

**Rules for the customer service and dealing with clients at the Museum of Polish Children – victims of totalitarianism.
German Nazi camp for Polish children in Łódź (1942-1945)**

I. General provisions

1. “Rules for the customer service and dealing with clients at the Museum of Polish Children – victims of totalitarianism. German Nazi camp for Polish children in Łódź (1942-1945) (hereinafter referred to as the Rules) define the rules for the customer service and dealing with clients at the Museum of Polish Children – victims of totalitarianism. German Nazi camp for Polish children in Łódź (1942-1945), located at ul. Piotrkowska 90, 90-103 Łódź, having the organizational status of “Museum in the process of formation” (hereinafter referred to as the “Museum”).
2. The Museum is open for business Monday through Friday from 10:00 a.m. to 3:00 p.m.
3. Detailed information on the days and opening hours of the Museum is available at www.muzeumdziecipolskich.pl. For security reasons, the hours specified above are subject to change, which the Museum shall announce on its website.
4. The Museum reserves the right to exclude access of customers to a specific part of the Museum. Information on the maximum number of people allowed shall be made available before entering the individual spaces and may be subject to change due to sanitary requirements.
5. The Museum does not have a permanent core exhibition.
6. The Museum does not accept groups of visitors.

II. Visiting rules

1. The Museum premises are protected and monitored.
2. Every person inside the Museum is obliged to observe the safety rules laid down in the Rules and Regulations and the instructions of the staff. On the Museum premises, it is mandatory comply with the recommendations and instructions given by the Museum security guards, exhibition supervisors and Museum staff.
3. The following is forbidden on the Museum premises:
 - 1) entry into areas other than those designated for visitors and participants of events organised at the Museum;
 - 2) eating and drinking as well as smoking tobacco and e-cigarettes;
 - 3) taking photographs or filming the interiors of the Museum using a tripod or lamps. In special cases, the Museum reserves the right to prohibit taking of photographs of designated objects;
 - 4) taking photographs and filming the Museum’s security systems,
 - 5) loud behaviour, running, sliding on floors, disturbing the peace, creating dangerous situations;
 - 6) bringing in objects and agents likely to endanger life, health and safety,
 - 7) entering under the influence of alcohol or intoxicants,
 - 8) carrying and bringing of animals, with the exception of the guide dog of a blind or

- visually impaired person and the assistance dog of a person with physical disabilities,
- 9) talking on mobile phones on the Museum premises,
 - 10) unauthorised relocation of the Museum equipment,
 - 11) destruction of the Museum equipment,
 - 12) conducting commercial, advertising or political agitation activities.
4. Minors are only allowed in the Museum when accompanied by an adult.
 5. Parents and guardians are responsible for damage caused by children in their care.
 6. Before entering the Museum, Museum security staff are obliged to notify the Museum Secretariat by telephone or over the intercom. The Museum's secretary passes on information about Customers and visitors to the Education Manager or Collections Manager.
 7. At the gatehouse, the Team Manager, having been informed of the purpose of the visit, is obliged to accompany the customer to the secretariat.
 8. Before entering the Museum premises, everyone is required to complete the Covid-19 declaration and read the information on the processing of personal data.
 9. While on the Museum premises, one should behave with due solemnity and respect.
 10. Visitors are required to dress appropriately for the nature of the place.
 11. Pursuant to the powers under the Act of 22 August 1997 on the protection of persons and property, the Museum security guard shall have the right to intervene, refuse entry and request to leave the Museum building the persons who do not observe these rules and regulations or the Museum security rules, behave in a manner that undermines the dignity of the place, refuse to fill in the Covid-19 declaration, are under the influence of alcohol, intoxicants or psychoactive substances, bring in dangerous objects or materials, use insults, swear words, vulgar language, threats, harassment and aggression in conversation with a Museum employee, or take actions aimed at destroying or damaging the Museum seat equipment.
 12. Individuals behaving in a way that endangers the safety of collections or persons, disturbing order, or violating generally accepted norms of behaviour in public places may be requested to leave the Museum.
 13. In any case of inappropriate behaviour, the Museum employee shall inform the security guard and the Museum Director.
 14. The Museum is not responsible for valuable and sensitive items left in clothing or backpacks or in other public areas on the Museum premises.

III. Personal data protection

1. Fulfilling the information obligation in accordance with Articles 13 and 14 of the 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 repealing Directive 95/46/EC, (General Data Protection Regulation), hereinafter referred to as the GDPR, we would like to inform you about the principles on which the processing of personal data takes place and your rights in this respect.
2. The Controller of your Personal Data is the Museum of Polish Children – victims of totalitarianism. German Nazi camp for Polish children in Łódź (1942-1945) with its registered office in Łódź (90-103), ul. Piotrkowska 90, email: sekretariat@muzeumdziecipolskich.pl, phone: +48 (42) 654 45 31.

The full content of the data protection clause can be found at <https://muzeumdziecipolskich.pl/klauzula-informacyjna> and at the Controller's office.

IV. Rules in force during an epidemic (sanitary recommendations)

1. The Museum staff directs the movement of customers who are obliged to strictly obey their instructions.
2. It is compulsory to cover the mouth and nose while on the Museum premises and in the Museum rooms.
3. Persons waiting to enter the Museum are obliged to keep the required distance of min. 2 metres from other persons.
4. All persons entering the Museum are required to use the hand disinfectant provided in the dispensers at the entrance to the premises or to use protective gloves.
5. The right is reserved to refuse entry to the Museum to persons with symptoms of infection. In cases of suspected coronavirus infection, the Museum security guard shall inform the sanitary services.
6. Compliance with the rules listed in section IV does not exempt the visitors from the visiting rules listed in section II hereof.

V. Final provisions

1. Presence on the Museum premises implies acceptance of these Rules.
2. Complaints and requests, if any, should be submitted by mail to the Museum's address or sent by email to: sekretariat@muzeumdziecipolskich.pl
3. The Rules and Regulations are available on the Museum's website and at the security guard desk in front of the entrance to the Museum building.
4. The Museum reserves the right to amend these Rules.

The document shall enter into force on the date of its signing.