

Rules for visiting exhibitions and staying on the premises of the Oskar Schindler Enamel Factory Branch

§1 General provisions

1. Exhibitions, including the permanent exhibition 'Krakow - Occupation 1939-1945' and temporary exhibitions presented at the Oskar Schindler Enamel Factory Branch of the Historical Museum of the City of Krakow (Krakow, ul. Lipowa 4), hereinafter collectively referred to as Exhibitions, are open to visitors on Mondays from 10:00 a.m. to 3:00 p.m. and from Tuesday to Sunday from 9:00 a.m. to 7:00 p.m. subject to points 2-3. From 1 February 2026, the Exhibitions are open to visitors on Mondays from 10:00 a.m. to 3:00 p.m. and from Tuesday to Sunday from 9:00 a.m. to 8:00 p.m.
2. Exhibitions are closed on the first Tuesday of each month.
3. The last admission to the permanent exhibition is 90 minutes before closing time, and admission on the temporary exhibition is 30 minutes before closing time.
4. Exhibitions can be visited individually (i.e. 1 to 14 people) or in groups (i.e. 15 to a maximum of 25 people). The guide is not included in the limit.
5. Admission to the permanent exhibition is free on Mondays. On this day, admission to the temporary exhibition is subject to a fee in accordance with the price list set out in the Director's order concerning the temporary exhibition in question. The rules for issuing free admission tickets on free admission days are regulated by Director's Order No. 39/2023 on the rules for visiting permanent exhibitions at the on days of free admission, available on the Museum's website. Visitors, after receiving a free admission ticket, are required to go to the exhibition immediately. It is not possible to leave the Museum building after collecting the ticket.

§2 Ticket sales and reservations

1. Admission tickets and guided tour services for the Exhibitions can be purchased at the Branch ticket office and via the website <https://bilety.muzeumkrakowa.pl/> in accordance with the Regulations for the sale of tickets to exhibitions at the Oskar Schindler Enamel Factory Branch, available on the website <https://muzeumkrakowa.pl/oddzialy/fabryka-omalia-oskara-schindlera> in the Regulations tab.
2. Educational and childcare institutions may reserve admission tickets and guided tour services for their students, pupils or charges in accordance with the Regulations for the reservation of for tickets to the Oskar Schindler's Enamel Factory branch for educational and childcare institutions, available on the website <https://muzeumkrakowa.pl/oddzialy/fabryka-omalia-oskara-schindlera> in the Regulations tab.
3. From Tuesday to Sunday at 10:00 a.m., 12:00 p.m. and 4:00 p.m., regular guided tours of the permanent exhibition in English are available for individual visitors. Participants in such tours are required to pay the admission fee (standard or reduced) plus PLN 30.00 gross for the guided tour. Tickets for regular guided tours can be purchased at the Branch ticket office or

at <https://bilety.muzeumkrakowa.pl/>. A maximum of 5 tickets for a regular guided tour can be purchased in a single transaction.

4. The price of admission to the permanent exhibition entitles the holder to visit the temporary exhibition presented at the Branch on the day of visiting the permanent exhibition.
5. Visitors are required to arrive and begin their tour on the date and at the time indicated on their admission ticket. Entry to the exhibition is possible no earlier than 15 minutes before the tour time and no later than 15 minutes after the time indicated on the ticket. The Museum reserves the right to refuse entry to the Exhibition to individuals or groups who arrive at the Museum on a date or at a time other than that indicated on the admission ticket purchased, without any obligation to refund the cost of the tickets and the guided tour service.
6. The ticket purchased at the ticket office specifies the date and time of the tour. The ticket purchased via the website www.bilety.mhk.pl specifies the date, time of the tour and the name and surname of the visitor.
7. When purchasing tickets at the Museum ticket office, it is recommended to use payment cards.
8. A maximum of 5 tickets can be purchased at the Museum ticket office in a single transaction.

§3 Guided tours

1. Individuals or groups using the guide service are required to arrive at the Museum on the designated day and at the designated time of the tour. The guide will wait for visitors for 15 minutes from the designated time of the tour, and if the visitors do not show up within that time, the service will not be provided without the obligation to refund the cost of purchase.
2. The Museum allows visitors to tour the Exhibitions with an external guide, provided that the guide has the appropriate permit issued by the Museum. The guide may obtain the above-mentioned permit after successfully completing a training course organised by the Museum and receiving the appropriate certificate.

§4 Refunds

Tickets purchased at the box office are non-refundable. Tickets purchased via the website are refundable in accordance with the rules set out in the Online Ticket Sales Regulations available on the website indicated in § 2(1).

§5 Rules for visitors to the exhibition

1. Exhibitions should be visited in accordance with the established direction and order of viewing.
2. Once you have finished your visit and left the exhibition space, you will not be able to return to it.
3. It is forbidden to bring the following items to the exhibitions:
 - 1) any weapons, ammunition or items considered potentially dangerous,
 - 2) explosive, flammable and toxic materials,
 - 3) long umbrellas,
 - 4) backpacks and large luggage with a capacity of over 30 litres,
 - 5) animals, with the exception of assistance dogs for persons with disabilities.
4. Eating, drinking, smoking, using electronic cigarettes and talking on the phone are prohibited at the Exhibitions.

5. Only visitors with valid admission tickets to the Exhibition and guides with valid certificates issued by the Museum of Krakow, authorising them to guide visitors around the Exhibition, may remain in the Exhibition space.
6. In order to ensure comfortable working conditions and an adequate level of service for visitors, only the following persons may remain in the lobby of the Branch building:
 - a) persons waiting in line to purchase admission tickets or other items sold at the ticket office,
 - b) persons using the museum café
 - c) persons using the toilet or cloakroom
 - d) visitors with valid admission tickets who are waiting to enter the Exhibitions
 - e) guides with valid certificates authorising them to conduct tours of the permanent exhibition, waiting for their groups of visitors,
 - f) persons who have completed their tour
7. After purchasing an admission ticket, visitors are requested to leave the Branch premises, unless they begin viewing the Exhibition within 15 minutes of purchase or use the services of the café, visitor service point or toilet.
8. Visitors may use the visitor service points at the Branch only for the purpose of conducting business within the scope of the given point's competence and for the time necessary to conduct such business.
9. Notwithstanding the rules introduced above, in the event of an excessive number of persons being present in the lobby area, Museum staff and security personnel may temporarily regulate tourist traffic by asking persons to remain outside the Branch building, based on the provisions of the Facility Security Plan and safety considerations.
10. It is forbidden to place or lay out items on the external and internal window sills of the Branch building.
11. The entrance and exit areas of the Branch and the Exhibition must not be blocked.
12. Tour guide sets should be distributed and collected outside the Exhibition space in a manner that does not disrupt the tourist traffic of other visitors and customers.
13. Persons who are intoxicated or under the influence of drugs or intoxicants, or who behave in a manner that could endanger the safety of other persons, the premises and the cultural artefacts stored therein, disrupt the order of the visit, or violate generally accepted standards of behaviour in public places, are prohibited from entering the Branch.
14. While in the Branch, visitors must comply with the comments and recommendations of the Museum staff and security personnel.
15. Parents or guardians are responsible for any damage caused by children in their care.
16. The Museum reserves the right to refuse admission or ask individual visitors and groups who do not comply with the rules of visiting and violate these Regulations to leave.

§ 6 Verification of personalised tickets

1. Visitors with a personalised ticket should present it to a Museum employee along with a valid current identity document specified in section 3 and a document confirming their right to a discount (if applicable). The Museum employee will verify the Visitor's data using an electronic reader (or by other means in the event of a System or reader failure).
2. In the event of:
 - a) a discrepancy between the personal data in the System and the data on the identity document (this does not apply to changes made in accordance with section 8.8 of the Regulations for the sale of tickets to exhibitions at the Oskar Schindler's Enamel Factory Branch) or

- b) failure to present the identity document referred to in paragraph 3 or
 - c) presentation of the identity document referred to in paragraph 3 which does not meet the requirements specified therein or
 - d) failure to present a valid document entitling the holder to a discount (applies to reduced-price tickets) or
 - e) a document entitling the holder to free admission use of a forged, altered or other ticket bearing the characteristics indicated in point 4.26 of the Regulations for the sale of tickets to exhibitions at the Oskar Schindler's Enamel Factory Branch or a ticket suspected of having been subjected to the actions described in point 4.26
- Visitors will not be admitted to the exhibitions, without the Museum being obliged to refund the purchase price
3. The Museum accepts the following forms of identification, on the basis of which Visitors may be admitted to the Exhibition: passport, identity card, driving licence, school or student ID card. The documents must also be: valid on the day of the visit, issued by authorised bodies, offices or institutions, and contain a photograph of the visitor and their name and surname written in the Latin alphabet. These documents must be presented in paper form. Single-use, occasional documents issued by unauthorised entities and any other documents issued for the purpose of circumventing the Regulations will not be accepted.
4. In order to facilitate control and entry to the Exhibition, Visitors are requested to prepare the above-mentioned documents in advance.

§7 Final provisions

1. Additional information regarding visiting the Exhibitions can be obtained from the Visitor Service Centre at tel. (12) 426-50-60, e-mail: info@muzeumkrakowa.pl or at the Branch at tel. (12) 257-00-95, e-mail: fabrykaschindlera@muzeumkrakowa.pl
2. The Museum reserves the right to close the branch or shorten its opening hours.
3. The purchase or reservation of an admission ticket to the Exhibition constitutes acceptance of the provisions of these Regulations.
4. The Regulations shall enter into force on 2 January 2026.