**TERMS AND CONDITIONS OF THE SALE OF TICKETS**

**TO THE SYBIR MEMORIAL MUSEUM**

**§ 1**

**Glossary**

The terms used in these Regulations have the following meanings:

1) „Ticket” – an admission ticket entitling to visit certain exhibitions of the Museum, including the permanent exhibition or participation in a specific event organized by the Museum;

2) „Price List” — ticket prices introduced in the guidelines of the Director

3) „Exposition” — each exhibition presented at the Sybir Memorial Museum, including the permanent exhibition;

4) „Interactive Kiosk” — a marked self-service machine that allows you to buy tickets;

5) „Ticket Office” — marked, stationary tickets sales point;

6) „Buyer” — a natural person (including a consumer), a legal person or an entity

organizational without legal personality purchasing a ticket;

7) „Museum” — The Sybir Memorial Museum with its headquarters in Białystok (15-121), at

Węglowa 1, REGON: 366215932, NIP: 5423264915;

8) „Regulation” — the present Regulations for the sale of admission tickets to the Sybir Memorial Museum;

9) „Web Site” — website: www.bilety.sybir.bialystok.pl used to sell tickets using the System;

10) „System” — online booking and sales system through the website www.bilety.sybir.bialystok.pl, which is operated by the Museum.

11) „Event” — any activity with audience participation, organized, held and provided by the Museum.

**§ 2**

**General provisions**

1. The Regulations define the rules for the sale of Tickets at the Ticket Offices, in the Interactive Kiosk and with the use of the System. These Terms and Conditions determine terms and conditions for the purchase of individual ticket at the ticket offices, and with the use of the system.

2. Visiting the exhibition and participation in the Events made available as part of the Museum's program offer is payable and takes place on the basis of a valid Admission Ticket entitling to visit or participate in a given Event, subject to section 3.

3. In cases specified by the provisions of common law or in justified cases with the consent of the Museum Director, visiting the Exhibition, including the permanent exhibition, and participation in the Events may take place free of charge.

4. The Director introduces the sale prices of Tickets in a separate order. The following Tickets/services are provided for admission to the permanent exhibition:

1) self-guided tour;

a) regular ticket to the permanent exhibition;

b) reduced ticket for the permanent exhibition;

c) group ticket (12-25 people) for the permanent exhibition;

2) sightseeing with an audioguide:

3) sightseeing with a tablet with a multimedia guide application;

4) guided tour:

a) standard, i.e. sightseeing with a certified guide;

b) curatorial, i.e. visiting with a Museum employee.

5) rental of an audio guide;

6) rental of a tablet with a multimedia guide application. The amount of fees for visiting the Museum Exhibition, with the exception of the price of the services of a certified guide, is specified in the price list available on the Museum website www.sybir.bialystok.pl and at the Museum Ticket Office.

5. The rules for purchasing the service of visiting a standard permanent exhibition with a certified guide:

1) The Buyer (both in the case of individuals and groups) selects a certified guide — the list of certified guides is available at www.sybir.bialystok.pl.

— The Museum is not responsible for the actions or omissions of a certified guide. Only guides certified by the Museum are authorized to tour the Museum.

— Payment for the certified guide service is made directly to the certified guide.

— Determining the date of sightseeing with a certified guide and the cost of the service with a certified guide is the sole responsibility of the guide and the Buyer.

— If the persons guiding the group or individuals around the Exhibition do not have a certificate, the Museum employee may call for the cessation of the tour. Failure to comply with the summons will result in calling the Museum Security and leaving the exhibition by a person not authorized to guide the tour.

2) The Buyer makes a booking at the Museum via the website, by e-mail to the address bilety@sybir.bialystok.pl or by phone at (85) 672 36 00 or by purchasing the so-called self-guided ticket.

6. Rules for purchasing the curatorial tour service:

1) The Buyer purchases a curatorial tour ticket at the Museum;

2) curatorial tours take place after prior booking by the Buyer by e-mail to the address: bilety@sybir.bialystok.pl or by phone at (85) 672 36 00, at least 7 days before the planned date of visit. Date availability depends on guide availability.

7. Wednesday is the day of visiting the permanent exhibition free of charge. Admission is based on a Ticket issued free of charge at the Ticket Office on the day of the visit. On Tuesday, it is not possible to purchase a group ticket referred to in section 4 point 1) let. c). All other services are payable according to the Price List.

8. Entrance to the Exhibition and Events takes place on the date (i.e. on the date and time) indicated on the Ticket. A ticket not used on the date indicated on it does not entitle to visit the Museum Exhibition or participate in Events at any other time.

9. The Museum reserves the right to regulate the movement of visitors at the Exhibitions. In the event of too many visitors to the Exhibitions at the same time, the representative of the Museum may temporarily suspend admission to the Exhibitions, without taking into account the time indicated on the Ticket.

10. The approximate time of visiting the permanent exhibition is about 120 minutes. Too little time spent by the visitor on sightseeing does not constitute grounds for a complaint.

11. The Museum reserves the right to set a limit on the number of Tickets available for individual events and as part of a single purchase, if required by the nature of a given Event and the limited number of Tickets available. In the case of events with a limited number of seats, the availability of Tickets depends on their current occupancy.

12. The Ticket is redeemed by scanning it with a reader at the checkpoints or presenting it to a representative of the Museum. The ticket must be scanned/shown in the form of a paper printout or in electronic form on the display of a mobile device.

13. Concession Tickets and Free Tickets, presented without a document confirming the right to have them, will not be honored. In such a situation, a supplementary payment may be made up to the price of the Ticket in accordance with the Price List.

14. The sale of Tickets via the System is complementary to stationary sales. The inability to purchase a Ticket via the System does not mean the inability to purchase Tickets at the Museum Ticket Office.

15. The condition for purchasing Tickets at the Ticket Office or using the System is for the Buyer to read the Regulations and accept its terms. The purchase of a Ticket is tantamount to acceptance of the Regulations.

16. The Buyer is obliged to use the services of the Cash Register, Infokiosk and the System in a proper manner in accordance with the Regulations and the provisions of applicable law.

**§3**

**Rules for purchasing tickets to the permanent exhibition**

Rules for purchasing the service of visiting the spermanent exhibition with a certified guide:

1. The buyer (both for individuals and groups) selects a certified guide - the list of certified guides is available on the website, however:

a) The Museum is not responsible for the acts or omissions of a certified guide. Only museum-certified guides are authorized to tour the museum.

b) Payment for the certified guide service is made directly to the certified guide.

c) Determining the date of sightseeing with a certified guide and the cost of the service with a certified guide is the sole responsibility of the guide and the Buyer.

d) If the persons guiding the group or individuals around the Exhibition do not have a certificate, the Museum employee may call for the cessation of the tour. Failure to comply with the summons will result in calling the Museum Security and leaving the permanent exhibition by a person not authorized to guide the tour.

2) The Buyer makes a booking at the Museum via the website, by e-mail: bilety@sybir.bialystok.pl or by phone (85) 672 36 00 or purchase of the so-called self-guided ticket.

2. Rules for purchasing the curatorial tour service:

1) The Buyer purchases a Ticket at the Museum;

2) the curatorial tour takes place after prior booking by the Buyer by e-mail to the following address: bilety@sybir.bialystok.pl or by phone (85) 672 36 00, at least 7 days before the planned date of the tour. The availability of the date depends on the availability of guides.

3. Rules for purchasing the occasional visit service:

1) The Buyer purchases a Ticket at the Museum;

2) the curatorial tour takes place after prior booking by the Buyer by e-mail to the following address: bilety@sybir.bialystok.pl or by phone at the number or through the system. The availability of the date depends on the availability of tickets.

4. Rental of an audioguide is a service that is paid separately and in accordance with the valid price list. For the blind, visually impaired, deaf, hard of hearing and hearing impaired, the audioguide is provided free of charge.

5. Renting a tablet is a service payable separately and in accordance with the valid price list.

6. Rental of a tour guide is a free service in the case of guided tours.

7. Wednesday is the day of visiting the Permanent Exhibition free of charge. Entering is based on a Ticket issued free of charge at the Ticket Office on the day of the visit. The lack of the fee, as referred in the first sentence, applies only to Entry Tickets to Permanent Exhibitions. All other services, including: renting an audio guide, renting a tablet with an application, and a multimedia guide are payable according to the Price List. Wednesday; it is not possible to visit the Permanent Exhibition with a guide.

8. Entrance to the Exhibition; and Events, takes place on the date (i.e. the date and time) indicated on the Ticket. A ticket not used on the date indicated on it does not entitle to visit the Museum Exhibition or participate in Events at any other time.

9. The Museum reserves the right to regulate the movement of visitors at the Exhibitions. In the event of too many Visitors to the Exhibition at the same time, the representative of the Museum may temporarily suspend admission to the Exhibition, without taking into account the time indicated on the Ticket.

10. The Museum reserves the right to set a limit on the number of Tickets available for individual events and as part of a single purchase, if required by the nature of a given Event and the limited number of available Tickets. In the case of events with a limited number of seats, the availability of Tickets depends on their current occupancy.

11. The Ticket is redeemed by scanning it with a reader at the checkpoints or presenting it to a representative of the Museum. The ticket must be scanned/shown in the form of a paper printout or in electronic form on the display of a mobile device.

12. Persons with reduced tickets are obliged to present, at the request of the representative of the Museum, documents entitling to the discount. Discount tickets and Free Tickets, presented without a document confirming the right to have them, will not be honored. In such a situation, a supplementary payment may be made up to the price of the Ticket in accordance with the Price List.

13. The sale of Tickets via the System is complementary to stationary sales. The inability to purchase a Ticket via the System does not mean that it is not possible to purchase Tickets at the Museum Ticket Office.

14. The purchase of Tickets is conditional upon the Buyer becoming acquainted with the Regulations and accepting its terms. The purchase of a Ticket is tantamount to acceptance of the Regulations.

15. The Buyer is obliged to use the services of the Cash Register, Infokiosk and the System in a manner consistent with the Regulations and the provisions of applicable law.

16. The rules for booking, paying, conducting and participating in educational activities are set out in the Regulations for educational activities conducted by the Sybir Memorial Museum.

**§4**

**Sale and booking tickets at the ticket office**

1. Tickets can be booked in person, by phone: (85) 672 36 00 or by e-mail: bilety@sybir.bialystok.pl

2. Organized groups should book Tickets online at least 14 days before the planned date of the visit/event. Reservation of Tickets in the period shorter than 14 days before the planned date of the visit/event is possible only by e-mail at bilety@sybir.bialystok.pl and is made subject to available dates.

3. Reservations for Group Tickets should be purchased no later than 3 days (72 hours) before the planned date of the event. The group can be from a minimum of 12 to a maximum of 25 people.

4. Reservations for Individual Tickets should be purchased no later than 3 days (72 hours) before the planned date of the event. An individual customer can book/purchase up to 11 normal or reduced tickets at a time.

5. Reservations that have not been purchased, i.e. those that have not been paid within the period referred to in par. 3 and 4 will be automatically canceled and the Tickets will return to the sales pool.

6. 5 days (in the case of groups) and 3 days (in the case of individual clients) before the tour date, reservations are not accepted.

7. The following Tickets and services can be purchased at the Ticket Office:

1) self-guided tour;

a) regular ticket to the permanent exhibition;

b) reduced ticket for the permanent exhibition;

c) group ticket (12-25 people) for the permanent exhibition;

2) sightseeing with an audioguide:

3) sightseeing with a tablet with a multimedia guide application;

4) guided tour:

a) standard, i.e. sightseeing with a certified guide;

b) curatorial, i.e. visiting with a Museum employee.

5) rental of an audio guide;

6) rental of a tablet with a multimedia guide application.

8. The cash register accepts cash payments in Polish zlotys, Blik payments and accepts payment cards - information on supported types of cards is available at the cash registers and on the website [www.sybir.bialystok.pl](http://www.sybir.bialystok.pl)

9. Opening hours of the ticket office:

1) Monday: closed,

2) Tuesday: 9:00 – 16:30,

3) Wednesday: 9:00 – 16:30,

4) Thursday: 9:00 – 16:30,

5) Friday: 9:00 – 16:30,

6) Saturday: 12:00 – 19:30,

7) Sunday: 9:00 – 16:30.

10. Tickets can be purchased at the Museum Ticket Office no later than 60 minutes before the exhibition closes.

11. At the Buyer's request, the Museum may issue an invoice. Receipt of this document is conditioned by the Buyer's declaration of willingness to receive an invoice before making a purchase.

**§5**

**Purchasing a ticket through the System**

1. The purchase of a Ticket via the Website is made by filling out the form and perform the actions indicated in the purchase instructions. Through the System, it is possible to purchase the following Tickets and services:

1) self-guided tour;

a) regular ticket to the permanent exhibition;

b) reduced ticket for the permanent exhibition;

c) group ticket (12-25 people) for the permanent exhibition;

2) sightseeing with an audioguide.

2. Failure by the Buyer to follow the instructions during the purchase process may prevent the successful purchase of a Ticket. Providing incorrect data, in particular an incorrect e-mail address and an incorrect title of the transfer will make it impossible to make it purchase.

3. Technical requirements necessary for cooperation with the System

1) a device with a web browser and access to the Internet;

2) having an e-mail account (e-mail address)

3) a bank account offering transactions via the Internet.

4. Purchasing a Ticket through the System requires placing an order and takes place via perform the following actions on subsequent subpages of the System:

1) selection of the date and time of the exhibition or event,

2) selection of the type and quantity of Tickets;

3) correct completion of the mandatory fields of the order form or assumption User Accounts;

4) the Buyer checks the correctness of the entered data and details orders;

5) submitting a declaration of acceptance of the terms of the Regulations and the Visiting Regulations of the Sybir Memorial Museum;

6) placing an order by clicking on the "BUY and PAY" option;

7) going to the payment page.

5. The buyer who placed the order will receive a notification to the e-mail address provided creation of the order and the status of its implementation.

6. The buyer pays for the created order via the payment page, which is external party, independent of the Museum.

7. Payment resulting from one order should be made once.

8. The Museum is not responsible for any consequences related to irregularities in the functioning of the bank indicated by the Buyer in the course making payments.

9. The Museum issues invoices at the Buyer's request, after such notification

by the Buyer by selecting the option "Please issue invoice” when placing an order and providing full and correct data necessary for its issuance. Invoices are issued after payment.

10. By checking the option "Please issue an invoice", the Buyer agrees to the transfer invoices, in electronic form, to the e-mail address provided. Consent does not exclude the law Museum for issuing and sending invoices in paper form.

11. The Museum is not responsible for the consequences of providing by the Buyer, false or incorrect data necessary to issue an invoice.

12. The order is processed after the Museum receives the payment confirmation payment system.

13. Acceptance of payment and execution of the order will be confirmed automatically an e-mail message generated by the System, i.e. to the address indicated by the Buyer an e-mail will be sent containing the purchased Tickets in a PDF file.

After receiving it, the Buyer shall immediately verify its correctness and compliance Ticket with the order, in particular the amount, type of event, its date and time.

14. Tickets can be purchased online no later than 60 minutes before the start visit or event. After this date, tickets are available only at the Museum's box office.

15. The Museum is not responsible for the consequences of providing data by the Buyer regarding the order to third parties. Making the Ticket available by the Buyer to a person third party involves the risk of using the Ticket by that person. The museum honors the Ticket the person who in such a case reports first, i.e. treating the purchased Ticket as so-called bearer ticket.

16. The Museum is not responsible for deleting, not reading or not picking up e-mail or SMS notifications received by the Buyer.

**§6**

**Purchasing a ticket with the use of the interactive kiosk**

1. At the interactive kiosk, you can independently collect the advance booking of Tickets and/or purchase Tickets, for which payment is made only in a non-cash form.

2. The following Tickets and services can be purchased at the interactive kiosk:

1) self-guided tour

a) regular ticket to the permanent exhibition;

b) reduced ticket for the permanent exhibition;

2) sightseeing with an audioguide

3) renting an audio guide.

3. The interactive kiosk is available to Buyers during the opening hours of the Museum (the last tickets can be purchased 60 minutes before closing).

4. The realization (purchase) of the reservation takes place by entering the reservation number on the interactive kiosk touch screen or by scanning the QR code.

5. Within one transaction, it is possible to purchase Tickets for several Events on different dates.

6. At the request of the Buyer, the Museum may issue an invoice - it is issued at the Ticket Office after delivery of the receipt issued at the interactive kiosk.

7. The Buyer is responsible for the correctness of the data provided for the invoice, including the obligation to enter the NIP number in the receipt during the transaction in the interactive kiosk, if the invoice is to be issued to an entity / person conducting business activity.

**§7**

**Authorization to free entering and discounts**

1. **Reduced** tickets are available to:

1) students of the education system, students of service workers’ colleges, pupils, students and people making doctoral studies;

2) people over 65 years of age, retirees, pensioners, social pensioners and disabled people with guardians;

3) teachers of care and educational institutions, juvenile detention centers and shelters for minors, shelters for minors and diagnostic and consultation centers;

4) people bestowed „the Badge for the care of monuments”;

5) people bestowed “the Badge of Merit in the Service of Culture”;

6) people bestowed an Honorary Badge “The Order of Merit for Polish Culture”;

7) people awarded an Honorary Badge “The Order of Merit for Polish Culture”;

8) combatants;

9) people showing their ISIC card and Euro26 Card;

10) Honorary Blood Donors upon showing the Honorary Blood Donor ID.

2. **Free** tickets are available to:

1) people bestowed the Order of the White Eagle, the Virtuti Militari Order, Order of Merit of the Republic of Poland, The Medal for “Merit to Culture Gloria Artis”,

2) museum employees listed in the National Museum Registry,

3) members of International Council of Museums (ICOM) and International Council on Monuments and Sites (ICOMOS),

4) holders of the Pole’s Card,

5) children up to 7 years old,

6) veterans and injured veterans,

7) holders of the Siberian Exiles Cross;

8) members of the Association of Siberian Deportees

9) holders of the Honorary Badge of Sybir

10) holders of the Badge of Honor for Merits to the Sybir Association;

11) journalists, on the basis of a valid journalistic ID;

12) tour guides with the Certificate of the Sybir Memorial Museum;

13) volunteers of the Sybir Memorial Museum during the period of volunteering;

14) guardians of the workshops participants and guardians of school groups (maximally one guardian for 15 people).

3. Other discounts:

1) The Białystok Large Family Card entitles you to purchase tickets for individual visits with a 50% discount on the price of tickets from the price list (upon presentation of the card). One ticket is valid for one card.

2) The Active Senior 60+ Card entitles you to purchase tickets for sightseeing individual with a discount of 50% from the ticket price from the price list (upon presentation of the ticket). One ticket is valid for one card.

4. Discounts specified in sec. 1-3 do not add up.

5. The condition for taking advantage of the reliefs referred to in par. 1-3 is to present a document entitling you to a discount.

**§8**

**Returning tickets and reclamations**

1. The condition of return is to have a purchased and unused Ticket together with the purchase document and to meet the following conditions.

2. In the event of paying for Tickets and not returning them to:

- 5 days before the planned date of the event in the case of group tickets or

- 3 days before the planned date of the event in the case of individual tickets,

tickets are non-refundable and are considered sold, non-returnable.

3. Returns of Tickets purchased at the Ticket Office and Interactive Kiosk are accepted on the basis of proof of purchase (receipt, invoice, terminal statement, transfer confirmation)

4. Returns of Tickets purchased by the System are accepted on the basis of an e-mail notification to the address: bilety@sybir.bialystok.pl, specifying the date of the transaction, date of the event, the number and type of returned Tickets and the Buyer's details. After verifying that on the Museum's side, the funds will be returned in the same form and only to the bank account from which the payment was made.

5. In the case of returns of group Tickets, it is possible to return individual Tickets, provided that the minimum number of tickets remaining in the pool, i.e. 12, is not exceeded.

6. The visitor may submit a complaint regarding the booking service, the purchase of Tickets and the quality of services provided by the Museum within 14 calendar days from the date of the event.

7. Complaints should be submitted to the following address: reklamacje@sybir.bialystok.pl

8. The Museum is not responsible for failure to deliver a complaint message if it is stopped by the anti-spam system of the Museum's e-mail program.

**§9**

**Personal data protection**

According to Art. 13 sec. 1 and 2 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 repealing Directive 95/46/EC (General Regulation on data protection, Journal of the EU L 119 of 04.05.2016), hereinafter referred to as "GDPR", the Sybir Memorial Museum informs that:

1. The personal data controller is the Sybir Memorial Museum with its registered office in Białystok, at the address: Węglowa 1, 15-121, NIP: 5423264915, REGON: 366215932.

2. Contact with the Data Protection Officer: iod@sybir.bialystok.pl.

3. The Buyer's personal data will be processed on the basis of applicable regulations

law, the concluded purchase and sale agreement and on the basis of the consent granted (Article 6(1)(a), (b) and (c) of the GDPR).

4. The Buyer's personal data will be processed for the following purposes:

1) booking Tickets;

2) sale of Tickets at the Ticket Office, Interactive Kiosk and the System;

3) implementation of claims arising from the concluded contract;

4) fulfillment of legal obligations incumbent on the Administrator;

5) in other cases, the Buyer's personal data will be processed only on the basis of previously granted consent to the extent and purpose specified in the content of the consent.

5. The recipients of personal data may be entities providing technical and organizational support to the Administrator, such as e.g. suppliers of software and IT systems, entities providing IT services, entities providing legal services

and entities providing personal and property protection services.

6. The Buyer's personal data will be processed for the period necessary to achieve the objectives set out in point 4 in accordance with the Instruction of the Office of the Sybir Memorial Museum and stored for the period indicated in the Uniform Item List of Files of the Sybir Memorial Museum or to withdraw the previously granted consent, without affecting the lawfulness of the processing which was made on the basis of consent before its withdrawal.

7. The buyer has the right to request access to his personal data, rectification, deletion or limitation of processing and the right to object to the processing, as well as the right to transfer personal data.

8. If the Buyer considers that the processing of personal data violates the provisions of the GDPR, the Buyer has the right to lodge a complaint with the President of the Office for Personal Data Protection.

9. Personal data processed by the Administrator will not be subject to automated decision making, including profiling.

10. The Buyer's personal data will not be transferred to third countries or international organizations.

11. The processed personal data is necessary to achieve the goal/purposes referred to in point 4.

In a situation where the processing of personal data is based on the consent of the data subject, the provision of personal data by the Buyer to the Administrator is voluntary.

**§10**

**Final provisions**

1. The Regulations are available on the Website and at the Museum Ticket Office.

2. The Museum reserves the right to amend these Regulations in the manner in which they were implemented.