

GUIDELINES FOR VISITING THE DISTRICT MUSEUM IN TORUŃ

I. General information:

1. The branches of the District Museum in Toruń are open for exhibition viewing during hours set by the Museum Director.
2. In order to ensure the safety of both visitors and the collections, certain branches may impose entry limits to exhibitions, ticket offices, workshops, films, demonstrations, educational activities, meetings, guided tours, etc. Information about the limits will be given before entry and on the following website www.muzeum.torun.pl.
3. Detailed information about visiting, including opening hours of permanent exhibitions, temporary exhibitions, other offer and interiors temporarily unavailable as well as information on ticket prices, entitlement to a free admission or purchase of reduced-price tickets can be found at the Museum's ticket offices, information centres, and on the following website (www.muzeum.torun.pl).
4. The documents entitling the holder to a reduced-price or free ticket must be presented prior to its purchase or receipt. The documents may be verified by the Museum employees prior to or during the visit.
5. A valid entrance ticket or invitation (temporary or permanent) is required for entry to both temporary and permanent exhibitions. Entrance fees, rules for payment of reduced-price tickets and fee exemptions are regulated by a separate order.
6. Entrance tickets, publications and souvenirs can be paid:
 - 1) in cash,
 - 2) by debit card,
 - 3) electronically using the online ticket and merchandising system at <https://bilety.muzeum.torun.pl>.
7. Before the ticket is validated, VAT invoices can be issued at the customer's request.
8. The Museum's buildings, as well as the spaces surrounding them, such as the courtyards and gardens, are monitored by a surveillance system.
9. The last entry to the exhibitions at the Museum is half an hour before they close, and to the Town Hall Tower 15 minutes before it closes.
10. The ticket office closes 15 minutes before the closing of the exhibitions and the Town Hall Tower.
11. The exhibition or specific exhibits and multimedia equipment may be removed from visiting at the Museum's discretion. The ticket price cannot be refunded, either in full or in part, due to the exclusion of any exhibitions, exhibits, or multimedia facilities.
12. By purchasing an entry ticket, the visitor agrees to follow the rules outlined in these guidelines. (the guidelines are available at particular Museum's branches and on the following website: www.muzeum.torun.pl)

II. Visiting guidelines:

1. When visiting the Museum premises, visitors must obey the instructions given by the Museum's third-party security guards, as well as Museum employees.
2. Parents or guardians are in charge of minors.

3. Individuals who are intoxicated, under the influence of drugs or act in a manner that endangers the safety of the collections or other people, disturb the order of the visit to other visitors and violate the generally accepted rules of conduct in public places may be asked to leave the Museum.
4. The following restrictions apply within the Museum premises:
 - 1) It is strictly forbidden to touch any exhibits,
 - 2) It is forbidden to film or take photos of exposures with flash,
 - 3) It is not allowed to bring or carry animals (except for the Fortress Museum in Toruń), with the exception of guide dogs,
 - 4) Visitors must not bring in or consume food, drinks, or smoke cigarettes / e-cigarettes,
 - 5) It is forbidden to bring in objects and equipment that could endanger someone's life, health, or safety,
 - 6) Entry is prohibited to anyone under the influence of alcohol or drugs,
 - 7) It is not allowed to use any musical and sound reproducing instruments and other audio equipment,
 - 8) Sliding on the floor on purpose is not permitted.
5. It is permissible to bring dogs to the Fortress Museum in Toruń, a branch of the District Museum in Toruń, as long as they are muzzled, leashed and do not behave aggressively. Small dogs, like Yorkies, Chihuahuas, Pekingese, etc., do not require a leash or a muzzle. In addition, the visitor must hold his or her pet.
6. The owner of the dog referred to in section 5 is responsible for preventing any damage caused by the dog and is liable for any such damage.
7. If a dog satisfies its physiological needs within the Fortress Museum in Toruń, the owner mentioned in section 5 is responsible for cleaning up after the dog.
8. Disinfection regulations may limit access to multimedia, touch-activated equipment, or devices that require the use of reusable headphones.
9. In some branches, visitors can use lockable wardrobe lockers and a staffed or unstaffed cloakroom. In the event of a threat to the collected exhibits or visitors, the Museum's employee may refuse entry with luggage or outer clothing and request that they be deposited in the cloakroom or wardrobe.
10. The Museum Director must give his or her consent to:
 - 1) conduct business activities within the Museum premises, including canvassing
 - 2) organise gatherings, publicity actions, photo sessions within the Museum premises, excluding the visitor-only courtyards where photo sessions are allowed.
 - 3) display banners, symbols and emblems within the Museum premises, excluding signs appearing on clothing or bags, luggage, etc.
 - 4) make and use films and photographs for purposes other than personal use

III. GDPR information:

1. The Data Controller of your personal data is:

District Museum in Toruń, Rynek Staromiejski 1, 87-100 Toruń,

contact details: secretary's office, phone number: (56) 660 56 12, email

address: muzeum@muzeum.torun.pl

2. Personal data will only be processed to fulfil the Data Controller's legal obligations.
3. Personal data will not be disclosed to entities other than those authorised by law.
4. The data subject has the right to request from the Data Controller access to his or her personal data, rectification, erasure or restriction of processing or the right to object to processing, as well as the right to data portability.
Data subjects can make requests at the Museum's secretary office to exercise the aforementioned rights.
5. The data subject has the right to lodge a complaint with the supervisory authority, i.e., the Personal Data Protection Office located at ul. Stawki 2, 00-193 Warsaw, phone number: (22) 531 03 00.
6. The provision of personal data is voluntary or may be required by law. Failure to provide personal data may prevent the proper performance of the Data Controller's legal obligations.
7. Personal data will be processed until the purpose for which it was collected has been achieved. The retention period may also depend on the specific legal provision.
8. For all matters related to the processing of personal data and the exercise of your rights under the GDPR, you should contact the Data Protection Officer: email address: iod@muzeum.torun.pl, phone number: (56) 660 56 25.

IV. Other provisions:

1. To matters not settled herein, the provisions of the applicable law shall apply.
2. The Museum reserves the right to amend these guidelines.
3. Any complaints or requests should be submitted by post to the Museum or sent to the following email address muzeum@muzeum.torun.pl.