Annex No.1 to the Order No.15/2024
of the Director of the Former Mine Science, Culture and Art Centre (Centrum Nauki, Kultury i Sztuki Stara Kopalnia) in Wałbrzych dated 09.01.2024

# Rules and Regulations for the use of ‘SOWA’ - Zone of Discovery, Imagination and Activity in the Former Mine Science, Culture and Art Centre in Wałbrzych

**§1**

**Mission of the Zone of Discovery, Imagination and Activity**

The Zone of Discovery, Imagination and Activity (hereinafter referred to as ‘**SOWA**’) is an education zone that is part of the Education Department of the cultural institution Former Mine Science, Culture and Art Centre in Wałbrzych (hereinafter referred to as ‘Former Mine’), whose mission is to inspire people to experience, understand the world and act responsibly. SOWA achieves this mission in particular by providing interactive educational exhibits and organising programme activities.

The exhibition is financed by a grant from the Minister of Education and Science, under the Agreement No. 1/CNK-SOWA/2021 of 2 March 2021 on the launch of 32 local Zones of Discovery, Imagination and Activity (SOWA) by the Copernicus Science Centre between 2021 and 2025.

# §2

# Providing access to the exhibitions of the Centre

1. SOWA has its registered office in the former power station building (B8) on the premises of the Former Mine Science, Culture and Art Centre in Wałbrzych, ul. Piotra Wysockiego 29, 58-304 Wałbrzych.
2. SOWA is open to the public from Monday to Friday and on Sundays. On weekdays, SOWA is open to the public from 8:30 a.m. to 4 p.m., on Sundays from 10 a.m. to 5 p.m.
3. SOWA reserves the right to open and close also at times other than those specified in sec. 2 above. Detailed information on opening days and hours is provided on the website [www.starakopalnia.pl](http://www.starakopalnia.pl) and at the box office in the SOWA exhibition hall.
4. In justified cases, SOWA reserves the right to temporarily change the rules of access to individual attractions, and to introduce additional rules for the stay of visitors on the premises of SOWA (§ 8). Information on the changes to be made will be given on the website www.starakopalnia.pl.
5. The box offices are closed 30 minutes before the closing time of SOWA.
6. Admission to the SOWA exhibitions is chargeable. The price list of tickets is available at the SOWA box office and on the website www.starakopalnia.pl.
7. For safety reasons, the number of people in the SOWA building is limited to a maximum of 60 at a time, with a maximum visiting time of 90 minutes.

**§ 3**

**Purchase of tickets at the box offices**

1. The box office sells individual tickets, group tickets and souvenirs.
2. Ticket sales shall be subject to the availability of free seats at SOWA.
3. SOWA reserves the right to withhold ticket sales and to suspend admission to the Exhibitions altogether due to reaching the occupancy limit in the SOWA building.
4. A ticket purchased at the SOWA box office entitles to visit the SOWA exhibition hall.
5. The person purchasing the ticket is obliged to keep the receipt, invoice or proof of bank transfer as a proof of purchase of the ticket.

6. The box office accepts payment in cash and accepts payment cards (information on the types of payment cards accepted is available at the SOWA box office).

7. The person purchasing a reduced ticket acknowledges and accepts that it may be necessary to show the SOWA security employee a document confirming entitlement to the reduced ticket in accordance with these Rules and Regulations.

 8. The purchased ticket must be kept until leaving SOWA.

9. The purchaser is responsible for making the ticket available to third parties. In the event of more than one person attending SOWA with the same ticket, only the person who showed the ticket first will be entitled to use the attractions purchased.

10. In the case of individual customers, the ticket entitles the customer to enter the exhibition at the designated admission times (except for the situation referred to in sec. 3 above). If the ticket is not used on the day in question, it loses its validity. There is no refund for unused tickets, except if the ticket was not used through the fault of SOWA.

11. For organised groups, advance booking is required with the exact date and time of the visit.

12. A person collecting group tickets at the box office may, at the time of collection purchase a maximum of 5 tickets at the group ticket price. The sale of additional tickets is subject to availability.

**§ 4**

# Booking and purchasing tickets online

1. Tickets are available for sale online and at box offices. Detailed rules for purchasing tickets and making payments are set out in the ‘Rules and Regulations for purchasing tickets online available at [www.starakopalnia.pl.](http://www.starakopalnia.pl/)
2. Group ticket bookings are made by email only. The condition for booking is to receive a booking confirmation e-mail from an employee of the Education Department and to pay a deposit of PLN 60 to the bank account of the Former Mine.
3. In case of cancellation earlier than 3 working days before the scheduled visit, the deposit is refundable. The deposit is refunded at the latest 7 working days after the scheduled visit.
4. Only group tickets can be booked via email. Booking can be made at e-mail: zwiedzanie@starakopalnia.pl and sowa@starakopalnia.pl. Details of the days and hours of operation of the helpline are indicated on the website www.starakopalnia.pl.
5. All information about SOWA activities can be obtained by calling 74 667 09 11 or 74 667 09 12. Bookings are not made by telephone.
6. Bookings and purchase of tickets are possible subject to availability.
7. When booking tickets by email, you must provide details of a person or institution for which tickets are being purchased. The form is completed by a member of the Education Department based on the details provided by the person making the booking. At the time of booking, it is necessary to specify the number of all persons who will attend the visit and the eligibility for individual ticket reductions.
8. The controller of personal data provided in the form is the Former Mine Science, Culture and Art Centre in Wałbrzych. The data shall be processed for the purposes of ticket booking and sales, in accordance with the legal provisions generally applicable in this regard, in particular the Regulation (EU) 2016/679 of the European Parliament and of the Council 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 Data Protection Regulation) of 27 April 2016 (OJ. EU L No. 119, p. 1). The Former Mine data protection information clause is available at: https://starakopaInia.pl/dane-osobowe/ and on the premises of the Former Mine at the entrance gate/entrance to the institution from ul. Wysockiego and ul. Gwarków.
9. If you have any questions and/or concerns, you can contact the Data Protection Officer Izabela Heksel, by e-mail: iod@starakopalnia.pl or by letter to the address: Former Mine Science, Culture and Art Centre (Centrum Nauki, Kultury i Sztuki Stara Kopalnia) in Wałbrzych, ul. Wysockiego 29, 58-304 Wałbrzych. You have the right to request from the Former Mine the access to the personal data that concerns you, to rectify, erase or request the restriction of its processing and the right to object to the processing, as well as the right to obtain a copy of the data and to have it transferred. You have the right to lodge a complaint with the supervisory authority - the President of the Personal Data Protection Office.
10. By booking tickets and providing the e-mail address, the person making the booking agrees to receive invoices in electronic form in accordance with Article 106n of the Value Added Tax Act of 11 March 2004 (Journal of Laws 2020, item 106, as amended). The consent to provide invoices in electronic form does not exclude the issuer's right to issue and send invoices in paper form.
11. The booking becomes confirmed after positive feedback by e-mail and payment of deposit.
12. When paying a deposit by bank transfer, the following must be entered in the title of the transfer: type of attraction, date of visit, name of the ordering institution or the name and surname of the person who made the booking.
13. If paid by bank transfer, tickets must be collected at the SOWA box office before the visit.
14. In the event of failure to confirm arrival by the date specified in the booking confirmation and/or failure to pay the deposit, the booking is cancelled.
15. SOWA reserves the right to change the forms and rules of pre-sale as well as the hours of admission to the exhibition hall. Information about the changes will be announced on the website www.starakopalnia.pl. In special cases, SOWA reserves the right to notify changes as they occur. Persons who have previously purchased tickets for the attractions in question are entitled to a refund of the ticket price without deduction of a handling fee.

**§ 5**

# Ticket types

* 1. Tickets for Exhibitions:
		1. full price ticket – available to adults;
		2. reduced ticket – available to: children, youths and students aged 4-25 (upon presentation of a valid school or student card), seniors over 65 years of age, disability pensioners, retirement pensioners (upon presentation of a document certifying entitlement to the reduced ticket), disabled persons (upon presentation of a disabled person’s card or);
		3. group ticket (available by booking only) – is available for organised groups of 15 people or more. Free admission is granted to one caretaker for every 15 participants;
		4. Free ticket – is available to children under the age of 4.
		5. Family ticket – is available to families consisting of 2 adults and 2 children under 18 years of age.

**§ 6**

#  Visitor rules on the premises of SOWA

1. A person with a ticket to SOWA may only enter and leave the SOWA exhibition hall through the entrance door.
2. The ticket entitles to a single entry to the SOWA premises. Leaving the SOWA premises means the end of the visit.
3. The visits are individual, therefore SOWA does not provide guides.
4. Children under the age of 13 must be accompanied by an adult on the SOWA premises.
5. Backpacks, large bags and outerwear should be left in the cloakroom.
6. The cloakroom is open during SOWA opening hours.
7. The cloakroom is not security guarded.
8. SOWA reserves the right to exclude any part of the premises to the visitors. Information on the restriction of access will, as far as possible, be made known to visitors in such a way that they are aware of it before purchasing an admission ticket.
9. SOWA reserves the right to exclude exhibits that are broken, damaged or destroyed.
10. SOWA reserves the right to temporarily disable access to Majsternia.
11. The exclusion of visitors' access to any part of SOWA or the exclusion of part of the exhibits does not constitute grounds for a refund of all or part of the ticket price.
12. During the visit, please follow the comments and instructions of SOWA employees or other persons designated by SOWA.
13. Use the exhibits in accordance with the instructions next to each exhibit and in accordance with the instructions and directions of SOWA employees or other persons authorised and designated by SOWA employees, and pay attention to the warnings and announcements given on a regular basis.
14. SOWA is not responsible for any incidents resulting from non-compliance with instructions or misuse of the exhibits.
15. Any breakdowns, damage or destruction of SOWA equipment must be reported immediately to SOWA employees or other persons designated by SOWA.
16. The consumption of food and drink in the exhibition hall and Majsternia is prohibited, except in the designated area.
17. SOWA is not responsible for items left unattended.

§ 7

#  Arrangements for organised groups

1. Any organised group of minors must be accompanied by at least one adult on the SOWA premises.
2. In the case of organised groups, there can be a maximum of 25 pupils per caretaker.
3. Caretakers are responsible for the behaviour of the persons under their care and for damage caused by them.
4. The person collecting group tickets at the box office is required to show proof of payment.
5. Organised groups book entry for a specific hour.

**§ 8**

# Prohibitions

1. Visitors on the SOWA premises are prohibited from behaving in any way that is dangerous to other visitors and the SOWA equipment. In particular, visitors are prohibited from:
	1. taking SOWA equipment outside its premises;
	2. moving SOWA equipment out of its intended location;
	3. destructing SOWA equipment;
	4. bringing animals onto the SOWA premises, with the exception of guide and assistance dogs;
	5. bringing in and drinking alcohol, smoking, bringing in and using intoxicants, using electronic cigarettes;
	6. bringing weapons, explosives and other objects dangerous to life and health onto the SOWA premises;
	7. bringing in and riding bicycles, scooters, skateboards or other similar equipment onto the SOWA premises;
	8. eating and drinking outside the places referred to in § 6(1);
	9. conducting commercial activities;
	10. carrying out advertising activities or political propaganda.
2. It is forbidden for persons who are intoxicated or under the influence of drugs to enter SOWA premises, or for persons behaving in a way that endangers the safety of visitors and exhibits, disturbs order or violates generally accepted norms of behaviour in public places.

§ 9

**Specific rules for the use of Majsternia**

1. The Majsternia workshop space (hereafter referred to as ‘Majsternia’) is intended for people who are at least 8 years old.
2. Children under the age of 8 may only use the Majsternia with an adult carer who uses the experimental sets provided with them and is responsible for their safety. There can be no more than two children per adult caretaker. In justified cases, it is possible to deviate from the aforementioned specified limit.
3. Entry to Majsternia is only allowed to persons with a valid SOWA entrance ticket.
4. If there is any doubt about the age of a child, SOWA employees have the right to ask the child's caretaker to show proof of age.
5. The SOWA employees have the right to refuse entry to Majsternia if:
	1. the number of people in Majsternia will exceed the limit,
	2. there are no experimental kits available.
6. Only one experimental kit can be used at a time. It is forbidden to move kit components out of the station.
7. Some kits are available for adults only or for minors with an adult caretaker.
8. The experimental kits provided must be used in accordance with the safety rules on the individual experimental kits.
9. Once the visitor has finished using the experimental kit, he or she is obliged to put it back in the box, taking into account that the experimental kit should be in working order and complete.
10. Use of the experimental kits is only possible at the locations indicated.

§ 10

**Returns**

1. Individual tickets can be returned up to 7 calendar days before the visit date to SOWA.
2. The return can only be made by the person making the transaction, after sending a request to SOWA registered office address with the annotation ‘return’ or by e-mail to sowa@starakopalnia.pl. The compliance with the deadlines referred to in sec. 1 to 3 shall be determined by the date of receipt of the application by SOWA.
3. The refund request should include the following details: the transaction number and date, the visit date, the number of tickets to be returned, and the bank account number in the case of payment by bank transfer.
4. Only applications containing all the required data and submitted on time will be implemented.
5. Refunds will be made according to the form in which the payment was made:
	1. at the SOWA box office in cash or to a payment card if payment was made at the box office;
	2. to the account number indicated in the refund request, if the payment was made by bank transfer.

**§ 11**

# Complaints

1. In case of the occurrence of an event which makes it impossible to exercise the rights indicated in the Rules and Regulations, except in cases of force majeure and taking into account the other provisions of the Rules and Regulations, one has the right to lodge a complaint.
2. Complaints shall be submitted to SOWA within 7 days of the occurrence of the event, electronically to the e-mail address sowa@starakopalnia.pl or in writing to the address of SOWA registered office. The complaint will be dealt with **within** 14 days of receipt of the complaint. Information on a complaint shall be communicated by the same means as the request made, unless the person making the complaint indicates another means of responding.

**§ 12**

# Security

1. The premises of the Former Mine Multicultural Park in Wałbrzych and thus SOWA are covered by an audiovisual monitoring system and physical security. Your personal data - the image recorded by the video surveillance cameras is collected for the sole purpose of ensuring security at the Mine. The basis for data collection is the provision of Article 6(1) (GDPR). Your personal data will be stored in the video surveillance system for up to 2 months after recording.
2. The company carrying out the security tasks is authorised to ensure security in the area of the Former Mine Multicultural Park in Wałbrzych and to enforce the provisions of these Rules and Regulations, in particular § 8.
3. SOWA reserves the right to check whether persons entering the Exhibitions and Majsternia do not bring in objects referred to in § 8(1) (5) - (7) of the Rules and Regulations.
4. In the event of an immediate threat to the health or life of visitors, SOWA reserves the right to immediately withdraw from the services provided. Refunds are available if the visit to the Exhibitions (according to the admission time indicated on the ticket) lasted less than 30 minutes. Refunds are made on the basis of a fiscal receipt or VAT invoice or other document confirming the purchase of the tickets, delivered to SOWA within 14 calendar days from the date of the event. Requests sent to SOWA after the above deadline will not be considered.
5. In the event that an evacuation announcement is made, all persons on the SOWA premises are obliged to leave the building immediately by the nearest evacuation exit and to obey the instructions of SOWA and the security employees without exception.

**§ 13**

#  Final provisions

1. Rules and Regulations are available at www.starakopalnia.pl and at the SOWA box office.
2. By purchasing a ticket, the visitor accepts these Rules and Regulations and undertakes to abide by them.
3. Visitors who do not comply with these Rules and Regulations are obliged to

leave the building at the request of a SOWA employee. In such a situation, the visitor is not entitled to re-enter SOWA on the day in question or to a refund of the ticket price.

1. SOWA is entitled to amend these Rules and Regulations.
2. The amended Rules and Regulations will be made public on the website www.starakopalnia.pl and at the SOWA box office.
3. The Mine records the visit for the purpose of documentation, promotion or advertising of the Mine. The image of persons present on the premises of the Event may be recorded by the Mine and subsequently disseminated for documentation, reporting, advertising and promotional purposes (web portals or social media).

**DIRECTOR OF THE**

**FORMER MINE SCIENCE,**

**CULTURE AND ART CENTRE**

**Jan Jędrasik** [*illegible signature*]