

Regulations for visitors

Regulations for Visitors The Royal Castle in Warsaw – Museum. The Residence of Kings and the Republic of Poland

Chapter 1 General regulations

§ 1

These rules are issued by the Director of the Royal Castle in Warsaw – Museum. The Residence of Kings and the Republic of Poland, hereinafter referred to as the Director, in his capacity as manager of the museum and the Podzamcze area (the Kubicki Arcades and the Castle Gardens).

§ 2

1. The opening hours of permanent exhibitions, temporary exhibitions, the Kubicki Arcades, the Castle Gardens and days of free admission to the permanent exhibition are determined by the Director in separate regulations.
2. The basis for entry into the permanent exhibition and temporary exhibitions in the museum is the possession of a valid admission ticket or invitation.
3. Visits on days on which admission to the museum for the permanent exhibition is free take place individually without a guide and without reservation. Group visits with a guide and reservation are possible on these days only in special cases with the consent of the Director.
4. The use of audio tours and guide services requires payment.
5. Detailed information on organised concerts and lectures, opening hours, ticket prices and temporary closure to the public of exhibition halls and temporary exhibitions is published in ticket offices, at the museum information point and on the museum website www.zamek-krolewski.pl.

§ 3

1. Visitors entering the museum area and their baggage may be checked by electronic equipment for the detection of hazardous materials and objects.
2. While visiting, visitors should follow the instructions given by guides and museum security staff and other staff on duty.

§ 4

The following require the consent of the Director:

- 1) entry of cars, motorcycles and mopeds into the Great Courtyard and the Podzamcze area;
- 2) artistic and commercial activities (including selling services);
- 3) organising meetings, advertising campaigns and protests;
- 4) presenting banners, symbols and emblems;
- 5) making and using films and photographs of exhibits, interiors and architecture of the Royal Palace, the Tin-Roof palace, the Kubicki Arcades and the Castle Gardens for commercial purposes.

Chapter 2

Order regulations

Section 1

Permanent and temporary exhibitions

§ 5

1. For conservation reasons, there are restrictions on the number of people that may simultaneously be in the area of the permanent exhibition and temporary exhibitions. The maximum number of visitors in groups is 30 people.
2. Backpacks, bags, suitcases, umbrellas, Nordic walking sticks and coats must be left in the cloakroom.
3. Groups of more than 10 people with a guide are required to use GTS headsets.
4. The last admission to the permanent exhibition and temporary exhibitions takes place an hour before their closing.
5. Photographing and filming must not interfere with tourist traffic nor may it disturb other visitors. Footage can only be used for non-commercial purposes. The photographing of monuments not belonging to the museum may be prohibited.
6. Because the Royal Castle in Warsaw – Museum. The Residence of Kings and the Republic of Poland fulfils state representative functions, the Director reserves the right to change the tour route and close accessibility for the public to exhibition halls and temporary exhibitions.

§ 6

In the area of the permanent exhibition and temporary exhibitions, the following prohibitions apply:

- 1) carrying firearms;
- 2) carrying dangerous and sharp objects;
- 3) carrying animals (except guide dogs);
- 4) smoking tobacco and electronic cigarettes;
- 5) eating and drinking;
- 6) visiting under the influence of alcohol or drugs;
- 7) making phone calls using mobile devices;
- 8) touching the exhibits and interior design elements;
- 9) walking on carpets and sitting on furniture;
- 10) sliding on floors;
- 11) photographing and filming indoors with flash, additional lighting, tripods and other accessories necessary for professional photography and filming;
- 12) photographing and filming elements of security systems for the permanent exhibition and temporary exhibitions.

Section 2

Guided tours of the permanent exhibition and temporary exhibitions

§ 7

1. Only guides holding a certificate issued by the Director on the basis of Art. 33 section 1 of the

Act on tourist services (Journal of Laws of 2014, item 196 as amended) have the right to lead tours of the permanent exhibition and temporary exhibitions.

2. A guide is not permitted to violate the established order of visiting, the dates and times for which interiors are accessible, in the times for entering individual permanent exhibitions and temporary exhibitions.

3. A Guide leading a group of over 10 people is required to use GTS headsets.

4. The Royal Castle in Warsaw – Museum. The Residence of Kings and the Republic of Poland supervises guides in respect of content and organisation, discipline and compliance with these regulations. Relevant museum services may give guides commands.

5. A guide leading a tour through the permanent exhibition and temporary exhibitions should be appropriately dressed and wear the identification label issued by the Director.

§ 8

1. Guides are responsible for the discipline of the people they are guiding. In particular, the responsibilities of a guide include:

1) before entering the permanent exhibition or temporary exhibitions, including a discussion of the rules of behaviour in historic interiors (including shutting down or muting mobile telephones, a ban on touching castle exhibits, a ban on flash photography);

2) leading tours only on designated routes and following all the commands and of staff during a tour;

3) intervening in all cases of improper behaviour by persons being guided by the guide, and in particular in the event that they do not adhere to the prohibitions referred to in § 6.

2. Guides and the people they guide cannot block the tour route, access to individual castle rooms or escape routes, and they cannot interfere with individuals, children and young people participating in museum lessons or members of other groups of visitors.

§ 9

In the case of improper conduct of a guide in terms of content, failure of the guide to adhere to statutory rules, acting to the detriment of or damaging the reputation and image of the Royal Castle in Warsaw – Museum. The Residence of the Kings and Republic of Poland, the Director has the right to revoke the consent to lead tours of the permanent exhibition and temporary exhibitions.

Section 3 The Great Courtyard

§ 10

In the area of the Great Courtyard:

1) only pedestrian traffic is permitted;

2) bicycles must be left in a specially prepared stands; the museum is not responsible for bicycles that have been left;

3) photographing and filming must not interfere with tourist traffic nor may it disturb other visitors; footage can only be used only for non-commercial purposes.

§ 11

In the Great Courtyard, the following prohibitions apply:

- 1) carrying animals (except guide dogs);
- 2) smoking outside of designated places;
- 3) disorderly conduct, including noisy behaviour, running, riding on scooters, roller skates, skateboards, playing musical instruments and use radios, CD players;
- 4) littering.

Section 4

Podzamcze (the Kubicki Arcades and the Castle Gardens)

§ 12

In the area of Podzamcze:

- 1) only pedestrian traffic is permitted;
- 2) cycling is permitted on Bugaj street without cycling on the lawns;
- 3) the entry of other vehicles requires the consent of the Director; this does not apply to baby strollers and wheelchairs;
- 4) the provisions of the road traffic law apply to drivers of vehicles and cyclists;
- 5) photographs and film recordings can be made, including with the use of a tripod, free of charge, if used for non-commercial purposes and if it will not cause any damage to the historic environment. Other photography and film recording requires the consent of the Director, concluded in the form of a civil-law agreement in which the conditions of payment will be determined depending on the intended use of the photographs or recordings and the degree of nuisance involved in providing access to the site, including safeguarding against damage to monuments and other assets of the museum;
- 6) photographing and filming must not interfere with tourist traffic nor may it disturb other visitors.

§ 13

In the area of Podzamcze, the following prohibitions apply:

- 1) carrying animals (except guide dogs);
- 2) littering.
- 3) destruction of and damage of vegetation;
- 4) behaviour that disrupts the peace, rest and safety of visitors, including noisy behaviour, riding on scooters, roller skates, skateboards, playing musical instruments and the use of radios, tape recorders and CD players;
- 5) smoking outside of designated places;
- 6) starting and using fire;
- 7) consumption of alcohol or drugs.

Chapter 3

Final regulations

§ 14

1. The Royal Castle in Warsaw – Museum. The Residence of Kings and the Republic of Poland is protected by an internal security service and the company "Castle", acting on the basis of the Act of 22 August 1997 on the protection of persons and property (Journal of Laws of 2014, item 1099). Visitors are required to carry out instructions issued by the employees of the above entities and other staff on duty in matters not covered by these regulations.

2. Entrance to the museum is equivalent to acceptance of these regulations.