

Regulations of visiting the Józef Piłsudski Museum in Sulejówek and of participation in in-person and online events organized by the Museum

§ 1. General information

1. The Józef Piłsudski Museum in Sulejówek (hereinafter „the Museum”) with its registered office in Sulejówek (05-070), Aleja Piłsudskiego 29, includes a complex of buildings composed of the main building, a historical garden with the Milusin mansion and the Wooden House (“Drewniak”) and the Lilac Villa (Willa Bzów).
2. These Regulations explain how to visit exhibitions and the Milusin mansion along with its historical garden as well as how to act within the area of the museum complex and attend in-person and online events offered by the Museum.
3. The rules applicable to booking and sale of the Museum’s exhibitions and other events are defined in the Regulations of booking and selling tickets for exhibitions and other events organized in the Józef Piłsudski Museum in Sulejówek.
4. The Museum offers:
 - a) The permanent exhibition dedicated to the life and activity of Józef Piłsudski housed by the Museum’s main building;
 - b) The Milusin mansion – house of the Piłsudski family;
 - c) The historical garden where the Milusin mansion and the Wooden House are located, arranged as in the times when Józef Piłsudski lived. The Wooden House is not open for visitors;
 - d) The Lilac Villa where temporary exhibitions and local community activities are held and organized;
 - e) In-person events organized by the Museum;
 - f) Online events organized by the Museum online via i.a. online communication platforms, videoconference platforms, social media etc.;
 - g) Educational activities for pre-schoolers and school children. You can read more on our educational activities on the Museum’s website in “Edukacja” (Education) section.
 - h) Temporary exhibitions – Museum’s own exhibitions or third party exhibitions of a temporary nature organized in the Museum (in its buildings or in the open air).
5. The entrance to the main building is free-of-charge and does not require a ticket. To attend the permanent exhibition, visit the Milusin mansion and the historical garden a visitor has to buy a ticket. In-person and online events can be either paid or free-of-charge. You can read more on tickets for specific events on the Museum’s website.
6. Entrance to temporary exhibitions can be ticketed or not, paid or free. You can read more on access, ways of visiting and prices of specific temporary exhibitions on the Museum’s website.
7. On Wednesdays visitors can enter the permanent exhibition, the Milusin mansion and its historical garden free of charge. However, extra services such as a tourist guide are paid according to the current pricelist.
8. Reduced tickets entitle to entrance to the Museum or events only if a visitor has a valid document entitling him or her to the respective reduction.

9. The regulations, information on specific events, prices of tickets and services (in PLN) as well as entitlements to reductions, opening hours, information for persons with disabilities and other information for visitors can be found on the Museum's website - www.muzeumpilsudski.pl, in the Ticket Office and at the hotline's number - 22 77 88 000.
10. The Visitor Service Office is open from Monday to Friday from 9.00 am to 5.00 pm, e-mail: info@muzeumpilsudski.pl.
11. By entering the Museum's complex a visitor accepts these Regulations.

§ 2. Rules of conduct and safety within the area of the Museum complex

1. Visitors have to follow the order- and safety-related instructions of the Museum's staff, including of the security staff.
2. Due to ventilation grates in the floor of the permanent exhibition's room, visitors are recommended wearing flat shoes for safety reasons. The Museum shall not be held liable for possible property (shoes) damages or personal injuries resulting from any failure to follow the aforementioned recommendation.
3. It is forbidden in the Museum to:
 - a) Enter and visit other areas than those open for visitors;
 - b) Consume food and beverages in other places than in the restaurant, summer cafe or any other place designated by the Museum's staff;
 - c) Bring in and consume alcohol;
 - d) Smoke tobacco products and e-cigarettes
 - e) Run and slide along floors, inclined and steep surfaces and put own or other people's life and health at risk;
 - f) Push others, act loudly and do other things preventing others from visiting or resting in the Museum's area;
 - g) Carry into the Museum's area means of physical coercion, dangerous objects, explosive materials, corrosives and other materials which the Museum's security staff finds dangerous;
 - h) Take photos and record videos in the Museum using flash, additional lighting, tripods and other accessories necessary for professional photography and filming purposes;
 - i) Take photos of security system elements and record them as videos;
 - j) Bring animals, except for dog guides or assistance dogs; dog masters will be held accountable for damages generated by their dogs;
 - k) Touch and feed animals, spill food for them;
 - l) Use mechanical missiles;
 - m) litter; damage trees, bushes, flowers, lawns and street furniture;
 - n) leave bicycles in other places than dedicated for that purpose;
 - o) organize public gatherings, fund-raising, trade or publish ads and announcements without the Museum's prior written consent;
 - p) violate general rules of conduct in public places;
 - q) Guardians shall be held accountable for any damages generated by individuals under their custody.

4. People with claustrophobia or similar symptoms should visit the Museum's exhibition accompanied by an adult who does not suffer from this kind of disorders.
5. Entrance to the Museum shall be refused to those who:
 - a) Try to carry in dangerous objects or materials;
 - b) Are under the influence of alcohol, psychoactive or narcotic substances;
 - c) Whose outfit includes an element offensive to the religion, faith, skin color, nationality, ethnicity, gender, sexual orientation, age, disabilities or political convictions of other people;
 - d) Whose conduct insults other people in terms of their religion, faith, skin color, nationality, ethnicity, gender, sexual orientation, age, disabilities or political convictions.
6. It is unacceptable to carry into the area of the permanent exhibition and Milusin mansion any bags and luggage other than needed by persons with disabilities and parents and guardians of children or babies for hygiene and health purposes. The other pieces of luggage and overcoats must be left in the cloakroom and/or free deposit lockers. The Museum reserves the right to check the size of each piece of luggage and its content. If a visitor refuses to agree for having their baggage checked by the Museum's security staff, the latter can refuse to let them in to the exhibition area. In such a case, the visitor can request the reimbursement of their ticket's price. Backpacks must be carried at hand.
7. The Museum shall not be liable for things left in the cloakroom and deposit lockers.
8. Visitors have to visit the mansion and historical garden with utmost care, aware of their historical and architectural value.
9. Visitors acknowledge that the permanent exhibition is protected under copyright and that these Regulations do not grant to any licenses to their benefit.
10. To take photos or record videos/audios in the Museum under business or professional activities or for other purposes than personal or non-commercial, a visitor has to sign with the Museum a special agreement. In order to learn on how to sign it, you are requested to contact the Visitor Service Office.
11. Should visitors' life or health be directly at risk, the Museum reserves the right to suspend providing the services it provides.
12. Should a call for immediate evacuation or rescue action be announced, all the people staying within the museum's area are requested to strictly observe the orders of the Museum's staff.
13. Should a visitor detect atypical, undesired incidents or threats to human life or health, he or she is requested to report them immediately to the Museum's staff and follow their orders.
14. Information on the specific rules of attendance of any specific event organized in the museum (especially in workshop rooms) shall be provided in the description of the specific event on our website and/or social media. By deciding to attend the event, a visitor accepts those rules.

§ 3. General rules of visiting the Museum and attending its in-person events

1. Visitors can visit the permanent exhibition, the Milusin mansion and the historical garden on the day and time specified in their tickets. If they are late, visitors can enter only if the Visitor Service Office lets them in.
2. A combined ticket to the Milusin mansion and permanent exhibition entitles a visitor to visit the mansion on a day and time specified in the ticket as well as to enter the permanent exhibition and visit it on their own at any time during the Museum's opening hours.

3. For sanitary, safety, including fire safety reasons, a limited number of people is allowed to remain at the same time in the museum complex and any of its parts.
4. The Museum reserves the right to regulate the flow of visitors within its area. If there are too many visitors, the Museum can temporarily prevent the access to the permanent exhibition, to the Milusin mansion and to the historical garden without taking into account the time specified in the tickets.
5. Children up to 12 years of age must be accompanied in the Museum by an adult.
6. Organized tours of pre-schoolers and elementary school children from grades 1-3 can visit the exhibition under the Museum's educational programme.
7. Every organized tour of minor children must be accompanied and supervised by a tutor/tutors:
 - a) Pre-schoolers and elementary school pupils: at least 1 tutor per 10 children;
 - b) Students of post-elementary schools: at least 1 tutor per 15 students.
8. Any group of more than 5 people (the guide excluded) must be guided around the Museum with a so-called tourguide set.
9. It is forbidden to use a speakerphone while guiding visitors/being guided around the permanent exhibition, the Milusin mansion, historical garden or temporary exhibitions.
10. The Museum reserves the right to stop showing some of the exhibits or spaces to visitors, which does not provide grounds for reimbursement for the ticket price or a complaint.
11. If an event is held outside of the Museum's complex, the notice on its venue or the meeting place for visitors must be provided in the description of the event on the Museum's website.

§ 4. Detailed rules of visiting the permanent exhibition

1. The current opening hours of the permanent exhibition are published on the Museum's website - www.muzeumpilsudski.pl.
2. The estimated time needed to visit the permanent exhibition is about 2 hours. A visitor who starts visiting the permanent exhibition less than 2 hours before its closing time can be unable to visit some of its elements and cannot make a complaint on that account or seek reimbursement of the cost of their ticket or extra fees.
3. The last visitors can enter the permanent exhibition at the latest 90 minutes before its closing time.
4. Visitors can visit the permanent exhibition on their own or in organized groups with an audioguide or a tourist guide (if they have bought such a service).
5. The audioguide system includes: permanent exhibition guiding track in Polish language and in a few foreign languages, PJM, track with an audiodescription and a family track. The list of available foreign languages can be seen on the Museum's website.
6. The audioguide service is included in the price of the permanent exhibition tickets; the number of audioguides is limited and the Museum cannot guarantee their availability at any time.
7. A visitor cannot make a complaint or apply for the reimbursement of the cost of their ticket if there is no audioguide or if it does not work correctly.
8. To get an audioguide, a visitor must complete a special form. A visitor who refuses to complete the form resigns from using an audioguide.
9. In case of minor children and organized tours, it is the guardian of a minor child or of an organized tour that fills out the respective form and is responsible for the equipment provided.

10. Audioguides are shared for the time of visiting the permanent exhibition and must be restituted before leaving the Museum. They must be used according to their function.
11. A visitor who damages equipment while using it or who loses it shall bear the repair costs or buy a new audioguide.
12. A group guided by a tourist guide cannot include more than 15 people. Bigger groups will be divided into smaller ones.
13. The Museum reserves the right to reduce the number of groups in case of epidemic risk, an epidemic or under other special circumstances. Current information on the acceptable numbers of people in groups can be found on the Museum's website.

§ 5. Detailed rules of visiting the Milusin mansion and its historical garden

1. The current opening hours of the Milusin mansion are published on the Museum's website - www.muzeumpilsudski.pl.
2. Due to its small area and for visitor and exhibition safety reasons, no more than 15 people can remain in the Milusin mansion at the same time.
3. The Museum reserves the right to reduce the acceptable number of visitors in the Milusin mansion if a state of epidemic threat or epidemic is announced or under other exceptional circumstances. The current information on the biggest acceptable number of visitors in the Milusin mansion is published on the Museum's website.
4. An entrance ticket to the mansion and a combined ticket entitle its holder to enter the Milusion mansion only once (it is not possible to leave the mansion and re-enter it under the same ticket).
5. Visitors can move around the mansion only in the direction pointed out by the Museum.
6. The Museum reserves the right to close some of the exhibition rooms or some of their elements or parts of the garden to visitors, who cannot make complaints or seek reimbursement of the costs of their tickets on that account.
7. Visitors can visit the mansion and the historical garden only if supervised by an employee of the Museum or a certified tour guide. It is not possible to visit those areas on your own.
8. It is not possible for visitors to enter the historical garden „just for a while” – e.g. to make a photo, or outside of the working hours of tour guides.
9. It is forbidden to touch exhibits and elements of the mansion's exhibition.
10. The mansion and its historical garden can be visited by individual visitors joining tours („join a group” mode) organized according to a pre-defined schedule or in organized tours accompanied by a dedicated guide (if such a service has been bought). The dates of „join a group” tours can be seen on the Museum's website.
11. An approximative duration of a tour around the mansion is 30 minutes. To the time needed to visit the mansion must be added the time of visiting the historical garden which depends on the season of the year, weather conditions and type of tour and amounts to 10-60 minutes.
12. In the historical garden there is no lighting which would enable visiting the mansion and its garden after dark.
13. There is no cloakroom in the Mansion. In the autumn and winter overcoats can be hung in the mansion's lobby on a special hanger. The Museum shall not be responsible for things hung on the hanger. All the luggage, larger bags, backpacks etc. should be left for free in deposit lockers which can be found in the Museum's main building.

14. It is forbidden to enter the mansion with an umbrella. Visitors should leave their umbrellas before they start visiting in the place pointed out by the Museum's staff.
15. For conservation reasons and due to small spaces, young children (who haven't learnt to walk yet) must be carried by their guardians (including in carrycots or baby slings).
16. Due to its historical architecture, narrow doors, tight spaces and high doorway sills, the mansion is not adapted to the needs of people in wheelchairs and with mobility disabilities. People in wheelchairs can move only around the part of the exhibition located in the lobby and living room and take a look at the studio and dining room while staying in the living room.
17. For conservation reasons, due to historical floors in the mansion, the Museum can request visitors to wear shoe covers if precipitations occur outside.
18. For conservation reasons, due to historical floors, it is forbidden to enter the mansion in stilettos.
19. Due to the historical character of the garden, the surface of the pedestrian alleys is not hardened. Visitors may encounter there e.g. mud, snow, dust or uneven surfaces. Hence, the Museum recommends visiting it in flat shoes fit for the kind of weather specific to the respective season of the year.
20. In the historical garden there are no places to take a rest.
21. In the mansion and historical garden there are no toilets. Toilets for visitors are located in the Museum's main building.
22. Should weather conditions pose a threat to visitors and/or exhibition in the mansion (e.g. storm, too much mud, lots of snow), the Museum reserves the right to cancel tours and close its doors to visitors.

§ 6. Rules of attending online events organized by the Museum

1. Online events can be ticketed or not, free or paid.
2. To attend an online event, a visitor can be requested to make a reservation and/or buy a ticket for a paid event or collect/download a free-of-charge ticket (pass) if the respective event is not paid.
3. Information on the rules of attending a specific event and methods of distribution of the respective tickets (passes) can be found in the description of the event on the Museum's website and/or social media.
4. To participate in an online event, a visitor must:
 - a) use a device with access to the Internet – e.g. PC/laptop;
 - b) have a stable connection to the Internet;
 - c) have functional loudspeakers;
 - d) have a functional microphone and webcam (except for events which do not require any interaction between the hosts and participants);
 - e) need a silent room and surroundings which allow for uninterrupted participation in the event;
 - f) Prepare additional materials, if the event requires them.
5. A ticketed online event can be attended only by registered users. A participant cannot assign its attendance of an online event (tickets, links and/or passwords to communication platforms) to third parties who are not registered users. The exception to the rule is made for family events

where a participant corresponds to one connected device, regardless of the number of people using that device at the same time.

6. Minor children can participate in an online event only upon the consent and under the supervision of their parent or guardian. The parent or guardian must supervise the minor child under their custody throughout the entire duration of the respective online event.
7. Participants must join the respective event no later than 5 minutes before its scheduled start in order to check the connection and equipment. The Museum can refuse to allow a participant who is late to join the event.
8. The Museum is entitled to verify whether the online event is attended exclusively by participants and to take measures aimed at limiting or preventing unauthorized access to it (e.g. monitoring of the names and surnames of the participants, access passwords, closed meetings/rooms, online waiting rooms etc.).
9. The Museum can switch off a microphone, webcam, block or disconnect any user who does not observe in a flagrant way the rules of participation in the event or disrupts its course.
10. The Museum shall not be liable for the safety of users online.
11. The museum shall not be liable for any impossibility to attend an online event for reasons other than attributable to the Museum, including:
 - a) Incorrect use, unfunctional or defective functioning of the hardware and software used by any participant;
 - b) Incorrect use, unfunctional or defective functioning of third party software used at the event (e.g. communication platforms);
 - c) Electricity supply, Internet connection and telecommunications issues or failures.
12. All the materials and resources made available at any online event remain the Museum's property (or property of entities cooperating with the Museum). It is forbidden to multiply or disseminate them in any way or use them for purposes other than the respective online event. Participants can use them only for their personal purposes.
13. It is forbidden to record events or the images of their participants or hosts.
14. Each online meeting is held according to the specific rules of attendance described on the museum's website. A participant who attends an event accepts those rules.

§ 7. Complaints

1. Complaints on services provided by the Museum must be made in writing and delivered in person or sent to the Museum's registered office or by e-mail to the following address: info@muzeumpilsudski.pl. They can be submitted within 14 days following the moment of purchase or date of the event they refer to. The Museum shall consider each complaint and reply to it within 14 days following its confirmed acceptance by the Visitor Service Office.
2. In justified cases the Museum reserves the right to cancel the ordered extra service (e.g. guide, education service). In such a case, the payment made shall be reimbursed.
3. If the weather is moderately unfavorable – e.g. light rain – (if it does not prevent the event from happening), the Museum shall decide on whether to cancel or continue the event held outdoors.
4. Any outfit which is not appropriate to weather conditions, especially footwear which makes it impossible to visit the historical parts of the museum does not provide the grounds for a complaint or reimbursement.

§ 8. Final provisions

1. The regulations can be viewed on the Museum's website: www.muzeumpilsudski.pl/zaplanuj-wizyte.
2. The Museum shall not be liable for any incidents resulting from non-compliance with these Regulations.
3. Should specific regulations apply to an event or a group of events, their provisions shall prevail over these Regulations and the Regulations of participation in in-person and online events organized by the Józef Piłsudski Museum in Sulejówek.
4. The terms of benefitting from the Museum's educational activities are defined in the Regulations of educational classes for pre-schools and schools organized by the Józef Piłsudski Museum in Sulejówek.
5. The Museum reserves the right to change these Regulations. Any changes hereto enter in force on the date fixed by the Museum.
6. These Regulations become effective on 09 October 2023.