

RULES AND REGULATIONS OF THE 'INVISIBLE' AND 'UPSIDE-DOWN GDAŃSK'

§1

General Provisions

1. The Regulations are an internal legal act regulating the rules of visiting the 'Invisible Gdańsk' exhibition.
 - a) Whenever the following terms appear in these Regulations, they should be understood as follows:
 - b) The 'Invisible Gdańsk' and the 'Upside-down Gdańsk' Exhibition - a tourist attraction located at the following address: Okopowa Street 7, 80 - 819 Gdańsk, run by NIEWIDZIALNY GDAŃSK SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ (Ltd), Okopowa Street 7, 80 - 819 Gdańsk, NIP (tax identification number) 5833397159, KRS (NCR): 0000842486 REGON: 385 725 963, NIP: 5833397159
 - c) visitors: tourist / client or a group of tourists (adults and / or minors) who have bought the admission ticket, including no more than 10 people;
 - d) Organized Group - a group of tourists / clients (adults and / or minors) who have bought the admission ticket, above 20 persons;
 - e) Guide - employee, responsible for showing the Group around during the visit;
 - f) Bright zone: the zone in which there are: reception, table, lockboxes, toilets, waiting room, regulations, the main part of the museum
 - g) Dark zone: darkened rooms of the Exhibitions, for exploring
 - h) Reception-place, in which our employees provide customer services, sell tickets, provide the basic information to the visitors, and set out security principles during the tour at the Museum, as well as assign a Guide to Groups.
- 2.Booking and purchase of tickets
 - a) The condition for visiting the Museum is the purchase of an admission ticket, in accordance with the applicable price list. The current price list and the opening hours of visiting the 'Invisible Gdańsk' Exhibition can be found on the website www.InvisibleGdansk.pl and in the museum
 - b) Persons booking a visit by phone, on-line or in person at the place, should familiarize themselves with the Regulations of the 'Invisible Gdańsk' and 'Upside-down Gdańsk' Exhibitions, before the purchase of a ticket and commencement of a visit
 - c) Purchase of the ticket automatically means the acceptance of these Regulations and the obligation to comply with all their points.

d) Purchased tickets are non-refundable. Bookings and purchases of tickets can be made via the Internet, by phone, +48583520285 or 694650197 or at the reception desk through the purchase from Museum employees.

e) When booking, the following data is required: name, surname, telephone number, e-mail address, any additional remarks, time of visit and number of tickets.

f) If the reservation and purchase of tickets has been properly made, a message confirming the reservation and the purchase will be sent to the e-mail address indicated by the buyer. It will then be possible to print out the ticket (the printed ticket should be taken with you when you visit the museum).

g) In the event of cancellation, the purchased ticket is not refundable.

§3

Protection of personal data (GDPR)

1. The administrator of personal data is Paweł Simka, conducting business activity under the name visualnet.pl with its registered office in Zabrze, postal code 41-808, ul. Wyszyńskiego 19, NIP 648-248-96-80, represented by Paweł Simka.
2. Personal data are processed only for the purpose of ticket reservations and are not disclosed to other recipients.
3. The basis for the processing of personal data is the Regulation of the European Parliament and the Council (EU) 2016/679 of 27 April 2016 on the protection of physical persons in connection with the processing of personal data and on the free flow of such data and the repeal of the directive 95/46 / EC.
4. Every Museum customer has the right to:
 - a) request from the administrator access to their personal data, rectify it, remove or limit the processing of their personal data;
 - b) object to such processing,
 - c) transferring data,
 - d) lodging a complaint to the supervisory body,
 - e) withdrawal of consent to the processing of personal data.
5. Personal data are not subject to automated decisions, including profiling.
6. Personal data will be stored by: Paweł Simka conducting business activity under the name visualnet.pl, registered office in Zabrze, postal code 41-808, ul. Wyszyńskiego 19, NIP 648-248-96-80, represented by Paweł Simka.

7. Processing of documents containing personal data by means of encrypted and password-protected portable devices, in which the encryption of the carrier is used, outside the area of data processing, is only possible after obtaining the consent of the administrator.

§4

Organization of sightseeing

1. 'Invisible Gdańsk' and 'Upside-down Gdańsk' can be visited individually or in organized groups.
2. For organizational purposes, visitors should arrive 15 minutes before the beginning of the visit. During that time, an employee of 'Invisible Gdańsk' shares the necessary information and rules applicable during the visit.
3. In the event of a late arrival, the museum employee may refuse admission, due to the discomfort of visiting and security of other persons in the Group.
4. Before the start of the tour, the visitors should leave their belongings in the specially prepared lockers: cell phones and all light and sounds emitting devices, as well as outer clothing, bags, backpacks, watches and glasses.
5. 'Invisible Gdańsk' reserves the right to refuse visiting to people who do not comply with the regulations contained in section 4.
6. Visitors are responsible for the key to the locker. In case of losing the key there is a fee in the amount of PLN 25.00. The payment should be placed directly at the reception. Visitors have the possibility of storing the key in the Reception. The Museum shall not be liable for any theft or destruction of objects arisen during storage of the key in the Reception. The Museum shall not be liable for any objects left on the Exhibition premises.
7. At the Exhibition area, it is prohibited to:
 - a) bring and animals, excluding the guide for the blind;
 - b) smoke and use open fire;
 - c) bring and consume food and drinks;
 - d) bring firearms and sharp objects considered potentially dangerous;
 - e) use musical instruments, radios and other sound equipment;
 - f) photograph the dark part of the Exhibition;
 - g) photograph using a tripod.
8. Persons under a clear influence of alcohol or other psychoactive substances must not visit the exhibition. Museum employees reserve the right to refuse visits to persons who do not comply with the above conditions.

9. The visitor begins the tour of his/her own free will and bears full responsibility for all events that occur during the visit.
'Invisible Gdańsk' shall not be liable for any incidental health or material loss etc. resulting from the specifics of visiting the museum and not adapting to the principles of designated employees of Reception and the Guides.
10. A person who behaves in a way that threatens the safety of other people, disrupts the order of visiting, violates generally accepted norms of behavior in public places - may be asked to leave the 'Invisible House', without the right to return the cost of the purchased ticket.
11. Groups of Visitors can be between 2 and 9 people. The guide of each group is a person who is blind or visually impaired. For safety reasons, visitors are obliged to comply with the rules, and the recommendations of Guides.
12. Visiting the Museum is intended for persons above 8 years of age. In the case of persons under the age of 18, responsibility for them is borne by their parents / legal guardians / or the guardian of the Group. The Museum is not responsible for any damage to property or personal injury arising through the fault of the visitors.
13. In an emergency situation, e.g. anxiety, discomfort, or other events arising during the visit, the visitors have the right to stop the visit at any time, by informing the Guide about the need to leave the Group. The Guide then guides the Visitor to the Bright Zone.
14. In case of cancellation of the visitor's continuation of the tour (at any stage) 'Invisible Gdańsk' is not obliged to refund the ticket costs.
15. The purchased ticket is non-refundable under the applicable consumer law.
16. Complaints should be submitted in person to the exhibition office, by post to the MUSEUM address: Invisible Gdańsk Sp.zo.o. ul. Okopowa 780-819, Gdańsk, or by e-mail.
17. The Museum responds to complaints within 30 calendar days of receiving a complaint.
18. For security reasons, monitoring is installed in the Museum.
19. The museum's surface is adapted to people with mobility impairments. Prior consultation is required to ensure safety conditions (additional care giver or guide) for wheelchair users.

20. Due to the nature and specificity of the Museum's attractions and the safety of yourself and other visitors, it is impossible to visit the Museum for people using crutches to walk.

21. In the case of persons with disabilities, with a medical opinion issued due to an illness such as autism, the Asperger's Syndrome and other disabilities, prior to making a reservation and purchasing a ticket, consultation with the Reception staff is required.

§5

1. Carers of people with disabilities have the right to purchase a discount ticket.

2. Visitors are obliged not to disseminate information about the specifics of the attractions of the 'Invisible Gdańsk' Exhibition, so that any suggestions and assessments do not disturb any sensations or impressions of those planning to visit the Exhibition.

3. The punishment for photographing the dark zone during sightseeing is PLN 500.

4. These Regulations are available on the website: www.niewidzialnygdansk.pl and at the Reception desk.

5. In matters not covered by the Regulations, the provisions of the Civil Code shall apply.