**Rules and Regulations for visiting**

**the Former Mine Science, Culture and Art Centre
(Centrum Nauki, Kultury i Sztuki Stara Kopalnia) in Wałbrzych**

**§1**

1. The Rules and Regulations concern the principles of visiting the tourist route of the Former Mine Science, Culture and Art Centre in Wałbrzych, hereinafter referred to as ‘Former Mine’.
2. The Former Mine is open to the public all year round, except for the following public holidays:
	1. 1 January,
	2. the first day of Easter,
	3. 1 November,
	4. the first day of Christmas.
3. Visiting hours for the Former Mine can be found at www.starakopalnia.pl, hereinafter referred to as the Former Mine website.
4. The presence of visitors in the Former Mine (including the open outdoor area belonging to the Former Mine) outside the opening hours requires the permission of the Director of the Former Mine, hereinafter referred to as Director.
5. In special cases, the Director may make the Former Mine facilities available outside visiting hours.
6. Tickets for the visit can be purchased:
7. via the ticket sales system [https://www.biIetyonIine.starakopaInia.pl/](https://www.biietyoniine.starakopainia.pl/)
8. at the box office of the Former Mine during opening hours to the public,

 7. Explore Wałbrzych tickets can be purchased at the box offices in Książ Castle, Palm House and the Porcelain Museum and online at https://biIety.ksiaz.waIbrzych.pl/.

**§2**

1. The Former Mine visits take place individually or in groups, in each case with a guide, with the proviso that one group of visitors may not comprise more than 25 people.
2. Organised groups must book a tour date in advance, what can be done by phone: 74 667 09 12 or by e-mail: zwiedzanie@starakopalnia.pl, no later than 3 working days before the visit.
3. Organised groups and individuals may only be led around the Former Mine by guides and personnel employed by or working on behalf of the Former Mine.
4. Organised groups should arrive at the Former Mine no later than 10 minutes before the booked entry time. Should the employees of the Visitor Services Department not be informed if a group is late beyond this time, the booking is deemed to be out of date.
5. In the event of being up to 15 minutes late, the tour of the Former Mine is reduced accordingly by the time of the lateness. In case of lateness exceeding 15 minutes, it is necessary to wait for the exit of the group staying in the Former Mine in order for the late group to start the tour.
6. Persons with tickets purchased online on the Former Mine website are bound by the starting time of the guided tour specified on the ticket.
7. Pedestrian traffic is mandatory in the Former Mine.
8. During the visit, visitors are obliged to follow the remarks and instructions of the Former Mine tourist service and security employees.
9. In the area of the Former Mine one must obey the remarks and instructions of the operating and security personnel. They are provided with an appropriate badge.
10. Individual clients can take advantage of the guided tour service after purchasing an entrance ticket. The Former Mine does not guarantee the service without prior booking and confirmation by a member of personnel.
11. Visitors with a valid Explore Wałbrzych ticket are required to book the day and time of their planned visit in advance.

**§3**

1. Visitors are required to show a valid entrance ticket to enter the Former Mine facilities.

2. The amount of the entrance fees to the Former Mine buildings, including other services, is determined by a separate order of the Director and made public on the Former Mine website and in the Sztygarówka Café.

 3. A discount on the entrance fee to the Former Mine is available to:

* 1. primary and secondary school students,
	2. students up to the age of 25,
	3. people with disabilities,
	4. retired employees of Wałbrzych mines and of the Wałbrzych-based mining company Przedsiębiorstwo Robót Górniczych,
	5. holders of the Wałbrzych ‘Family 3 Plus’ card,
	6. holders of the National Large Family Card,
	7. holders of the National Senior Citizen Card,
	8. holders of the Explore Wałbrzych ticket.

 4. Children up to the age of five are exempt from the entrance fee to the Former Mine facilities.

 5. Children up to the age of 12 may visit the Former Mine only with a caretaker who supervises them in accordance with generally applicable provisions of law. Caretakers of minors are responsible for their safety and are liable for damage caused by minors they supervise, including damage to the Former Mine property or to third parties.

6. Due to the nature of the route and the air temperature of approx. 8°C in the underground areas, visitors are required to wear comfortable, flat shoes and suitable clothing.

**§4**

1. The photographing or filming of the facilities and exhibitions of the Former Mine carried out by visitors for their own tourist purposes is permitted and free of charge.

2. The performance of the activities referred to in clause 1 shall not cause difficulties in the use of the Former Mine space by other visitors.

3. The taking of photographs or filming of Former Mine facilities for purposes other than those set out in clause 1 is subject to the approval of the Director and may be subject to charges set out in a separate order of the Director.

**§5**

1. On the premises of the Former Mine it is prohibited to:
	1. smoke cigarettes and electronic cigarettes outside designated places,
	2. consume alcohol,
	3. bring in and use narcotic and intoxicating substances,
	4. bring in animals, with the exception of guide and assistance dogs,
	5. litter with waste,
	6. bring in weapons, explosives and other dangerous items,
	7. touch or activate exhibits, with the exception of those exhibits bearing information to this effect,
	8. enter the rooms not intended for visiting,
	9. make recordings of the Former Mine employees during visits without their prior consent,
	10. cross or climb over protective barriers, climb over devices or building structures, enter staff rooms or rooms marked with the sign ‘access forbidden’,
	11. attempt any kind of independent activation of mining machines and devices,
	12. destroy or devastate any elements of the equipment in the Former Mine, especially exhibits and mining elements,

m. display symbols, banners and emblems on the premises of the Mine, the use of which is in breach of the law in force in the Republic of Poland or which are generally regarded as offensive.

 2. Entry to the Former Mine is forbidden to persons:

* 1. under the influence of alcohol,
	2. behaving aggressively or in a manner that endangers the safety of the collections, violates the order of visiting by other tourists or is contrary to generally accepted standards of behaviour in public places.

 3. Visitors not complying with the order regulations will be asked by the relevant services (guides/security employees or authorised persons) to leave the Former Mine.

 4. The persons referred to in sec. 3 are not entitled to a refund of the ticket price.

5. Motor vehicles may only be parked in designated parking spaces.

6. The Former Mine is not responsible for items left by visitors on the Former Mine premises.

**§6**

1. Persons staying in the Former Mine are obliged to observe the regulations and safety rules.

 2. In a situation of imminent danger to the health or life of visitors, the Former Mine reserves the right to:

* 1. modify the tourist route,
	2. withdraw immediately from the provision of services,
	3. exchange a ticket for a different price or for a different date of the event.

 3. The Former Mine reserves the right to temporarily exclude from visiting parts of the buildings or exhibitions and to restrict the use of certain elements of the exhibitions or displays (exhibits, multimedia displays, educational aids) without prior notice to visitors. This exclusion shall not constitute grounds for a refund of all or part of the entrance fee.

 4. In the event of announcements of a detected danger, visitors are obliged to obey the instructions of the employees who will carry out the evacuation.

 5. It is prohibited to enter marked or otherwise restricted premises or areas to which unauthorised access is prohibited.

 6. The purchase of an entrance ticket to the Former Mine means that one has read and accepted these Rules and Regulations.

**§7**

 1. Conducting business (especially commercial or advertising), artistic, entertainment or non-governmental activities within the Former Mine requires the consent of the Director.

2. Information about undertakings, events and other activities taking place at the Former Mine, including ticket prices and possible changes in the schedule of the institution's opening hours, is published on the website of the Former Mine.

**§8**

The Former Mine is not responsible for:

1. any items left in the Former Mine (including valuables),

2. damages incurred as a result of failure to comply with these Rules and Regulations, and/or the instructions of the Former Mine employees.

**§9**

1. The Old Mine site is monitored.
2. The Mine shall record the course of the tourist route for documentation, promotion or advertising of the Mine. The image of persons in the Former Mine may be recorded and subsequently disseminated for documentation, reporting, advertising and promotional purposes. Entry to the Former Mine is voluntary.
3. The Data Controller is: Former Mine Science, Culture and Art Centre (Centrum Nauki, Kultury i Sztuki Stara Kopalnia) in Wałbrzych, hereinafter referred to as Former Mine.
4. Contact with the Data Controller can take place:
	1. by post to the following address: ul. Wysockiego 29, 58-304 Wałbrzych;
	2. by e-mail: sekretariat@starakopalnia.pl;
	3. by phone: +48 74 66 70.

**§10**

1. The data of the visit participants is processed in case of identification of persons who have expressed their willingness to participate in the tour; the data is in the form of: names, surnames, email addresses, phone numbers, and the basis for their processing is Article 6(1)(c) of the GDPR (REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL (EU) 2016/679 of 27 April 2016 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) hereafter referred to as GDPR and Article 6(1)(f) of the GDPR - legitimate interests pursued by the controller or by a third party).
2. This data is only disclosed to authorised employees of the Former Mine.
3. The aforementioned data shall be stored for a period of 3 years.
4. We would like to inform you that your personal data will also be collected during the visit - the image recorded by the video surveillance cameras and the activities carried out by you on our premises, as well as the related dates and times. Data from video surveillance cameras is collected for the sole purpose of ensuring security at the Former Mine. Access to this data will be granted to authorised employees of the Former Mine and authorised employees of an external security company.

5. Your personal data will be stored in the video surveillance system for up to 2 months after recording.

1. If you have any questions and/or concerns, you can contact our Data Protection Officer, Mrs. 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.
2. 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.
3. You have the right to lodge a complaint with the supervisory authority the President of the Personal Data Protection Office.

**§11**

1. The procedure for lodging complaints or requests concerning the operation of the Former Mine, including the quality of services provided, can be submitted:
	1. in person at the Director of the Former Mine by prior appointment,
	2. in writing by sending an e-mail to: sekretariat@starakopalnia.pl or to the address of the registered office of the Former Mine within 14 calendar days from the day on which the event covered by the complaint occurred.
2. The complaint will be dealt with by the Former Mine within 14 calendar days from the date of receipt, subject to change in justified cases. Former Mine shall inform the Customer in writing of the outcome of the complaint at the address indicated in the complaint.
3. The Former Mine is not responsible for the non-delivery of a complaint message if it is stopped by the anti-spam system of the Former Mine mail system.
4. Complaints and applications which do not contain the name and surname (name) and address of the applicant shall be left unprocessed.

**§12**

These Rules and Regulations are the sole legally binding document regulating the terms and conditions of visiting the Former Mine. Any other information material, including advertising and marketing material, is only of an auxiliary nature and cannot constitute any basis for a complaint.

**DIRECTOR OF THE**

**FORMER MINE SCIENCE,**

**CULTURE AND ART CENTRE**

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