

REGULATIONS OF VISITING THE SYBIR MEMORIAL MUSEUM

§ 1

Glossary

The used words in Określone w niniejszym Regulaminie wyrażenia oznaczają:

1. „Museum” — the Sybir Memorial Museum with its headquarter in Białystok, located at Węglowa 1, 15-521 Białystok, REGON: 366215932, NIP: 5423264915.
2. „Visitor” — a person visiting the Museum’s area on the basic of an invitation or a ticket, according to the Regulations of visiting the Sybir Memorial Museum,
3. „Permanent Exhibition” — exhibition related to exciles of Poles and people of other nationalities to East beginning from the XVIIIth ‘til the 50s of the XXth century, speaking about the fates of deported people who got to be on the area of former Tsarist Imperium, Soviet Russia and the former Soviet Union and the Katyn Massacre Memorial (the exhibition related to the polish officers murdered by the Soviets in Katyn on April 1940).
4. “Temporary Exhibition” — exhibition presented within a certain time at the Sybir Memorial Museum’s presmises.
5. „Exposition” — each exposition presented on the Sybir Memorial Museum’s area, including the permanent exhibition.
6. „Event” — each activity with the participation of an audience, organized, held and shared by the Museum.
7. „Regulations” — regulations of visiting the Sybir Memorial Museum.

§ 2

General provisions

1. These Regulations define the rules for visiting the Sybir Memorial Museum based in Białystok.
2. Information related to the Museum’s offer directed to visitors.
 - 1) Permanent Exhibition, including:
 - a) exhibition related to exciles of Poles and people of other nationalities to East beginning from the XVIIIth ‘til the 50s of the XXth century, speaking about the fates of deported people who got to be on the area of former Tsarist Imperium, Soviet Russia and the former Soviet Union
 - b) the Katyn Massacre Memorial (the exhibition related to the polish officers murdered by the Soviets in Katyn on April 1940).
 - 2) Events organized by the Museum at the Museum’s headquarters at Węglowa 1 in Białystok;
 - 3) Expositions — presented by the Museum at the headquarters at 1 Węglowa Street in Białystok;
3. The museum is open for visitors everyday (except Monday) in the hours:
 - 1) Monday — closed
 - 2) Tuesday — 09:30 a.m.— 05:00 p.m.
 - 3) Wednesday — 09:30 a.m.— 05:00 p.m.
 - 4) Thursday — 09:30 a.m.— 05:00 p.m.
 - 5) Friday — 09:30 a.m. — 05:00 p.m.
 - 6) Saturday — 12:30 p.m. — 08:00 p.m.
 - 7) Sunday — 09:30 a.m. —05:00 p.m.

4. List of holidays, during which the Sybir Memorial Museum is closed for visitors:
 - 1) New Year's Day
 - 2) The Feast of the Epiphany
 - 3) First Day of Easter
 - 4) Second Day of Easter
 - 5) May 1st
 - 6) May 3rd
 - 7) Corpus Christi
 - 8) Assumption Day
 - 9) All Souls' Day
 - 10) Independence Day
 - 11) Day of Christmas
 - 12) Second Day of Christmas
5. In addition the right to not to share the offer of the Museum during some holidays, so-called holidays days or other days marked by the director shall be requested.
6. Detailed information about days and hours of opening available on the website www.sybir.bialystok.pl and at the ticket office.

§ 3

Sale and booking tickets

1. Visiting the Exhibition (except the temporary exhibition) and participation in the Events 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 2. Visiting the temporary exhibition takes place on the basis of a valid free admission ticket issued at the ticket office.
2. In cases specified by the provisions of general law or in justified cases with the consent of the Director of the Museum, visiting the Exhibition, including the permanent exhibition, and participation in the Events, may be free of charge.
3. Detailed rules for purchasing tickets are specified in the Regulations for the Sale of Entrance Tickets to the Sybir Memorial Museum. Detailed rules for purchasing tickets entitling to take part in a workshop are specified in the Regulations for the Educational Activities.
4. Wednesday is the day of free visiting of the permanent exhibition. Admission is based on a Ticket issued free of charge at the Ticket Office on the day of the visit. The lack of fee referred to in the first sentence applies only to admission tickets to the permanent exhibition. All other services, including: audio guide rental and tablet rental with the multimedia guide application, are payable according to the Price List. On Wednesdays, it is not possible to visit the permanent exhibition with a guide.
5. Ticket prices are determined in the form of a separate order.
6. The amount of fees for visiting the Exposition, with the exception of the price of the services of a certified guide, is specified in the price list available on the Museum's website www.sybir.bialystok.pl and at the ticket office.
7. As part of the program offer, the Museum also organizes free events. Information about these events is available on the Museum's website www.sybir.bialystok.pl

8. Entering the Exhibition or an Event takes place on the date (i.e. day and time) indicated on the ticket. A ticket not used within the time specified therein does not entitle you to visit the Exhibition or participate in the Events at another time.

§ 4

Organization of visiting the permanent exhibition

1. Visitors are offered the following forms of visiting the Permanent Exhibition:
 - 1) individual tours
 - a) individual;
 - b) group;
 - 2) sightseeing with an audio guide; tours with an audio guide;
 - 3) sightseeing with a tablet with the multimedia guide application;
 - 4) guided tours:
 - a) standard; tours with a certified guide
 - b) curatorial guided tours with an employee of the Museum
 - c) occasional, sightseeing with an employee of the museum within the time limit set by the Museum.
2. The permanent exhibition is made for adults and children over 12 years old.
3. It is allowed to visit the permanent exhibition by children under the age of 12 with the consent and responsibility of the guardian.
4. The permanent exhibition shall be used according to its purpose.
5. When visiting the permanent exhibition, the Visitors are required to follow the remarks and recommendations of the Museum representatives.
6. Issues related to photographing and filming the permanent exhibition are defined by the rules of photographing and filming the permanent exhibition of the Sybir Memorial Museum, introduced by a separate ordinance. Reporting activities require the consent of the Museum Director and the use of an identification card issued by the Museum for the time of taking photographs at the exhibition.
7. Do not touch the exhibits at the permanent exhibition, subject to paragraph. 8.
8. The replicas made available at open displays serve the purpose of tactile learning of the permanent exhibition.
9. The approximate time required to visit the permanent exhibition is approximately 120 minutes. Too little time devoted by the Visitor to the visit does not constitute grounds for any complaint.

§ 5

Independent tours with an audio guide, a tablet or a tour guide

1. The permanent exhibition can be visited individually with the use of an audio guide or a notebook with the multimedia guide application.
2. Visiting the permanent exhibition with the use of an audio guide means that a visitor visits the exhibition individually with the use of an audioguide and headphones which allow visitors to get to know the substantive content of the permanent exhibition. Audio guides have recorded soundtrack with a recorded lector. Information about available languages:
 - 1) Polish;
 - 2) English;

- 3) Russian;
 - 4) Belarusian;
 - 5) Ukrainian;
 - 6) Lithuanian;
 - 7) Latvian;
 - 8) Estonian;
 - 9) Spanish;
 - 10) Italian;
 - 11) German;
 - 12) French;
 - 13) path with audio description for the blind and visually impaired;
 - 14) path for the deaf with a sign language instructor;
3. Visiting the permanent exhibition using a tablet means that a Visitor visits the exhibition on his/her own using a device enabling interactive familiarization with the substantive content of the permanent exhibition. Tablets enable sightseeing with the support of additional, specially prepared multimedia, e.g. games, quizzes, animations.
 4. Visiting the exhibition using a tour guide means that a Visitor visits the exhibition with a guide. The guide and the Visitor use a set consisting of a transmitter and receivers with headphones, which enable greater comfort of hearing the guide. Tour guides are devices that ensure comfortable communication with the guide, especially during group tours.
 5. Audio guide, tour guide and tablet should be used in accordance with their intended use and the instruction manual.
 6. A visitor receives an audio guide, tablet or tour guide that is charged, disinfected and in working order.
 10. The visitor is obliged to pick up and then return the audio guide, tablet and tour guide at the designated point in the Museum.

§ 6

Guided tours

1. The Museum staff (guided tours - curatorial guided tours) and guides with a valid certificate issued by the Museum (guided tours - standard) are authorized to show around the permanent exhibition of the Museum.
2. Visitors may visit the Permanent Exhibition with a certified guide. The rules for purchasing the service of visiting the Permanent Exhibition with a certified guide are specified in the Regulations on the sale of Admission Tickets to the Sybir Memorial Museum, where:
 - 1) a list of certified guides is available at <https://sybir.bialystok.pl/en/plan-your-visit/visiting/guided-tours/>.
 - 2) determining the date of the visit with a certified guide and the cost of the service of a certified guide is the sole responsibility of the guide and the Visitor;
 - 3) the Museum is not responsible for the acts or omission of a certified guide;
 - 4) if the people guiding groups or individuals around the Permanent Exhibition do not have a valid certificate, the representative of the Museum may call for the tour to cease. Failure to comply with the call will result in calling the Museum Security and leaving the exhibition by the unauthorized person.

3. Visitors may visit the Museum with a guide of the Museum. The rules for purchasing the service of visiting the Permanent Exhibition as part of the curatorial tour are set out in the Regulations on the Sale of Admission Tickets to the Sybir Memorial Museum, while the curatorial tour takes place after prior reservation by the Buyer by e-mail to bilety@sybir.bialystok.pl or by phone at (85) 672 36 00, at least 7 days before the planned date of the visit.

The availability of the date depends on the availability of the guide.

4. The guide is responsible for the safety of the group with regard to compliance with the safety procedures applicable at the Museum.

5. The maximum number of people in a group led by a guide is 25 people. Organized groups of more than 25 people will be divided into smaller groups.

6. Entry to the Permanent Exhibition takes place in accordance with the time slot indicated on the ticket. Organized groups enter the permanent exhibition every 15 minutes.

7. If the group is late for a tour with a previously arranged guide, the tour is shortened by the delay time, and its course is determined by the guide.

§ 7

Organization of visiting the temporary exhibition

1. Visitors are offered the following forms of visiting the Temporary Exhibition:

1) individual tour

2) occasional tour, i.e. visits under the terms specified in a separate orders

2. The temporary exhibition is intended to be visited by adults and children over 12 years of age.

3. Children under 12 years of age may visit the Temporary Exhibition with the consent and responsibility of their guardian.

4. The Temporary Exhibition should be used in accordance with its intended purpose.

5. When visiting the Temporary Exhibition, Visitors are obliged to follow the comments and recommendations of the Museum representatives.

6. Issues related to photographing and filming Temporary Exhibitions of the Sybir Memorial Museum introduced by a separate ordinance. Reporting activity requires obtaining the consent of the Museum Director and using an identification card issued by the Museum for the duration of taking photographs at the exhibition.

7. At the Temporary Exhibition, you are not allowed to touch the exhibits, subject to section 8.

8. Objects made available on open displays are intended for tactile exploration of the temporary exhibition and have appropriate information markings.

9. Entering to the Temporary Exhibition takes place in accordance with the time slot indicated on the ticket.

§ 8

Police regulations

1. The cloakroom is free of charge and applies to all visitors.

2. The number of people at the exhibition is limited. The maximum number of people staying at the same time at the permanent and temporary exhibition is 428 people, including 48 in the Katyn Massacre Memorial space and 30 people in the temporary exhibition space.

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

§ 9

Museum's accessibility for people with special needs

1. The Museum provides access to the offer for people with special needs, incl. by:
 - 1) enabling the use of induction loops,
 - 2) enabling the use of audioguides with a PJM interpreter and with audio description,
 - 3) providing a model of the permanent exhibition and models of exhibits created in 3D printing,
 - 5) organizing a mute room;
 - 6) architectural accessibility (additional parking spaces, adapted entrances to the building and the permanent exhibition)
 - 7) ensuring the use of equipment for people with disabilities, i.e. prams and walkers.
2. People with autism spectrum disorders are recommended to visit during "quiet hours". They are valid in the public areas of the Museum and at the permanent exhibition on Wednesday from 9:30 a.m. to 1:30 p.m.

§ 10

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 administrator of personal data is the Sybir Memorial Museum with its registered office at 1 Węglowa Street, 15-121 Białystok, NIP: 5423264915, REGON: 366215932.
2. Contact with the Data Protection Officer is possible via e-mail: iod@sybir.bialystok.pl.
3. The Visitor's personal data will be processed on the basis of applicable law, the concluded contract and the consent granted (Article 6(1)(a), (b) and (c) of the GDPR).
4. The Visitor's personal data may be processed for the following purposes:
 - a) making a ticket reservation;
 - b) selling tickets at the Ticket Office, Interactive Kisok and the System;
 - c) rental of audio guides, tablets and tour guides;
 - d) implementation of claims arising from the concluded contract;
 - e) protection of people and property by means of the CCTV video monitoring system;
 - f) fulfillment of legal obligations incumbent on the Administrator;
 - g) in other cases, the Visitor'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 Visitor's personal data will be processed for the period necessary to achieve the objectives set out in par. 4 in accordance with the Instruction of the Office of the Sybir

Memorial Museum and stored for the period indicated in the Uniform List of Files of the Sybir Memorial Museum or until the consent previously granted is withdrawn, without affecting the lawfulness of the processing which was made on the basis of consent before its withdrawal.

7. The visitor has the right to request access to their 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 Visitor decides that the processing of personal data violates the provisions of the GDPR, the Visitor 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 Visitor'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 par. 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 Visitor to the Administrator is voluntary.

§ 11

Safety rules at the museum

1. The premises of the Museum are protected and monitored with the use of electronic security systems.
2. Each visitor to the Museum is obliged to comply with the following safety rules and staff instructions.
3. Visitors and other persons staying on the premises of the Museum are obliged to behave with due seriousness and respect.
4. Visitors are required to dress appropriately for the character of the place.
5. It is forbidden on the premises of the Museum:
 - 1) to enter areas other than those intended for Visitors,
 - 2) to eat and drink, with the exception of designated places and with the exception of water in a lockable bottle,
 - 3) to bring in alcohol, psychoactive and intoxicants,
 - 4) to smoke tobacco products and electronic cigarettes, with the exception of places designated for this purpose,
 - 5) to bring bicycles, scooters, skateboards and other similar riding devices into the Museum building and ride them on the premises of the Museum,
 - 6) to enter the platforms, protections and reinforcements, leaning over the railings and protections,
 - 7) to push, run, slide on the floors, behave loudly, arouse anxiety of other visitors, create dangerous situations,
 - 8) to throw objects,
 - 9) to take photos and film inside the Museum with the use of a flash lamp, additional lighting, tripods and other accessories necessary for professional photography and filming on terms other than those specified by the Museum,
 - 10) to photograph and film the Museum's security systems,
 - 11) bring animals, except for:
 - a) guide dog for people with disabilities, assistance dog and therapy dog;
 - b) small animals carried constantly in the hands of their guardians (in bags or carriers),

with the reservation that animal guardians are solely responsible for the animals' behavior and are obliged to take precautions to protect the health and life of people and other animals and to make every effort to ensure that these animals cause as little nuisance to the environment as possible and do not pollute the place where they stay.

In the event of aggressive or noisy behavior of an animal, the guardian is obliged to leave the Museum.

12) to take elements of the Museum's equipment outside its premises,

13) to destroy any elements of the Museum equipment,

14) to make recordings of guided tours without prior consent,

15) to conduct commercial, advertising or political agitation activities;

6. Backpacks, bags, suitcases, umbrellas, outerwear should be left in the cloakroom. It is forbidden to leave luggage on the premises of the Museum unattended. The size of the handbag with which you can move around the exhibition cannot exceed the following dimensions: 30x30x15cm.

7. Guardians are liable for damage caused by a person or persons under their care.

8. The group leader/teacher/guide is responsible for the discipline of the group.

9. Persons under the age of 18 may stay in the Museum only under the care of an adult.

10. The following persons will not be admitted to the premises of the Museum:

1) bringing dangerous objects or materials,

2) under the influence of alcohol, narcotics or psychoactive substances,

3) in an outfit containing elements offensive to other people due to denomination, religion, skin color, nationality, ethnic origin, gender, sexual orientation, age, disability or political beliefs,

4) whose behavior offends other people due to denomination, religion, skin color, nationality, ethnic origin, gender, sexual orientation, age, disability or political beliefs,

11. In justified cases, baggage brought into the Museum may be inspected by authorized persons, in accordance with the provisions of common law.

12. Security of the Museum, on the basis of the powers resulting from the Act of 22 August 1997 on the protection of persons and property, has the right to intervene, refuse entry and ask people who do not comply with the Museum's security rules to leave the Museum.

13. The Museum reserves the right to exclude visitors' access to any part of the Museum or the permanent exhibition. Information about limited access, if possible, will be given to Visitors in a way that allows them to become familiar with it before purchasing a ticket.

14. The Museum reserves the right to exclude from use exhibits that have failed, damaged or destroyed.

15. Excluding some of the exhibits from being made available does not constitute grounds for a refund of all or part of the ticket fee.

16. Any failures, damages and destruction of equipment in the Museum should be immediately reported to the representatives of the Museum.

17. In the event of adverse events, the staff of the Museum should be notified of them and strictly follow their instructions.

18. In the event of a direct threat to the health or life of the Visitors, the Museum reserves the right to discontinue the services provided,

19. In the event of the announcement about the military evacuation or a rescue operation, all persons staying at the premises of the Museum are obliged to immediately leave the building via the nearest emergency exit and strictly comply with the instructions of the representatives of the Museum and the Museum Security.

20. If a visitor notices a fire, he or she should immediately notify an employee of the Museum or the Museum Security, or use the manual call point (OPP) button.

§ 12

Final provisions

1. The Regulations are available at www.sybir.bialystok.pl, at the Ticket Office and at the information desk. The Museum reserves the right to amend these Regulations in the manner in which they were issued. The changed Regulations shall be made public at www.sybir.bialystok.pl and at the ticket office.
2. The purchase of a Ticket to the Museum is tantamount to the Visitor's obligation to comply with these Regulations.
3. Failure by the Visitors to comply with these Regulations shall be the basis for asking the Visitor to leave the premises of the Museum.
4. Comments, complaints and requests regarding the activities of the Museum, its program offer as well as the services for visitors and users of services may be submitted at the Museum ticket offices or by e-mail to the address rezerwacje@sybir.bialystok.pl
5. The Regulations have been drawn up in three language versions: Polish, English and Russian. In the event of any discrepancy between the language versions of the Regulations, the Polish version will prevail.