

# Regulations

## for ticket sales to exhibitions at the Oskar Schindler's Enamel Factory Branch

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### 1. General Provisions

Entry tickets for exhibitions at the Oskar Schindler's Enamel Factory Branch may be purchased **online** or **at the branch ticket office**.

Ticket reservations are only available for **educational institutions**, in accordance with the Regulations for Ticket Reservations for Educational Institutions, available on the Museum's website:

<https://muzeumkrakowa.pl/oddzialy/fabryka-emalia-oskara-schindlera> (under the "Regulations" tab).

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### 2. Definitions

2.1. **"Museum"** – The Historical Museum of the City of Kraków, located at Rynek Główny 35, 31-011 Kraków, registered in the Register of Cultural Institutions of the Municipality of Kraków under number 37, NIP: 6762562544, REGON: 382698540.

2.2. **"Regulations"** – These regulations for ticket sales for exhibitions at the Oskar Schindler's Enamel Factory Branch of the Historical Museum of the City of Kraków.

2.3. **"Branch"** – The Oskar Schindler's Enamel Factory Branch of the Historical Museum of the City of Kraków (ul. Lipowa 4, Kraków).

2.4. **"Exhibitions"** – The permanent exhibition titled *"Kraków – Under Nazi Occupation 1939–1945"*, and any temporary exhibitions held at the Branch.

2.5. *(missing in the Polish original; likely a numbering typo)*

2.6. **"System"** – iKSORIS – the online ticket sales system for Exhibitions via the Museum's website.

2.7. **"Website"** – The ticket sales website: <https://bilety.muzeumkrakowa.pl/>

2.8. **"Purchaser"** – Any individual using the System, including consumers, business entities, or other organizational units making a purchase.

2.9. **"Ticket"** – An admission ticket entitling the holder to visit a permanent or temporary exhibition at the Branch; constitutes a contract between the Purchaser and the Museum for exhibition services.

2.10. **"Payment Page" / "Payment Operator"** – A webpage operated on behalf of the Museum by a designated payment operator, contracted to provide payment processing services.

### 3. Placing an Order via the System (Online Purchase)

3.1. An online order is placed by the Purchaser through successive pages of the System, performing the following actions:

- 3.1.1. selecting the Exhibition to be visited, and choosing the type and quantity of Tickets and any guided-tour service;
- 3.1.2. correctly filling in the mandatory fields in the order form – if the Purchaser wishes to receive a VAT invoice, they must first register an account on the site <https://bilety.muzeumkrakowa.pl/> under the "Registration" tab;
- 3.1.3. verifying correctness of entered data and order details;
- 3.1.4. submitting a declaration of acceptance of this Regulations and the Branch's visitation regulations;
- 3.1.5. submitting the order by clicking the appropriate button in the System;
- 3.1.6. proceeding to the Payment Page.

3.2. After placing an order, the Purchaser receives via the specified e-mail address a notification that the order has been accepted for processing.

3.3. The Museum reserves the right to set a limit on the number of Tickets available per single order.

3.4. The Museum is not responsible for consequences of furnishing untrue or incorrect data in the order form.

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### 4. Payment and Fulfillment of an Order Placed via the System (Online)

#### Ticket Types and Price List

4.1. The Purchaser is obliged to pay for the order within **five hours** from the moment of receiving the order-acceptance notification. Failure to pay within this period results in automatic cancellation of the order. In case of cancellation, a message notifying the cancellation will be sent automatically to the Purchaser's e-mail address.

4.2. The Purchaser makes payment via the Payment Page.

4.3. Payment from a single order must be made in one transaction.

4.4. The Museum is not liable for any consequences due to malfunctions or irregularities in the Purchaser's bank or financial institution used for payment.

4.5. The Museum issues invoices at the Purchaser's request, after the Purchaser logs into their account created per clause 3.1.2, and if during ordering they select "I wish to receive a VAT invoice" and provide full and correct data needed for issuance. Invoices are issued after payment is made.

4.6. By selecting "I wish to receive a VAT invoice," the Purchaser consents to receiving the invoice **electronically** via e-mail. This consent does not exclude the Museum's right to issue and send a paper invoice.

4.7. The Museum is not liable for consequences arising from provision of false or incorrect data by the Purchaser required for the VAT invoice.

4.8. The order is fulfilled after the Museum receives payment confirmation from the Payment Operator.

4.9. Acceptance of payment and order fulfillment is confirmed by an automated email generated by the System – the email to the Purchaser will include the purchased Tickets in PDF format along with the sales document (receipt or invoice) in PDF.

4.10. Connection costs (internet access, data transmission) for placing orders, paying for them, and downloading emails directed to the Purchaser are borne by the Purchaser, according to their operator's tariff.

4.11. The Museum is not liable for consequences of the Purchaser sharing order or ticket data with third parties. If the Purchaser transfers the Ticket to a third party, there is a risk that the third party will use it. The Museum will honor only the first person who redeems the Ticket in such a case.

4.12. The Museum is not liable for deletion or non-receipt of notifications by the Purchaser.

4.13. In the System, a Ticket must be purchased at the latest **90 minutes before the closing time** of the Exhibition on the same day of the visit.

4.14. Ticket prices are quoted in Polish złoty and include VAT. A one-time service fee of 0.72% of the Ticket price is added to each Ticket purchased via the online System.

4.15. Persons entitled to purchase reduced or family tickets are listed in the Director's Order No. 123/2019 on admission to permanent exhibitions of the Historical Museum of the City of Kraków, and on the website <https://muzeumkrakowa.pl/znizki-i-wstep-wolny>

4.16. A group ticket may be purchased by an adult group of 15 to 25 persons (including chaperones).

4.17. A reduced-group ticket may be purchased by a group composed of students of primary, secondary, art schools, university students, or attendees of other educational institutions – in number between 15 and 25 persons (including chaperones). For every 10 students purchasing a reduced group ticket, 1 chaperone (teacher or parent) is entitled to **free entry** with the group.

4.18. **Exemptions from admission fee:**

4.18.1. individuals awarded the Order of the White Eagle, the Virtuti Militari War Order, the Order of Merit of the Republic of Poland, or the "Meritorious to Culture Gloria Artis" medal;

4.18.2. employees of museums registered in the National Museum Register;

4.18.3. members of the International Council of Museums (ICOM) or the International Council on

Monuments and Sites (ICOMOS);

4.18.4. holders of the *Polish Card* (Karta Polaka);

4.18.5. children under 7 years old;

4.18.6. members of the Association of Polish Museologists;

4.18.7. members of the Society of Lovers of History and Monuments of Kraków;

4.18.8. members of the MHK Club;

4.18.9. opposition activists and persons politically repressed (under the definitions of Articles 2 and 3 of the Act of 20 March 2015 on opposition activists and persons politically repressed);

4.18.10. members of the Federation of Guide Associations, including:

4.18.10.1. the Educational Association Royal Castle in Kraków,

4.18.10.2. the Association of Tour Guides and Tour Leaders Gaudeamus,

4.18.10.3. the Association of Guides and Popularizers of Knowledge of Kraków "Krağ",

4.18.10.4. the Association of Tourist Guides in Kraków,

4.18.10.5. the Professional City Guides Association in Kraków "Secesja",

4.18.10.6. the Guides Association "Renesans";

4.18.11. guides holding from the Kraków Museum a valid Advanced Guide Beneficiary Card 2.0 or a valid guide certificate authorizing tours on the Memory Route or the Underground Market;

4.18.12. PTTK (Polish Tourist and Sightseeing Society) guides.

4.19. Documents confirming entitlement to a discount or exemption include:

4.19.1. school, student, doctoral student IDs;

4.19.2. pensioner/retiree IDs;

4.19.3. IDs documenting disability or degree of disability;

4.19.4. service IDs of persons referred to in clause 4.18.2;

4.19.5. IDs certifying award of orders, medals as in clause 4.18.1;

4.19.6. certificates or IDs confirming veteran status;

4.19.7. ICOM or ICOMOS membership cards;

4.19.8. Polish Card;

4.19.9. documents proving age;

4.19.10. ID of the Association of Polish Museologists;

4.19.11. IDs mentioned in Article 6(3) of the 2015 Act on opposition activists;

4.19.12. ID of the Society of Lovers of History and Monuments of Kraków;

4.19.13. personal ID issued by the Federation of Guide Associations or membership ID of the associations listed in § 3(j);

4.19.14. a current Advanced Guide Beneficiary Card 2.0 issued by Kraków Museum;

4.19.15. a current guide certificate issued by Kraków Museum for tours of the Memory Route or Underground Market;

4.19.16. a PTTK guide ID.

4.20. Discounts and ticket prices for the permanent exhibition for holders of the following cards/IDs:

4.20.1. Large Family Card, regular ticket – 50% discount;

4.20.2. Kraków Family Card, regular ticket – 50% discount;

4.20.3. Kraków for Large Family Card N, regular ticket – 50% discount;

4.20.4. Kraków for Large Family Card N, reduced ticket – 50% discount;

- 4.20.5. Opposition Activist ID (residing in Kraków) – ticket price 1.00 PLN;
- 4.20.6. Kraków Card, regular ticket – 20% discount;
- 4.20.7. Kraków Card, reduced ticket – 20% discount.

4.21. Via the System, interested persons may purchase promotional tickets for the **Memory Route**, which includes the Oskar Schindler's Enamel Factory Branch, the Tadeusz Pankiewicz Pharmacy branch, and the Pomorska Street branch, in accordance with the Memory Route Regulations on the Museum's site:

<https://muzeumkrakowa.pl/trasy-muzealne/trasa-pamieci>

4.22. Ticket prices for each temporary exhibition are set by the Director's Order.

4.23. The System allows purchase of different types of Tickets listed in the price list. The Purchaser must select the appropriate ticket types corresponding to the number of persons and applicable discounts or exemptions.

4.24. Lack of possibility to purchase a Ticket via the System does not imply that there are no tickets available at the Branch ticket office.

4.25. The Ticket displays the date and time of commencement of the visit.

4.26. A Ticket purchased via the System is redeemed by presenting it to a Museum employee at the exhibition entrance. The Purchaser may print the ticket or display it on an electronic device.

4.27. Persons who purchased reduced tickets online or are exempt from fees must, on the day of the visit, present documents validating their entitlement at the entrance. Reduced or exempt tickets presented without such documentation will not be honored and are nonrefundable.

## 5. Ticket Purchases at the Branch Ticket Office

5.1. Tickets at the Branch ticket office are sold on the day of the visit **only for that day** – it is not possible to purchase tickets in advance for later days.

5.2. A single person may purchase a maximum of **14 individual tickets per day** at the Branch ticket office, regardless of the number of separate transactions.

5.3. Tickets purchased at the Branch ticket office are **non-refundable**.

5.4. The Museum publishes ticket prices on its website: <http://muzeumkrakowa.pl/>. The price list is also available at the Branch ticket office.

5.5. Redemption of a ticket purchased at the ticket office is done by presenting it to a Museum staff member at the entrance to the exhibition.

5.6. If a Purchaser wishes to use a discount or free admission, they must present the appropriate qualifying document at the Branch ticket office at the time of purchase.

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## 6. Personal Data and Privacy Policy

6.1. The administrator of personal data provided by the Purchaser is the Historical Museum of the City of Kraków, represented by Michał Niezabitowski – Director. Contact: e-mail: [dyrekcja@muzeumkrakowa.pl](mailto:dyrekcja@muzeumkrakowa.pl), telephone: +48 12 619-23-02.

6.2. The contact details of the Museum's Data Protection Officer: e-mail: [iod@muzeumkrakowa.pl](mailto:iod@muzeumkrakowa.pl); address: Rynek Główny 35, 31-011 Kraków.

6.3. The Purchaser's personal data will be processed in order to fulfill the order, maintain necessary contact, and for all actions required to operate the System, including creating a Purchaser account. The personal data collected include: name and surname, company name (if applicable), residential or business address, email address, phone number, bank account number, tax identification number (NIP) or PESEL.

6.4. Subject to statutory exceptions, the Purchaser has the right to access their data, correct it, delete it or limit processing, as well as the right to object, to request cessation of processing, data portability, and to lodge a complaint with the supervisory authority (the President of the Personal Data Protection Office).

6.5. Provision of data is voluntary but necessary for online ticket purchase. Failure to provide the required data will make it impossible to complete the order.

6.6. Personal data may be shared with an IT support provider under a data processing agreement.

6.7. Data provided by the Purchaser will not be disclosed to third parties, except for entities authorized by law.

6.8. The data will not be subject to profiling.

6.9. The Administrator does not intend to transfer Purchaser data to third countries or international organizations.

6.10. Personal data will be retained until performance of the ticket sales contract and until the statute of limitations for any claims arising from it expires, but not shorter than the archival retention period required by the law governing archival and record retention.

6.11. Personal data is protected and processed in compliance with Regulation (EU) 2016/679 (GDPR) and the Polish Personal Data Protection Act of 10 May 2018.

6.12. With separate consent, personal data may be used by the Museum to send newsletters and other publications/marketing communications, in accordance with GDPR and applicable law.

6.13. An information clause on personal data processing will be sent to the Purchaser along with automated system notifications, to the email address provided in the order form.

6.14. The Administrator will apply technical and organizational safeguards appropriate to threats and the nature of the data – in particular protection against unauthorized access, loss, alteration, or destruction.

6.15. Measures include backups, anti-intrusion systems, and requiring individual login/password to access each Purchaser account.

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## 7. Complaints

7.1. Questions, comments or complaints about ticket purchase and fulfillment should be sent by email to [info@muzeumkrakowa.pl](mailto:info@muzeumkrakowa.pl).

7.2. Complaints must be filed within **14 days** of the event causing the complaint. The complaint should include:

7.2.1. order number;

7.2.2. reason for the complaint and description of the situation;

7.2.3. name (or company name) of the Purchaser and name of a contact person;

7.2.4. email address;

7.2.5. phone number.

7.3. Complaints will be reviewed by the Museum within 14 days of receipt, unless the cause lies with the Payment Operator. In that case, the complaint will be forwarded to the operator, and the Purchaser will be notified (processing time may be extended). The Purchaser will be informed of the decision by email or by post.

7.4. If the complaint lacks required data or information, before proceeding the Museum may request supplementation.

7.5. The Museum will resolve the complaint without undue delay and notify the complainant within 14 days (or 14 days from supplementation, if needed).

7.6. If the complaint is upheld, the Purchaser is entitled to another ticket to the same exhibition or a refund of amounts paid, depending on the complainant's choice. Refunds are made via bank transfer to the account indicated by the Purchaser.

7.7. The Museum is not liable for complaints filed contrary to these Regulations, including due to incorrect or false data provided by the Purchaser.

7.8. Consideration of a complaint by the Museum does not exclude the Purchaser's right to claim further rights under general rules of the Civil Code or the Consumer Rights Act of 30 May 2014.

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## 8. Refunds of Tickets Purchased via the System (Online)

8.1. A Purchaser who is a **natural person with consumer status** (as defined in Article 22<sup>1</sup> of the Civil Code) – i.e., who enters into the contract for the Museum's exhibition-viewing service not in the course of business/profession – may **withdraw from the contract within 14 days** from the date of contract conclusion (i.e. date of ticket purchase), but **no later than 4 days before** the date of the visit shown on the ticket. Withdrawal can only be made in toto (full cancellation); partial withdrawal (e.g. reducing number of tickets) is not permitted. If a change is desired (date, number of tickets), a new order must be placed.

8.2. Purchasers who are **not consumers** (business entities, legal persons or organizational units without legal personality) may not withdraw from the contract.

8.3. The withdrawal must be notified electronically to [info@muzeumkrakowa.pl](mailto:info@muzeumkrakowa.pl), including:

- 8.3.1. order number;
- 8.3.2. Purchaser's name;
- 8.3.3. email address;
- 8.3.4. phone number.

8.4. The service fee paid by the Purchaser is **non-refundable** upon withdrawal.

8.5. The Museum shall address the withdrawal within 14 days of receipt of the withdrawal notice. If accepted, refund of amounts paid should occur within that period.

8.6. Refunds are made to the account from which the tickets were paid, using the same payment method.

8.7. The Museum is not liable for consequences of incorrect or false data provided by the Purchaser.

8.8. Tickets purchased are **not exchangeable**.

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## 9. Other Provisions

9.1. The Museum is not liable for data transmission disruptions, system downtime or errors during purchase due to causes beyond its control.

9.2. The Museum is not liable for emails or data lost in the Internet outside its control.

9.3. Before visiting, it is recommended to check whether the Branch is open on the chosen day. The Museum publishes schedules and any temporary closures on its website: <https://muzeumkrakowa.pl/>

9.4. The Museum reserves the right to freely decide the timing of ticket sales via the System.



9.5. The Museum reserves the right to suspend online ticket sales at any time for technical or random reasons.

9.6. The Museum reserves the right to close Exhibitions. If the scheduled visit falls during closure, the Purchaser is entitled to a refund of ticket cost and service fee.

9.7. Visitors are obliged to comply with the visitation rules of the Branch, available on the website. If rules are violated, Museum staff may expel the visitor, and no refund will be given.

9.8. The Museum reserves the right to amend the Regulations.

9.9. The Regulations are drawn up in two language versions: Polish and English. In case of discrepancy, the Polish version prevails.

9.10. Matters not regulated in these Regulations are governed by applicable law, in particular Regulation (EU) 2016/679 (GDPR), the Civil Code, the Personal Data Protection Act, and the Consumer Rights Act, as well as other Museum regulations available on <https://muzeumkrakowa.pl/>

9.11. The Regulations are available on the Museum website: <https://muzeumkrakowa.pl/>

9.12. These Regulations take effect on **1 May 2025**.