

Terms and Conditions
of Visiting and Participating in On-Site and Online Events Organised by the Józef
Piłsudski Museum in Sulejów

Article 1. General provisions

1. The Józef Piłsudski Museum in Sulejów (hereinafter referred to as the "Museum"), with its registered office in Sulejów (05-070), Aleja Piłsudskiego 29, is a complex comprising a main building, a historic garden with the "Milusin" manor house and the "Drewniak" house and the Bzów Villa (hereinafter referred to as the "Sulejów Complex").
2. The Museum has a Branch Office in Łódź (91-417) at ul. Wschodnia 19, operating under the name: "BIBUŁA" – TAJNA DRUKARNIA Józefa i Marii Piłsudskich (hereinafter: "Branch Office").
3. These Terms and Conditions specify the following:

Chapter I: the rules of visiting the Sulejów Complex, i.e. exhibitions, the "Milusin" manor house and the historic garden, as well as rules of conduct at the Sulejów Complex and of participation in events held by the Museum in Sulejów;

Chapter II: the rules of visiting the Branch Office in Łódź and the rules of conduct at the Branch Office and participating in the on-site events held by the Museum in Łódź;

Chapter III: the rules of participating in online events held by the Museum;

Chapter IV: the rules concerning video surveillance;

Chapter V: the rules concerning the complaint procedure.
4. The rules of booking and sales of the Museum's products and services are specified in the Terms and Conditions of Booking and Sales of the Józef Piłsudski Museum in Sulejów.
5. Information about the Museum's offer:
 - a) permanent exhibition — an exhibition devoted to the life and activity of Józef Piłsudski, located in the main building of the Sulejów Museum;
 - b) "Milusin" manor house — the historic family home of Józef Piłsudski in Sulejów;
 - c) historic garden — a garden in Sulejów, which includes the "Milusin" manor house and the "Drewniak" house, preserved in the style of a garden from the times of Józef Piłsudski. The "Drewniak" is not open to Visitors.
 - d) Bzów Villa — a venue for temporary exhibitions and activities aimed at the Sulejów local community;
 - e) "Fighting by the Word" exhibition — a permanent exhibition presented at the Branch Office in Łódź;
 - f) On-site events — events held by the Museum in the Sulejów Complex and at the Branch Office in Łódź;
 - g) Online events — events held by the Museum online, including through web-based communication platforms, videoconferencing platforms, social media and others;
 - h) educational offer — activities designed for groups of pre-school and school children. Details of the educational offer can be found on the Museum's website;

- i) temporary exhibitions — the Museum's own exhibitions or third-party exhibitions held at the Sulejówek Complex or at the Branch Office in Łódź (indoors or outdoors), which are limited in time.
- 6. Admission to the main building and registered office of the Branch Office in Łódź is free of charge and does not require a ticket. Admission to the permanent exhibition, the "Milusin" manor house and the historic garden, as well as to the "Fighting by the Word" exhibition, is subject to a fee and requires a ticket. On-site and online events may be either subject to a fee or free of charge. Information on payment for specific events can be found on the Museum's website.
- 7. Temporary exhibitions may be ticketed or non-ticketed, paid or free. Information on the formula of access, ways of visiting and payment for specific temporary exhibitions can be found on the Museum's website.
- 8. On Wednesdays, Visitors to the Sulejówek Complex may visit the permanent exhibition, the "Milusin" manor house and the historic garden free of charge. Likewise, Visitors to the Branch Office in Łódź may visit the "Fighting by the Word" exhibition free of charge on Wednesdays. The no-fee policy does not apply to additional services, such as guide services, which are paid as per the current price list.
- 9. Visitors with discount tickets may only be admitted to tours or events upon presentation of a valid document certifying their eligibility for the discount.
- 10. Terms and Conditions, detailed information on events, the tickets and services price list (in PLN) together with entitlements to discounts, days and opening hours of the Sulejówek Complex and the Branch Office in Łódź, information for persons with disabilities and additional information for Visitors are available at www.muzeumpilsudski.pl (for the Sulejówek Complex) and www.tajnadrunkarnia.pl (for the Branch Office), at the Museum ticket offices or by phone at 22 77 88 000.
- 11. The Visitor Services Department is open Monday to Friday from 9:00 a.m. to 5:00 p.m.; phone: 22 77 88 000; e-mail: info@muzeumpilsudski.pl.
- 12. Entering the Sulejówek Complex and the premises of the Branch Office in Łódź is tantamount to acceptance of these Terms and Conditions.

Chapter I: Sulejówek Complex

Article 2. Rules of conduct and safety at the Sulejówek Complex

- 1. Visitors must follow the instructions of the Museum employees and security guards concerning order and safety.
- 2. Due to the ventilation ducts with grilles embedded in the floor of the permanent exhibition area, Visitors to the Museum are recommended to wear shoes with flat soles for safety reasons. The Museum is not liable for any damage to property (footwear) or personal injury resulting from Visitors' failure to comply with this recommendation.
- 3. The following actions are prohibited at the Sulejówek Complex:
 - a) entering any areas other than those designated for Visitors;
 - b) eating and drinking, except at the restaurant, summer café or other areas indicated by Museum staff;
 - c) bringing and drinking alcoholic beverages;
 - d) smoking tobacco products and electronic cigarettes;

- e) running and sliding on floors, inclined and steep surfaces and creating any situations dangerous to life and limb;
 - f) shoving, raucous conduct and other conduct that prevents other Visitors from visiting or relaxing;
 - g) bringing into the Museum any personal defence equipment, weapons, dangerous items, explosives, as well as corrosive and other materials that the Museum security considers dangerous;
 - h) photographing and filming indoors using flashlights, additional lighting, tripods and other accessories necessary for professional photography and filming;
 - i) photographing and filming any elements of the security systems;
 - j) bringing in animals, except for guide or assistance dogs, provided that a document certifying the dog's status is presented; the person bringing in the dog is liable for any damage caused by the dog;
 - k) handling and feeding animals, scattering food;
 - l) using mechanical flying devices;
 - m) littering;
 - n) damaging trees, bushes, flowers, lawns and street furniture;
 - o) leaving bicycles in areas other than those designated for this purpose;
 - p) organising public gatherings and fundraisers or trading and displaying advertisements and announcements without the prior written consent of the Museum;
 - q) violating the commonly accepted standards of conduct in public settings;
 - r) guardians are liable for any damage caused by persons under their care.
4. Any Visitors who suffer from anxiety related to enclosed, confined spaces or similar conditions are advised to visit the Museum exhibitions in the company of an adult who does not suffer from such disorders.
 5. Visitors will not be admitted to the Sulejówek Complex if:
 - a) they attempt to bring in any dangerous items or materials;
 - b) they are reasonably suspected to be under the influence of alcohol, psychoactive substances or other intoxicants;
 - c) their attire features elements that are offensive to others on the grounds of their faith, religion, skin colour, nationality, ethnicity, gender, sexual orientation, age, disability or political beliefs;
 - d) their conduct is offensive to others on the grounds of their faith, religion, skin colour, nationality, ethnicity, gender, sexual orientation, age, disability or political beliefs.
 6. For health and safety reasons, only handbags, small backpacks and luggage necessary for persons with disabilities and parents and guardians of children may be brought into the permanent exhibition area and the "Milusin" manor house. Other luggage and outer garments must be left in the cloakroom and/or in the free lockers. The Museum

reserves the right to have the size and contents of luggage checked by a Museum security officer. In the event of refusal to allow baggage to be inspected, Museum staff have the right to refuse entry to the exhibition area. In such a case, Visitors are entitled to a refund of the ticket. Visitors must carry backpacks in their hands.

7. The Museum is not liable for any items left in the cloakroom and in the lockers.
8. Visitors must exercise due care while visiting the "Milusin" manor house and the historic garden, taking into account their historic value.
9. Visitors accept that the Museum's permanent exhibition is protected by copyright and that these Terms and Conditions do not regulate any licences granted to Visitors.
10. Photography and filming for business or professional activity, or for purposes other than private or non-commercial ones, require the conclusion of an agreement with the Museum concerning such photography or filming. Please contact the Visitor Services Department for information on concluding such an agreement.
11. In the event of an immediate threat to the life or limb of Visitors, the Museum reserves the right to suspend the provision of services at the Sulejówek Complex.
12. If an evacuation or rescue operation is announced, all persons present at the Sulejówek Complex must strictly follow the instructions of the Museum staff.
13. Visitors who notice any unusual, undesirable or life-threatening events should immediately inform the Museum staff and follow their instructions.
14. Information about separate, individually defined rules for participation in events at the Sulejówek Complex (particularly in workshop rooms) will be provided in the event description on the website and/or on the Museum's social media profiles. Participation in any events is tantamount to acceptance of these rules.

Article 3. General rules for visiting and participating in on-site events held at the Sulejówek Complex

1. Visitors may only visit the permanent exhibition, "Milusin" manor house and historic garden or attend an on-site event on the day and at the time specified on their tickets. In the event of late arrival, entry is only possible after prior confirmation by the Visitor Services Department staff.
2. A combined ticket to the "Milusin" manor house and the permanent exhibition allows a Visitor to enter the manor house on the day and at the time specified on the ticket, as well as to enter the permanent exhibition for a self-guided tour at any time during the exhibition opening hours.
3. For health, safety and fire safety reasons, the number of people staying at the Sulejówek Complex and its individual areas at any one time is limited.
4. The Museum reserves the right to regulate the movement of Visitors at the Sulejówek Complex. In the event of an excessive number of Visitors, the Museum may temporarily suspend

admission to the permanent exhibition, the "Milusin" manor house and the historic garden or to any other on-site event, irrespective of the time indicated on the ticket.

5. Children up to the age of 12 are allowed on the premises of the Sulejówek Complex only when accompanied by an adult.
6. Organised groups of pre-school children and primary school children from grades 1–3 may visit the exhibitions as part of the Museum's educational offer.
7. Any organised group of minors may be allowed on the premises of the Sulejówek Complex on condition that they are accompanied by a guardian:
 - a) pre-school and primary school groups: at least 1 guardian per 10 children;
 - b) secondary schools: at least 1 guardian per 15 children.
8. Groups of more than 5 people (not including the guide) may only be guided using a tour guide kit.
9. Using hands-free kits during guided tours of the permanent exhibition, the "Milusin" manor house, the historic garden or the temporary exhibitions is prohibited.
10. The Museum reserves the right to exclude certain exhibits or spaces. This does not constitute grounds for a ticket refund or complaint.
11. If an event takes place outside the Sulejówek Complex, information about the site of the event or assembly site will be provided in the event description on the Museum's website.

Article 4. Detailed rules of visiting the permanent exhibition

1. The current opening hours of the permanent exhibition are published on the Museum website at www.muzeumpilsudski.pl.
2. The estimated tour time of the permanent exhibition is 2 hours. Starting a tour of the permanent exhibition less than 2 hours before closing time will prevent Visitors from seeing all parts of the exhibition but does not constitute grounds for a complaint or refund of the ticket or additional fees.
3. The last admission to the permanent exhibition is permitted no later than 90 minutes before closing time.
4. Visitors may explore the permanent exhibition on their own or in organised groups with an audio guide system or a tour guide (after purchasing this service in advance).
5. The audio guide service includes: a tour of the permanent exhibition in Polish, several foreign languages, Polish Sign Language, an audio description and a family-friendly tour. A list of available foreign languages is available on the Museum website.
6. The provision of an audio guide system is included in the price of a ticket to the permanent exhibition; the number of audio guide systems is limited and the Museum does not guarantee their availability at all times.
7. The Museum reserves the right not to issue audio guide systems, especially on free admission days and during national holidays.
8. Non-availability or non-functioning audio guide systems do not constitute grounds for a complaint or refund of the ticket.
9. In the case of minors and organised groups, the guardian of the minor or the organised group are liable for any equipment provided.

10. Audio guide systems are made available for the duration of the visit to the permanent exhibition and must be returned upon completion of the visit. Audio guide systems must be used as intended.
11. If the audio guide system is damaged or lost during use by the Visitor, the Visitor is liable for the cost of repair or purchase of a new audio guide system.
12. The maximum number of persons in a group guided by a tour guide must not exceed 15. Groups of more than 15 persons will be divided into smaller groups.
13. The Museum reserves the right to reduce the number of groups in the event of a declared epidemic or disease outbreak, or in other special circumstances. Up-to-date information regarding maximum group size is published on the Museum website.

Article 5. Detailed rules of visiting the "Milusin" manor house and the historic garden

1. The current opening hours of the "Milusin" manor house are published on the Museum website at www.muzeumpilsudski.pl.
2. Due to its small size, as well as to ensure the safety of Visitors and exhibitions, the "Milusin" manor house may be visited by no more than 15 people at the same time.
3. The Museum reserves the right to reduce the Visitor limit at the "Milusin" manor house in the event of a declared epidemic or disease outbreak, or in other special circumstances. Up-to-date information on the Visitor limit at the "Milusin" manor house is published on the Museum's website.
4. Each ticket to the "Milusin" manor house or a combined ticket entitles Visitors to a one-time entry to the "Milusin" manor house, without the possibility of interrupting and resuming the visit with a single ticket.
5. Movement within the "Milusin" manor house is strictly limited to the route designated by the Museum.
6. The Museum reserves the right to close off certain exhibition halls or certain elements of the exhibition or parts of the garden, making them unavailable to Visitors. This does not constitute grounds for a ticket refund or complaint.
7. The "Milusin" manor house and the historic garden may only be visited under the supervision of a Museum employee or a certified guide. No self-guided tours are allowed.
8. Entering the historic garden even for a brief moment, e.g. to take a photo, is not possible outside the guided tour schedule.
9. Visitors may not touch the exhibits and elements of the exhibition in the "Milusin" manor house.
10. Visitors may explore the "Milusin" manor house and the historic garden by joining guided tours ("join a group" formula) taking place according to a fixed schedule or exclusive guided tours (after purchasing such a service in advance). The dates of "join a group" guided tours are listed on the Museum website.
11. The estimated tour time of the "Milusin" manor house is 30 minutes. Visitors are advised to consider that this time does not include the tour of the historic garden, which may vary depending on the season, weather conditions and type of tour, and lasts between 10 and 60 minutes.

12. There is no lighting in the historic garden that would allow Visitors to explore the "Milusin" manor house and the garden after dark.
13. The "Milusin" manor house does not have a separate cloakroom. In autumn and winter, outerwear can be left in the manor house lobby on a specially prepared coat rack while Visitors explore the site. The Museum is not liable for any items left on the coat rack. All luggage, larger bags, backpacks, etc., must be left in the free lockers in the main building of the Museum.
14. Umbrellas must not be brought into the "Milusin" manor house. They must be left in a place indicated by the Museum staff for the duration of the visit.
15. For conservation reasons and due to the confined spaces, visiting the Milusin manor house with non-walking toddlers is only possible if they are carried in their carers' arms or in baby carriers or slings.
16. Due to its antique design, narrow doors, confined spaces and high doorsteps, the "Milusin" manor house is unsuitable for wheelchair users and people with physical disabilities. Wheelchair users can only access the part of the exhibition covering the hall and living room in the manor house and look into the study and dining room from the living room.
17. For conservation reasons, the Museum may require Visitors to wear shoe protectors on days with precipitation to protect the historic floors in the manor house. If this is the case, shoe protectors will be provided free of charge.
18. For conservation reasons, entering the "Milusin" manor house in stiletto heels is prohibited in order to protect the historic floors.
19. Due to its historic nature, the footpaths in the historic garden do not feature paved surfaces. Visitors must be prepared to encounter mud, snow, dust, uneven surfaces, etc. The Museum recommends that Visitors wear footwear with flat soles and suited to the current weather conditions.
20. There are no places to rest and sit down in the historic garden.
21. There are no toilets in the "Milusin" manor house and the historic garden. Toilets for Visitors are available in the main building of the Museum.
22. In the event of weather conditions that compromise the safety of Visitors and/or the exhibition at the "Milusin" manor house (e.g. storm, excessive mud, deep snow), the Museum reserves the right to cancel the tour.

Article 6. Detailed rules of exclusive guided tours

1. The exclusive guided tour service applies to the permanent exhibition, the "Milusin" manor house with the historic garden and selected temporary exhibitions. The service is not included in the ticket price and requires booking and separate payment.
2. The guided tour service is not provided for groups of pre-schools children and primary school children from grades 1–3. For primary school children from grades 4–6, the service is provided exclusively by guides/educators. The recommended way for school and pre-school groups to explore the Museum is through educational activities offered as part of the Museum's Educational Offer.
3. The maximum number of Visitors in a guided group is 15. Groups of more than 15 persons will be divided into smaller groups.

4. Only guides who have completed a guiding course conducted by the Józef Piłsudski Museum in Sulejówek, received a certificate, and hold a Museum-issued ID card are authorised to show Visitors around the permanent exhibition, the "Milusin" manor house and the historic garden, as well as selected temporary exhibitions.
5. Any group guide who does not have a Museum-issued ID card will be asked to leave the Museum premises.
6. Exclusive guided tours can be purchased through the Museum or by contacting certified guides directly. A list of certified guides is available on the Museum website at www.muzeumpilsudski.pl.
7. If a group is late for a guided tour of the Sulejówek Complex, which has been booked through the Museum, the tour:
 - a) will be shortened by the amount of time the group is late — if the group is up to 60 minutes late for a tour of the permanent exhibition, up to 30 minutes late for a tour of the historic garden, and up to 45 minutes late for a tour of the "Milusin" manor house and the historic garden (for tours lasting more than one hour), or up to 15 minutes late (for tours lasting up to one hour);
 - b) will be cancelled — if the group is more than 60 minutes late for a tour of the permanent exhibition (the group can visit the permanent exhibition on their own or with audio guides, subject to availability), more than 30 minutes late for a tour of the historic garden, and more than 45 minutes late for a tour of the "Milusin" manor house and the historic garden (for tours lasting more than one hour), or more than 15 minutes late (for tours lasting up to one hour).
8. In the event of a failure to appear or a prolonged delay (more than 15 minutes) of a guide booked through the Museum, Visitors may:
 - a) in the case of the permanent exhibition — visit the exhibition on their own, with the use of audio-guide systems, subject to availability, and apply for a refund of the cost of the guided tour service (excluding a refund of the price of the tickets for the exhibition) or resign from the tour and apply for a refund of the price of the tickets and the guide service;
 - b) in the case of the "Milusin" manor house with the historic garden — apply for a refund of the price of the tickets and the guide service.
9. In the event of a late arrival for a guided tour booked directly with a certified guide, the guide will arrange the course and duration of the tour with the Visitor Services Department staff.
10. At the Sulejówek Complex, groups of more than 5 people (not including the guide) may only be guided using a tour guide kit. A certified guide may enter the Museum with their own equipment. The Museum provides tour guide kits upon prior booking at the Visitor Services Department and payment of the fee listed in the price list for the tour guide kits for all persons in the group.
11. When guiding a group of more than 5 people, the guide or group organiser is required to: inform the Visitor Services Department of the visit at least 3 working days in advance, check the availability of tour guide kits, book and pay for the tour guide kits (if using the Museum's equipment during the visit).

12. Groups are required to book tour dates in advance in accordance with the tour schedule and purchase tickets or obtain free tickets (entrance passes) in accordance with the Terms and Conditions of Booking and Sales of the Józef Piłsudski Museum in Sulejów.
13. Using hands-free kits during guided tours of the permanent exhibition, the "Milusin" manor house, the historic garden or the temporary exhibitions is prohibited.

Chapter II: Branch Office in Łódź

Article 7. Rules of conduct and safety at the Branch Office in Łódź

1. Visitors must follow the instructions of the Museum employees and security guards concerning order and safety.
2. The following actions are prohibited at the Branch Office:
 - a) entering any areas other than those designated for Visitors;
 - b) eating and drinking, except in areas indicated by Museum staff;
 - c) bringing and drinking alcoholic beverages;
 - d) smoking tobacco products and electronic cigarettes;
 - e) running and sliding on floors, inclined and steep surfaces and creating any situations dangerous to life and limb;
 - f) shoving, raucous conduct and other conduct that prevents other Visitors from visiting or relaxing;
 - g) bringing into the Museum any personal defence equipment, weapons, dangerous items, explosives, as well as corrosive and other materials that the Museum security considers dangerous;
 - h) photographing and filming indoors using flashlights, additional lighting, tripods and other accessories necessary for professional photography and filming;
 - i) photographing and filming any elements of the security systems;
 - j) bringing in animals, except for guide or assistance dogs, provided that a document certifying the dog's status is presented; the person bringing in the dog is liable for any damage caused by the dog;
 - k) organising public gatherings and fundraisers or trading and displaying advertisements and announcements without the prior written consent of the Museum;
 - l) violating the commonly accepted standards of conduct in public settings;
 - m) guardians are liable for any damage caused by persons under their care.
3. Visitors will not be admitted to the Branch Office in Łódź if:
 - a) they attempt to bring in any dangerous items or materials;
 - b) they are reasonably suspected to be under the influence of alcohol, psychoactive substances or other intoxicants;

- c) their attire features elements that are offensive to others on the grounds of their faith, religion, skin colour, nationality, ethnicity, gender, sexual orientation, age, disability or political beliefs;
 - d) their conduct is offensive to others on the grounds of their faith, religion, skin colour, nationality, ethnicity, gender, sexual orientation, age, disability or political beliefs.
4. The courtyard and the staircase leading to the Branch Office are a common area for users of other premises in the tenement. Visitors navigating these common areas must not violate the commonly accepted standards of conduct in public settings.
 5. For health and safety reasons, only handbags, small backpacks and luggage necessary for persons with disabilities and parents and guardians of children may be brought into the "Fighting by the Word" permanent exhibition area. The Branch Office in Łódź does not have a separate cloakroom. Outerwear can be left on specially prepared coat racks for the duration of the visit. All luggage, larger bags, backpacks, etc., should be left in specially prepared locker boxes.
 6. The Museum reserves the right to have the size and contents of luggage checked by a Museum security officer. In the event of refusal to allow baggage to be inspected, Museum staff have the right to refuse entry to the exhibition area. In such a case, Visitors are entitled to a refund of the ticket. Visitors must carry backpacks in their hands.
 7. Umbrellas must be left in a place indicated by the Museum staff for the duration of the visit.
 8. The Museum is not liable for items left on the coat racks, in umbrella bins or locker boxes.
 9. Visitors must exercise due care while visiting the "Fighting by the Word" exhibition and the Branch Office in Łódź, taking into account the historic value of the premises.
 10. For conservation reasons, the Museum may require Visitors to wear shoe protectors on days with precipitation due to the historic nature of the interiors, including the historic parquet floors. If this is the case, shoe protectors will be provided free of charge.
 11. For conservation reasons, entering the Branch Office premises in stiletto heels is prohibited in order to protect the historic floors.
 12. Visitors accept that the "Fighting by the Word" exhibition is protected by copyright and that these Terms and Conditions do not regulate any licences granted to Visitors.
 13. Photography and filming for business or professional activity, or for purposes other than private or non-commercial ones, require the conclusion of an agreement with the Museum concerning such photography or filming. Please contact the Visitor Services Department for information on concluding such an agreement.
 14. In the event of an immediate threat to the life or limb of Visitors, the Museum reserves the right to suspend the provision of services at the Branch Office.

15. If an evacuation or rescue operation is announced, all persons present at the Branch Office must strictly follow the instructions of the Museum staff.
16. Visitors who notice any unusual, undesirable or life-threatening events should immediately inform the Museum staff and follow their instructions.
17. Information about separate, individually defined rules for participation in events at the Branch Office in Łódź will be provided in the event description on the website and/or the Branch Office's social media profiles. Participation in any events is tantamount to acceptance of these rules.
18. Due to the small area and confined spaces, the Branch Office does not have a waiting area for groups.

**Article 8. General rules for visiting and participating in on-site events held at
the Branch Office in Łódź**

1. Visitors may only visit the "Fighting by the Word" exhibition or attend an on-site event on the day and at the time specified on their tickets. In the event of late arrival, entry is only possible after prior confirmation by the Branch Office or Visitor Services Department staff.
2. For health, safety and fire safety reasons, the number of people staying at the Branch Office in Łódź at any one time is limited.
3. The Museum reserves the right to regulate the movement of Visitors at the Branch Office. In the event of an excessive number of Visitors, the Museum may temporarily suspend admission to the "Fighting by the Word" exhibition or to any other on-site event, irrespective of the time indicated on the ticket.
4. Children up to the age of 12 are allowed on the premises of the Branch Office only when accompanied by an adult.
5. Organised groups of pre-school children and primary school children from grades 1–3 may visit the exhibition as part of the Museum's educational offer.
6. Any organised group of minors may be allowed on the premises of the Branch Office on condition that they are accompanied by a guardian:
 - a) pre-school and primary school groups: at least 1 guardian per 10 children;
 - b) secondary schools: at least 1 guardian per 15 children.
7. Certified guides for the "Fighting by the Word" exhibition who wish to use their own hands-free sets during a visit to the Branch Office in Łódź are required to obtain permission to do so from the Branch Office or Visitor Services Department staff.
8. The Museum reserves the right to exclude certain exhibits or spaces. This does not constitute grounds for a ticket refund or complaint.
9. If an event takes place outside the Branch Office, information about the site of the event or assembly site will be provided in the event description on the Branch Office website and/or on the Branch Office social media profiles.

Article 9. Detailed rules of visiting the "Fighting by the Word" exhibition

1. The current opening hours of the "Fighting by the Word" exhibition are published on the Branch Office's website at www.tajnadrukarnia.pl.
2. Due to the small size of the exhibition space, Visitor safety and the security of the exhibits, no more than 15 people may be present at the "Fighting by the Word" exhibition at any one time.
3. The estimated tour time of the "Fighting by the Word" exhibition is 40 minutes. Starting a tour less than 30 minutes before closing time will prevent Visitors from seeing all parts of the exhibition but does not constitute grounds for a complaint or refund of the ticket or additional fees.
4. The last admission to the "Fighting by the Word" exhibition is permitted no later than 30 minutes before closing time.
5. One component of the "Fighting by the Word" exhibition is content prepared using Augmented Reality (AR) technology, displayed on tablets. The ticket price includes the provision of an "AR kit" — a headset and a tablet — for the duration of the tour. The kits are disinfected after each use. The number of "AR kits" is limited and in line with the safety rules of the Branch Office (the maximum number of Visitors at one time).
6. The "AR kit" offers several tour paths while visiting the "Fighting by the Word" exhibition. A list of available paths can be found on the Branch Office website.
7. The Museum reserves the right not to issue "AR Kits", especially on free admission days and during national holidays.
8. Non-availability or non-functioning "AR kits" do not constitute grounds for a complaint or refund of the ticket.
9. In the case of minors and organised groups, the guardian of the minor or the organised group are liable for any equipment provided.
10. "AR kits" are made available for the duration of the visit to the "Fighting by the Word" exhibition and must be returned upon completion of the visit. "AR kits" must be used as intended.
11. If the "AR kit" is damaged or lost during use by the Visitor, the Visitor is liable for the cost of repair or purchase of a new "AR kit".
12. The maximum number of persons in a visitor group must not exceed 15. Groups of more than 15 persons will be divided into smaller groups.
13. The Museum reserves the right to reduce the Visitor limit at the "Fighting by the Word" exhibition in the event of a declared epidemic or disease outbreak, or in other special circumstances. Up-to-date information on the Visitor limit at the "Fighting by the Word" exhibition is published on the Branch Office website and/or the Branch Office social media profiles.
14. Movement at the "Fighting by the Word" exhibition is strictly limited to the route designated by the Museum.
15. The Museum reserves the right to close off certain exhibition halls or certain elements of the exhibition, making them unavailable to Visitors. This does not constitute grounds for a ticket refund or complaint.
16. Visitors may not touch the exhibits and elements of the exhibition.

17. Visitors may explore the "Fighting by the Word" exhibition on their own, in organised groups without a tour guide or with a tour guide (after purchasing this service in advance) or by joining guided tours ("join a group" formula) taking place according to a fixed schedule, or during special events held at the Branch Office. The dates of events at the Branch Office are listed on the Branch Office website and/or the Branch Office social media profiles.
18. For conservation reasons and due to confined spaces, in the event of a large number of Visitors at an exhibition, the Museum reserves the right to ask for prams to be left outside the exhibition halls.

Article 10. Detailed rules of exclusive guided tours

1. The exclusive guided tour service applies to the "Fighting by the Word" permanent exhibition. The service is not included in the ticket price and requires booking and separate payment.
2. The guided tour service is not provided for groups of pre-schools children and primary school children from grades 1–3. The recommended way for school and pre-school groups to explore the Museum is through educational activities offered as part of the Museum's Educational Offer.
3. The maximum number of Visitors in a guided group is 15. Groups of more than 15 persons will be divided into smaller groups.
4. Only guides who have completed a guiding course conducted by the Józef Piłsudski Museum in Sulejów, received a certificate and hold a Museum-issued ID card are authorised to lead guided tours of the "Fighting by the Word" permanent exhibition.
5. Any group guide who does not have a Museum-issued ID card will be asked to leave the Branch Office premises.
6. Exclusive guided tours can be purchased through the Museum or by contacting certified guides directly. A list of certified guides is available on the Branch Office website.
7. If a group is late for a guided tour of the Branch Office, which has been booked through the Museum, the tour of the "Fighting by the Word" permanent exhibition:
 - a) will be shortened by the amount of time the group is late — if the group is up to 15 minutes late;
 - b) will be cancelled — if the group is more than 15 minutes late.
8. In the event of a failure to appear or a prolonged delay (more than 15 minutes) of a guide booked through the Museum, Visitors may visit the exhibition on their own, with the use of "AR kits", subject to availability, and apply for a refund of the cost of the guided tour service (excluding a refund of the price of the tickets for the exhibition) or resign from the tour and apply for a refund of the price of the tickets and the guide service;
9. In the event of a late arrival for a guided tour booked directly with a certified guide, the guide will arrange the course and duration of the tour with the Branch Office staff.
10. When guiding a group of more than 5 people, the guide or group organiser is required to: inform the Visitor Services Department of the visit at least 3 working days in advance.

11. Groups are required to book tour dates in advance in accordance with the tour schedule and purchase tickets or obtain free tickets (entrance passes) in accordance with the Terms and Conditions of Booking and Sales of the Józef Piłsudski Museum in Sulejówek.

Chapter III: Rules of participating in online events organised by the Museum

1. Online events can be ticketed or non-ticketed, paid or free.
2. Participation in ticketed online events may require prior booking and/or purchase of a ticket in the case of paid events or obtaining a free ticket (entrance pass) in the case of free events.
3. Information on the rules of participation and the method of distribution of tickets (entrance passes) for each event will be provided in the event description on the website and/or social media profiles of the Museum/Branch Office.
4. To participate in online events, participants must:
 - a) use equipment capable of accessing the internet, e.g. PC/laptop;
 - b) have a stable internet connection;
 - c) have working speakers;
 - d) have a working microphone and webcam (except for events that do not require participant interaction with presenters);
 - e) be in a quiet room and an environment that enables uninterrupted participation in the event;
 - f) prepare additional materials if the event requires it.
5. Only registered participants may participate in ticketed online events. Participants may not cede participation in the online event (by transferring tickets, links and/or passwords to communication platforms) to third parties who have not registered for the event. An exception is made for events dedicated to families, where one participant equals one connecting device, regardless of the number of people using this device at the same time.
6. Minors may only participate in online events with the consent and supervision of parents or guardians. Parents or guardians must supervise the minor at all times during the online event.
7. Participants are required to join the event no later than 5 minutes before the start of the event to check that their internet connection and equipment are working properly. The Museum may refuse access to late arrivals.
8. The Museum reserves the right to verify that only registered participants are taking part in the online event and to take measures to restrict or prevent access by third parties (including monitoring participants' names, using access passwords, closing the meeting/room, using a virtual waiting room, etc.).
9. The museum reserves the right to disable microphones and cameras, as well as to block or disconnect participants who grossly violate the rules of participation in the event or disrupt its course.
10. The Museum is not liable for the online safety of the participants.

11. The Museum is not liable for the inability to participate in an online event for reasons beyond the Museum's control, including:
 - a) incorrect operation, failure or malfunction of the hardware and software used by the participant;
 - b) incorrect operation, failure or malfunction of third-party software used during the event (e.g. communication platforms);
 - c) problems with electricity supply, access to the internet and telecommunications services.
12. All materials and resources made available during the online event are the property of the Museum (or entities cooperating with the Museum). It is forbidden to reproduce or distribute them in any way, or to use them in a manner contrary to the purpose of the online event. They are made available to the participant for personal use only.
13. Any recording of the events and images of the persons participating or running the events is prohibited.
14. Each online event is held in accordance with specific rules for participation, as described on the Museum's website. Participation in any events is tantamount to acceptance of these rules.

Chapter IV: Video surveillance rules

1. The administrator of the video surveillance equipment is the Józef Piłsudski Museum in Sulejówek, with its registered office at ul. Aleja Piłsudskiego 29, 05-070 Sulejówek.
2. The purpose of the video surveillance is to ensure the security of property and persons at the Sulejówek Complex and the Branch Office.
3. The surveillance system includes:
 - a) cameras recording events at a resolution that enables the identification of persons;
 - b) a device that records and saves images on a magnetic medium;
 - c) displays to view the live video feed.
4. Places covered by video surveillance are marked with appropriate information plates containing a camera pictogram.
5. The recorder and the surveillance displays are located on the data controller's premises. Displays with live video feed are also located on the premises of third-party entities responsible for the security of the Sulejówek Complex and the Branch Office. Access to the live video feed is provided to employees of the entity providing personal and property protection services under an appropriate contract. Only authorised personnel may access the surveillance system video recordings and live video feed.
6. The surveillance system video recordings may be made available only to authorised bodies within the scope of their legal activities and proceedings, e.g. common courts, administrative courts, law enforcement bodies and public administration bodies.
7. The data storage period is up to 30 days; the data is then deleted by overwriting it on the video recording device. In justified cases, particularly when the video surveillance equipment has recorded an event related to the violation of the security of persons and property, the data storage period may be extended

by the time necessary to complete the proceedings regarding the event recorded by the video surveillance system.

Chapter V: Complaints and final provisions

1. Complaints about the provision of services by the Museum must be made in writing and delivered in person or by post to the Museum's registered office address or by e-mail to info@muzeumpilsudski.pl. Complaints may be submitted within 14 days from the date of purchase or the date of the event to which the complaint refers. The Museum will review the complaint and respond within 14 days from the date of acknowledgement of its receipt by the Visitor Services Department.
2. In justified cases, the Museum reserves the right to cancel an ordered additional service (e.g. guided tour, educational service). In such cases, the fee paid is fully refundable.
3. In the event of moderate weather deterioration, e.g. light rain (if it does not prevent the event from taking place), the Museum will decide whether to cancel or continue outdoor events.
4. Clothing inadequate for the given weather conditions, particularly unsuitable footwear that hinders movement around the historical part of the Sulejówek Complex, does not constitute grounds for complaints or refunds.
5. The Terms and Conditions are available on the Museum's website at www.muzeumpilsudski.pl (for the Sulejówek Complex) and at www.tajnadrukarnia.pl (for the Branch Office in Łódź).
6. The Museum is not liable for events resulting from non-compliance with the Terms and Conditions.
7. If separate Terms and Conditions apply to a given event or group of events, their provisions take precedence over the Terms and Conditions of Visiting and Participating in On-Site and Online Events Organised by the Józef Piłsudski Museum in Sulejówek.
8. The rules of using the Museum's educational offer are defined by the Terms and Conditions of Kindergarten and School Educational Activities Organised by the Józef Piłsudski Museum in Sulejówek.
9. The Museum reserves the right to amend these Terms and Conditions. Any amendments to these Terms and Conditions enter into force on the date indicated by the Museum.
10. These Terms and Conditions enter into force on 26 February 2025.