSEUM
AT THE FRYDERYK CHOPIN INSTITUTE,
OSTROGSKI CASTLE (GNIŃSKI PALACE) IN WARSAW**

§1 GENERAL PROVISIONS

- (1) The Fryderyk Chopin Museum at The Fryderyk Chopin Institute is located in the Ostrogski Castle (Gniński Palace), Okólnik 1, Warsaw, postcode 00-368, e-mail: biuro.muzeum@nifc.pl, website address: <https://muzeum.nifc.pl/pl>, Tel. No. (+48 22) 44 16 274, 251, 252 (hereinafter called the Museum). The Museum is an organisational unit of The Fryderyk Chopin Institute with its seat in Warsaw, at Tamka 43, 00-355 Warsaw, which is a state cultural institution entered in the register of cultural institutions kept by the Minister responsible for culture and national heritage protection under the number 51/2001, NIP 525-22-14-269, REGON 017307171, e-mail: nifc@nifc.pl, Tel. No.: (+48 22) 44 16 100, website address: <https://nifc.pl/pl/> (hereinafter referred to as the 'Institute').
- (2) The Museum has no legal personality.
- (3) The Museum is open from Tuesday to Sunday, **from 10:00 a.m. to 6:00 p.m.** Visitors should go towards the exit of the exhibition at 5:55 p.m.
- (4) Every visitor (hereinafter referred to as 'Visitor') agrees to the provisions of these Rules and Regulations (hereinafter referred to as 'Rules and Regulations') upon purchasing a ticket, but no later than upon entering the Museum premises, and undertakes to abide by them.
- (5) It is possible to obtain assistance in visiting for persons with disabilities. The need for this can be reported at the Museum's ticket offices or by contacting us in advance by e-mail (biuro.muzeum@nifc.pl). Most of the exhibition space is accessible for wheelchair users (lift, platform), except for part of level 0.
- (6) Use of the cloakroom is free of charge. In the cloakroom, it is possible to leave luggage that cannot be brought into the exhibition area. The Museum is not responsible for valuables and fragile items left in the cloakroom. Luggage space in the cloakroom is limited.
- (7) Detailed information regarding the Museum's activities, opening hours, ticket prices or temporary exclusion of particular exhibition halls and other elements of the exhibition from visiting is posted at the Museum ticket offices and on the Museum's website.
- (8) In the event of changes in restrictions and sanitary safety rules introduced after the date of commencement of the Rules and Regulations, the Institute informs that additional restrictions may be introduced as a result of currently applicable legislation.

§2 TICKETS

- (1) For security reasons and the nature of the exhibition, no more than 140 Visitors are admitted for each hour.
- (2) Tickets are sold for a specific full hour. In the event of a number of Visitors lower than 140, the sale continues and visitors can enter the Museum's exhibition area between full hours. It is recommended to respect the admission hours indicated on the ticket. Visitors who are more than 15 minutes late may not be admitted to the Museum exhibition area if the limit of 140 has been reached before their arrival. In such a situation, reservations may be rebooked as seats are available for the following hours.
- (3) Tickets may not be exchanged or resold subject to paragraph 2 above and paragraph 6 below.
- (4) The Museum encourages cashless and online transactions.
- (5) The Museum reserves the right to temporarily exclude the availability to Visitors of certain exhibition halls and exhibition elements for conservation, renovation and other reasons related to the day-to-day operations of the Museum.
- (6) The Museum shall not refund the cost of a lost ticket as well as it shall not refund the cost of a ticket in the case of temporary exclusion of some exhibition halls and some elements of the exposition for Visitors, provided that they do not cover more than a half of the Museum space.
- (7) A ticket can be returned no later than 48 hours before the visit; after this deadline, the return of the ticket is not possible.
- (8) Online ticket purchase is subject to the Rules for the Online Sale of Tickets available on the website <https://bilety.nifc.pl/index/regulamin.html>.
- (9) A refund for the purchase of a ticket shall be made by transfer to the bank account from which the payment was made; in the case of payment by card or cash at the Museum ticket offices, on the basis of a refund form available at the Museum ticket offices and as an annex to these Rules and Regulations.
- (10) The Visitor shall carry a valid ticket at all times during the visit.
- (11) The last tickets are sold at 5:15 p.m. Lack of sufficient time to visit the entire exhibition before the Museum closes shall not constitute grounds for a refund of the ticket price.
- (12) The issuing of a reduced or free ticket outside the admission day is subject to the prior presentation of the document entitling to the concession.
- (13) It is not possible to book tickets for free admission days. A maximum of 5 free tickets can be collected per person. On free admission days, tickets are issued at the ticket office on an ongoing basis according to the applicable limits.

(14) An exception to the rule that tickets cannot be booked on free admission days is made when a guide service is booked for the day.

§3 TICKET SALES AT THE MUSEUM TICKET OFFICES AND ONLINE

(1) Visits to the Museum exhibition and participation in selected events offered by the Museum are charged. In accordance with the regulations in force, on one day a week (Wednesday) admission to the Museum exhibition is free of charge. The day of free admission is determined by the Director of The Institute.

(2) Tickets can be purchased at the Museum ticket offices and online, via the Museum website. Information on methods of payment, types and prices of tickets, and applicable concessions is available on the Museum website and in ticket offices.

(3) The Museum ticket offices accept payment in Polish zloty and accept payment cards – information about the types of cards supported by the Museum is available at the Museum ticket offices.

(4) Information about the types and modes of online payment for tickets is available on the Museum website.

(5) The amount of fees for tickets is determined by the price list available at the Museum ticket offices and on the Museum website.

(6) Information on groups of persons entitled to a fee concession or exemption from admission to the Museum and types of documents confirming the entitlement of such persons is available at the Museum ticket offices and on the Museum website.

(7) The Museum reserves the right to introduce other fees for visits and various events organised and/or taking place in the Museum.

(8) Due to certain security regulations, the Museum reserves the right to regulate the number of tickets that may be sold.

(9) Each ticket is checked by a member of the Museum staff. It is possible to present a ticket purchased online in an electronic version on a smartphone or tablet. In the absence of an appropriate document entitling to a reduced ticket, the person presenting the ticket is obliged to pay the difference between the price of the reduced ticket and the price of the regular ticket at the Museum ticket offices.

(10) Online purchase of tickets is possible only after the buyer has logged in to their account by registering in the online sales system on the Institute's website: www.nifc.pl.

(11) Pursuant to Article 38 of the Act of 30 May 2014 on Consumer Rights (Journal of Laws of 2020, item 287), the Buyer shall not be entitled to withdraw from the contract pursuant to Article 27 of the aforementioned Act.

(12) In the event of the closure of the Museum for reasons of force majeure (cataclysmic events, natural disasters, terrorist attacks, national mourning, etc.), the Visitor is entitled to a full refund of the purchase price of the ticket entitling the Visitor to visit the Museum or participate in another event at the Museum within the deadline for filing a complaint in accordance with the provisions of paragraph 6 of the Rules and Regulations. A refund for the purchase of an online ticket shall be made by transfer to the bank account from which the payment was made.

(13) The purchaser shall be entitled and obliged to use the online ticketing system for its intended purpose and shall refrain from any activity that could affect its proper functioning, including, in particular, interference with the content of the online ticketing system or its technical elements and the provision of unlawful content.

§4 PROTECTION OF PERSONAL DATA

(1) On the basis of Article 13 of Regulation (EU) 2016/679 of the European Parliament 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 the repeal of Directive 95/46/EC (hereinafter 'GDPR'), the controller of personal data provides the required information related to the processing of visitors' personal data.

(2) The administrator of personal data is The Fryderyk Chopin Institute, Tamka 43, 00-355 Warsaw (hereinafter referred to as 'administrator').

(3) The Data Protection Supervisor can be contacted in writing at the administrator's address or by e-mail: iod@nifc.pl. The Data Protection Officer can be contacted on all matters concerning the processing of personal data and the exercise of rights related to the processing.

(4) Personal data will be processed on the basis of:

1) Article 6(1)(b) of GDPR, i.e. because the processing is necessary for the performance of a contract for the provision by the Institute of an exhibition visit service or a contract for the provision of electronic services related to the use of an electronic online ticketing system to which the visitor is or may be a party, or to take action at the request of the visitor prior to the conclusion of these contracts, including for the purchase of tickets, including the purchase of tickets through an electronic online ticketing system, the maintenance of the visitor's account in the online ticketing system, the provision of tours, and the handling of ticket returns and the handling of complaints – for the usual categories of personal data comprising the following personal data: name, address, e-mail address, telephone number;

2) Article 6(1)(c) of GDPR, i.e. because the processing is necessary for the fulfilment of a legal obligation incumbent on the administrator – consisting in the obligation to issue an invoice with the content specified by the applicable legislation – in order to issue an invoice at the request of the visitor – with regard to ordinary categories of personal data comprising the following: name, address, VAT number or PESEL number;

3) Article 6(1)(f) of GDPR, i.e. because the processing is necessary for the purposes of the legitimate interests pursued by the administrator, consisting in the protection of persons and property on the Museum's premises – in order to protect persons on the Museum's premises

and the Museum's property from burglary, theft or destruction – in terms of ordinary categories of personal data including: the visitor's image recorded by the cameras of the monitoring system.

(5) Provision of personal data:

1) in the case of personal data – processed for the purpose of the performance of the contract for the provision by the Museum of the exhibition visit service or the contract for the provision of electronic services related to the use of the electronic ticketing system online is a contractual requirement and the visitor is not obliged to provide it; the consequence of not providing the data will be the impossibility of concluding the contract for the provision by the Institute of the exhibition visit service or the contract for the provision of electronic services related to the use of the electronic ticketing system;

2) in the case of personal data processed for the purpose of issuing an invoice – it is a statutory requirement, but the visitor is not obliged to provide the data; the consequence of failing to provide the data will be that no invoice can be issued.

(6) Recipients of personal data:

1) with regard to personal data processed for the performance of the agreement for the provision by the Institute of the exhibition visit service or the agreement for the provision of electronic services related to the use of the electronic online ticketing system and for the issuance of an invoice, will be entities providing IT services to the administrator and postal and courier services, as well as authorised employees of the administrator;

2) with regard to personal data covering the visitor's image recorded by the cameras of the monitoring system, entities providing property and personal security services to the controller and entities providing maintenance and repair services for the monitoring system, as well as authorised employees of the administrator.

(7) Personal data will not be transferred to a third country, i.e. outside the European Economic Area, or to an international organisation.

(8) Personal data will be stored:

1) in the case of personal data processed for the performance of a contract for the provision by the Institute of an exhibition visit service or a contract for the provision of electronic services related to the use of an electronic online ticketing system and for the issuance of an invoice – for a period of 5 years or until the expiry of the period related to the conclusion and performance of the contract, as well as the expiry of the period for the assertion or defence of claims by the administrator and the expiry of the period for the retention of documents arising from according to the regulations in force, whichever of these periods expires later;

2) in the case of personal data containing the image of a visitor recorded by the cameras of a monitoring system – for a period of 30 days, and in the case where the image recordings constitute evidence in proceedings conducted on the basis of the law or the administrator becomes aware that they may constitute evidence in the proceedings – until the legal conclusion of such proceedings.

(9) The visitor has the right to request from the administrator access to the personal data, their rectification, erasure, or restriction of processing, the right to object to the processing, as well as the right to data portability in the cases specified in the applicable legislation.

(10) In the processing of personal data, no automated decision-making will take place and profiling is not applied.

(11) The visitor has the right to lodge a complaint with the supervisory authority, i.e. the President of the Office for Personal Data Protection.

(12) The administrator shall apply technical and organisational measures to ensure the protection of the processed personal data appropriate to the risks and categories of data protected and, in particular, protects the data against their disclosure to unauthorised persons, taking by an unauthorised person, processing in violation of the applicable regulations, and alteration, loss, damage or destruction.

§5 ORDER REGULATIONS

(1) Visitors are obliged to follow the instructions of the Museum employees to maintain order.

(2) Visits to the exhibition by children under 13 years of age may only take place under the supervision of adult guardians, excluding the time of dedicated activities for them. Guardians are responsible for damage caused by children. The use of the lift by children under 13 may only take place under adult supervision.

(3) The Museum premises are protected and monitored by physical and technical security, including a CCTV system recording and archiving images.

(4) Museum equipment may only be used for its intended purpose.

(5) The following prohibitions apply within the Museum exhibition area:

1) Bringing in luggage larger than 55 x 35 x 20 cm; it is permitted to bring in handbags and luggage necessary for parents and guardians of children and necessary for health reasons; it is forbidden to carry backpacks on one's back; the Museum reserves the right to check luggage; in the case of refusal to allow the checking of luggage, the Museum employees have the right not to allow the Visitor to enter the exhibition area; in such a case, the Visitor is entitled to return the ticket;

2) Carrying umbrellas;

3) Bringing in direct coercive measures, weapons, dangerous objects, explosives, corrosive materials, and others that the Museum Security deems dangerous. This prohibition does not apply to persons authorised to possess and use these items on the basis of separate regulations, in particular to persons referred to in Article 2(1) of the Act of 24 May 2013 on direct coercive measures and firearms (i.e. Journal of Law of 2023, item 202).

4) Bringing in and bringing in animals; on presentation of an appropriate document, it is possible to enter the Museum premises with an assistance dog and a guide dog,

5) Eating and drinking; it is permitted to bring food and drink if required for health reasons; consumption may only take place in the designated area in the corridor by the cloakroom on level -1; the Museum reserves the right to check the luggage in which food or drink is brought in such cases;

6) Smoking cigarettes and e-cigarettes;

7) Touching the exhibits; the Museum is interactive and Visitors are independently acquainted with the multimedia content presented on the touch screens; the Museum offers, apart from virtual books, also facsimiles, which visitors are welcome to read, however, it is forbidden to touch the original exhibits, such as e.g. pianos, furniture, paintings;

8) Leaning against the showcases;

9) Obstructing the movement of visitors in the aisles;

10) Running;

11) Loud behaviour;

12) Entering areas excluded from visiting;

13) Using mobile phones in a way that disturbs the comfort of people in the vicinity

14) Opening windows;

15) Sitting or placing any objects on windowsills and railings;

16) Touching equipment used to stabilise climatic conditions and equipment that serves the safety of the collections;

17) Taking photographs and filming with a tripod or flash, as well as with a drone, as well as taking photographs and filming in contravention of the provision contained in paragraph 7 below; any exploitation of the photographs and films obtained is possible only after complying with the requirements provided for in the copyright law; Visitors acknowledge that the Museum's exhibition is subject to copyright protection and that these Rules and Regulations do not regulate any licences for the benefit of Visitors; it is forbidden to take photographs and film security systems;

18) Obstructing the Museum staff in the performance of their duties, as well as obstructing the Museum in any other way;

19) Enter the exhibition area to persons under the influence of alcohol or behaving in a manner that poses a threat to the safety of other persons or exhibits, disturbs the order of visiting by other Visitors, violates generally accepted standards of behaviour in public places;

20) Enter the eastern terrace except for events organised by the Institute;

21) Organise public assemblies, fund-raisers, conduct trade and place advertisements and announcements without the Institute's consent;

22) Leave bicycles, scooters and other vehicles in the courtyard and attach them to structural elements of the Museum.

(6) Photography and filming carried out as part of a business or professional activity or for other than private or non-commercial purposes requires the conclusion of an agreement with the Institute concerning such photography or filming or the signing of an appropriate declaration concerning the use of the photographs. For information on the aforementioned agreement, please contact the Secretariat of the Institute. This applies to the exhibition space as well as the east and west terraces of the Museum.

(7) In the event of an undesirable event resulting in the announcement of an evacuation or rescue operation, all persons present on the Museum premises are obliged to leave the building by the nearest emergency exit and to obey unconditionally the instructions of Museum employees and security guards.

In the case of a breach of these Rules and Regulations, a Museum employee has the right to ask the Visitor to leave the Museum, and the Visitor is obliged to comply with the order. In such a situation, the Visitor is not entitled to a refund of the ticket price.

§6 COMPLAINTS

(1) A visitor may lodge a complaint about the activities of the Museum, its programme offer and the service provided to visitors and users of its services.

(2) A complaint may be submitted by e-mail to the following address: biuro.muzeum@nifc.pl or by post to the following address: The Fryderyk Chopin Museum at The Fryderyk Chopin Institute in Warsaw, Okólnik 1, 00-368 Warsaw, or in person, by filling in the form available at the ticket offices of the Museum.

(3) The complaint should contain at least the name and surname of the person submitting the complaint, their address (postal or electronic) and a description of the objections raised.

(4) If the data or information provided in the complaint needs to be supplemented, the Institute shall request the complainant to supplement the complaint to the extent indicated before considering the complaint. A correctly submitted complaint will be considered by the Institute within 14 days of receipt of the complete complaint. A reply will be sent in the same form as the complaint made, to his/her address indicated in the complaint, but the Institute shall not be liable for complaints that have been submitted incorrectly, in particular for the provision of incorrect or false data by the Visitor.

(5) The Institute shall not be liable for non-delivery of a complaint submitted by e-mail in the event that it is retained by the Institute's anti-spam system.

The decision of the Institute as to the submitted complaint is final, with the proviso that the consideration of the complaint by the Institute does not exclude the Visitor's right to pursue claims under the general principles of the Civil Code and the provisions of the Consumer Rights Act of 30 May 2014. (i.e. Journal of Laws of 2020, item 287, as amended).

§7 FINAL PROVISIONS

(1) The Rules and Regulations are available on the Museum website and at the Museum ticket offices.

(2) The content of the Rules and Regulations can be recorded by printing, saving to a medium or downloading from the Museum website at any time.

(3) In the event of a dispute arising from a concluded sales agreement, the parties will seek to resolve the matter amicably. Polish law shall govern all disputes arising from these Rules and Regulations.

(4) Any visitor can use the out-of-court ways of handling complaints and pursuing claims. In this respect, it is possible for the Visitor to use mediation. Lists of permanent mediators and existing mediation centres are provided and made available by the Presidents of the relevant Regional Courts. A Visitor who is a Consumer may also make use of out-of-court ways of handling complaints and pursuing claims by submitting their complaint via the EU ODR online platform, available at: <http://ec.europa.eu/consumers/odr>

(5) The Institute reserves the right to amend the Rules and Regulations. All bookings accepted by the Institute for fulfilment prior to the effective date of the new Rules and Regulations shall be made on the basis of the Rules and Regulations in force on the date of the Visitor's booking. Amendments to the Rules and Regulations shall become effective within 14 days from the date of publication of the new Rules and Regulations on the Museum website. Registered customers with a user account shall be informed by the Institute additionally 14 days before the new Rules and Regulations come into force about the change of the Regulations by means of a message sent by e-mail to the e-mail address indicated in the registration form, containing a link to the text of the amended Regulations. If a Visitor does not accept the new content of the Rules and Regulations, they are obliged to notify the Institute of this fact, which shall result in termination of the agreement on the provision of services by electronic means.

(6) The Rules and Regulations are effective as of 2 October 2024.

Thank you for observing the Rules and Regulations of Visiting the Fryderyk Chopin Museum, and thereby helping to preserve the Fryderyk Chopin heritage. We wish you an unforgettable visit.