

Annex to Order No. 2/2026  
of the Director of the Łańcut Castle Museum of January 8, 2026

**REGULATIONS FOR VISITING THE EXHIBITION**  
**Łańcut Castle Museum**

Łańcut, January 2026

## § 1

### General Provisions

1. Purchasing an advance ticket or collecting a free ticket constitutes participation and acceptance by anyone who has read and understood the provisions of the applicable regulations and other implementing regulations at the Museum, published on the website [www.zamek-lancut.pl](http://www.zamek-lancut.pl) and affecting the Museum premises, i.e.:

- Regulations on the use of historic park facilities in Łańcut.
- Regulations on Photography and Filming.
- Regulations on the sale of tickets online and via ticket machines

at the Łańcut Castle Museum

• Regulations on the processing of personal data in connection with cultural events organized by the Łańcut Castle Museum

## § 2

### Accessibility of Exhibitions

1. The Łańcut Castle Museum makes every effort to ensure the accessibility of exhibitions for people with various types of qualifications.

2. People with mobility impairments:

- We make every effort to ensure that the exhibitions are accessible to wheelchair users.
- Due to the historic nature of the museum, some elements are accessible.
- For questions or support, please contact us before your visit.
- Tours of the Castle Baths using Google VR

3. People with hearing impairments:

- Tours with access to confidential Polish Sign Language (PJM) are available upon prior reservation.
- Materials in PJM are available on the Museum website.

4. People with visual impairments:

- Selected exhibitions are accessible via sensory tours.
- Museum staff may provide additional functions and assistance during the tour.

5. Detailed information regarding the exhibition can be found in the Łańcut Castle Museum Accessibility Declaration. Please read this document before your visit.

6. If you have any questions regarding accessibility, please contact us by phone at 730975050 or by email at [dostepnosc@zamek-lancut.pl](mailto:dostepnosc@zamek-lancut.pl)

## § 3

### Open Days and Hours

1. In 2026, the Museum will be open from January 15 to November 15 (subject to paragraphs 2, 3, and 8).

2. All museum exhibitions, except for Castle Park, will be closed to visitors on the following holidays:

- Holy Saturday (April 4)
- Holy Sunday (April 5)
- May 3
- November 1
- November 11

3. During the Music Festival and in exceptional cases, the castle interiors on the first and ground floors will be closed to visitors. On these days, a season ticket is valid for the exhibitions:

Stables, Coach House, and includes:

- Regular ticket - PLN 15
- Concession ticket - PLN 10

Castle Park with exhibition includes:

- Regular ticket - PLN 3
- Concession ticket - PLN 2

4. Changes to museum exhibition opening hours:

- April 6, Easter Monday (Museum open as usual from 9:00 AM to 5:00 PM, last admission at 4:00 PM). Admission is subject to charge. Alternatively, admission is free on Thursday, April 9th (open from 12:00 PM to 4:00 PM, last admission at 2:30 PM).
- May 1st, open from 9:00 AM to 5:00 PM, last admission at 4:00 PM.
- June 4th, Corpus Christi (all exhibitions open as Sunday, 10:00 AM to 6:00 PM, last admission at 5:00 PM).
- August 15th (all exhibitions open as Sunday, 10:00 AM to 6:00 PM, last admission at 5:00 PM).

5. Night of Museums, May 2, 2026

- From 6:00 PM to 10:00 PM (last admission), it will be possible to tour the standard route, i.e., the ground floor and first floor of the Castle (individual tours).
- Travel through the Castle Park only along the designated route!
- Tickets are available for purchase in the Castle Hall for PLN 2. Children under 7 years of age are entitled to a free ticket, as are individuals eligible for exemption from admission fees as specified in the Regulation of the Council of Ministers of July 20, 2017 [Journal of Laws of 2017, item 1471].
- Limited number of entries.

6. Every Monday (excluding Mondays falling on public holidays), admission is free, individual tours are available, without an audio guide and without a reservation.

Free admission includes entry to the Museum's permanent exhibitions, i.e., exhibitions of various nature, open to visitors for extended periods, presenting the most important and characteristic objects from the Łańcut Castle Museum collection. On this day, please collect a free admission ticket for the Castle, Stables and Coach House, Interiors of the Second

Floor, and Castle Baths exhibitions at the Museum's Main Ticket Office (Podkarpackie Heritage Center - Manege, ul. 3-go Maja 10).

7. Entry hours to the exhibitions are strictly defined. Entry to the exhibitions outside these hours is not possible.

8. We reserve the right to change the opening hours of the museum exhibitions to visitors, as well as to exclude individual exhibitions in the museum interiors from tours on a given day in the event of:

- an additional, extraordinary closure of the Łańcut Castle Museum,
- the occurrence of adverse weather conditions necessitating the closure of the Łańcut Castle Museum, changing the opening hours, or the exclusion of individual exhibitions in the museum interiors from tours,
- the participation of the Łańcut Castle Museum in events/programs/projects announced by national or local institutions,
- the conduct of educational activities or the rental of premises by the Łańcut Castle Museum, necessitating the exclusion of such premises from tours,
- the occurrence of other circumstances necessitating changes in opening hours, the exclusion of individual exhibitions in the museum interiors from tours, or the closure of the Łańcut Castle Museum to visitors.

9. The Museum reserves the right to close the Museum to visitors on certain holidays and other days around holidays, as well as on other days designated by the Museum Director in separate orders.

10. Information about the need for additional, extraordinary closures or changes to the opening hours of museum exhibitions will be posted on the Łańcut Castle Museum website: [www.zamek-lancut.pl](http://www.zamek-lancut.pl) and on social media, and additionally by phone: (17) 225 20 08 ext. 124 or (17) 749 38 62.

#### **§ 4**

##### **Ticket Purchase Rules and Opening Hours of the Museum's Main Ticket Office and Sales Points**

#### **Organized Groups**

1. Reservations for admission to the Castle, Stables and Coach House, Second Floor Interiors, and Castle Baths exhibitions are mandatory for organized groups. Unregistered groups may not be accepted.
2. Organized groups may consist of no fewer than 10 and no more than 25 people (including group leaders, tour guides, etc.). Larger groups are divided into groups.
3. On Mondays, reservations are not accepted for additional exhibitions such as the former Orangery, former Riding School, City History, Orchid House, and Orthodox Art, or for visits to existing exhibitions.
4. Tours must be booked exclusively:
  - electronically – to [bilety@zamek-lancut.pl](mailto:bilety@zamek-lancut.pl)
5. The booking must include the name of the person booking, address, planned tour start date and time, number of people (adults or children), and a contact phone number.

6. When making a booking, it is mandatory to specify the ticket type, including those eligible for a discount.

7. Reservations must be made at least two days in advance, with the understanding that in the event of increased tourist traffic, the tour date will be scheduled based on availability.

The person booking the tour has the right to cancel their reservation two business days before the planned group tour. To do so, they must notify the Museum by email to [bilety@zamek-lancut.pl](mailto:bilety@zamek-lancut.pl).

8. After making a booking, a ticket must be purchased at the Museum's Main Ticket Office. Entry to the exhibition is only possible with a valid ticket (including free tickets).

9. Tickets are sold for the times specified in the booking. The person with the reservation should purchase tickets at the Main Ticket Office of the Museum (Podkarpackie Heritage Centre – Maneż, ul. 3-go Maja 10) on the day of the visit, no later than 30 minutes before the booked entry time of the first group, in order to complete all formalities.

These formalities include:

Presenting documents confirming eligibility for the appropriate type of ticket (e.g., concession).

Documents confirming eligibility for concessions are presented for review only and cannot be copied or saved.

Please be punctual, as failure to report to the Ticket Office at least 15 minutes before the scheduled entry time to the exhibition will result in automatic cancellation of your reservation.

10. Ticket purchase is only possible on the day of the visit. Pre-sale is not possible.

### **Individuals**

1. Individuals are not permitted to make reservations.

2. Individuals are required to purchase tickets:

a) on-site on the day of the visit, i.e.

- at the Museum's Main Ticket Office
- at the entrance to the exhibition
- at ticket machines (tickets to Castle Park only)

b) via the online ticketing system at <https://bilety.zamek-lancut.pl/>

Please make reservations and purchase tickets carefully.

### **Tickets**

3. The Museum's Main Ticket Office accepts cash and card payments in Polish currency. Cashless transactions using contactless payment cards are preferred.

4. Only one person is allowed directly in front of the ticket office.

5. Tickets for the exhibitions in the Castle, Stables and Coach House, Second Floor Interiors, Castle Baths, the former Orangery, and the former Riding School can be purchased in person at the Museum's Main Ticket Office (Podkarpackie Heritage Center – Manege).

6. Invoices are issued in accordance with applicable regulations to individuals, institutions, and businesses that purchased tickets to exhibitions and/or workshops/events at the ticket office. Please notify us before making your purchase if you wish to receive an invoice.

7. Entrance tickets to the remaining exhibitions listed below:

- Orthodox Art,
- Orchid House,
- Former Riding School,
- Former Orangery,
- City History, including: 10th Mounted Rifle Regiment

can also be purchased at the entrance to each exhibition during opening hours (see § 2, point 9).

8. Tickets for visiting Castle Park, paid by bank card or cash, will be available at the ticket machines located on the main avenue leading to the Castle.

A ticket to Castle Park is included in the price of the season ticket to the Castle, Stables and Coach House, as well as in the price of the exhibitions "Interiors on the Second Floor," Castle Baths, and the former Orangery.

9. The ticket machine is used to purchase tickets to Castle Park, which can be paid by bank card or cash. We accept payment by credit cards: VISA and MasterCard. Tickets can be purchased during Castle Park opening hours (last tickets available 45 minutes before closing). Tickets are available from the ticket machine from Tuesday to Sunday.

10. Weekly passes can only be purchased at the Museum's Main Ticket Office during opening hours. Purchased and printed tickets, such as standard and concessionary tickets, entitle you to one-time admission to Castle Park on the day of purchase; this does not apply to weekly passes.

The rules for purchasing tickets using ticket machines are governed by the ticket sales regulations available at: [https://www.zamek-lancut.pl/images/regulaminy/1\\_REGULAMIN-Sprzedaz\\_biletow\\_on-line.pdf](https://www.zamek-lancut.pl/images/regulaminy/1_REGULAMIN-Sprzedaz_biletow_on-line.pdf)

## **§ 5**

### **Visiting Rules**

1. Castle exhibitions: Interiors of the 2nd floor and the Castle Baths, as well as the Stables and Coach House – are available for tours with a stationary audio guide in:

- Polish,
- English,
- German,
- French, excluding Interiors of the 2nd floor and the Castle Baths,
- Ukrainian,

1a. The main Museum exhibitions – Castle, Stables, and Coach House – are also available for guided tours during specific entry hours.

- Guided tours of the Museum are conducted in Polish.
- Guided tours are conducted during specific hours.
- Only guides who have passed an internal competency exam in knowledge of the Łańcut Castle Museum in a broad historical and cultural context are authorized to lead tours of the Museum exhibitions.
- Extra Tours are available for groups led by guides along the standard tour route and during specific entry hours. The group must consist of at least 10 people, including 7 adults. Children aged 7 to 18 receive a reduced-price ticket (children under 7 are free). The Extra Tour option will be available for purchase during peak tourist season.
- The Museum reserves the right to book a tour with a stationary audio guide for reasons beyond its control, including the guide's availability. The price is PLN 47 per person for a standard ticket and PLN 37 per person for a reduced-price ticket.

Details regarding the Extra Tour can be obtained by calling (17) 225 20 08 ext. 124 or (17) 749 38 62.

- Reservations made by organized groups will be automatically canceled if they are not confirmed no later than two days before the tour.

2. Individual tours in the languages listed in section 1. 1 with a mobile audio guide or phone app covers only the following exhibitions:

- Castle (1st floor, ground floor)

The app for individual tours of the 1st floor and ground floor exhibitions is available on Google Play: Łańcut Castle Museum.

3. Without a stationary audio guide, the following additional exhibitions can be visited:

- Orthodox Art,
- Orchid House,
- City History,
- Former Orangery
- Former Riding School

4. For conservation reasons, the daily number of admission tickets is limited:

a) A group of no more than 25 people may enter the Castle, Stables, and Coach House exhibitions at a time, every 10 minutes,

including online sales of 100 from Tuesday to Sunday.

Due to the introduced limits, online sales are limited to 100 tickets per day from Tuesday to Friday, with 25 tickets for each of the designated times: 11:00 AM, 12:00 PM, 1:00 PM, and 2:00 PM. On Saturdays and Sundays, ticket sales are limited to 125 tickets per day, with 25 tickets for each of the designated times: 11:00 AM, 12:00 PM, 1:00 PM, 2:00 PM, and 3:00 PM.

Exhibitions: Interiors, Second Floor, 10:00 AM (10 tickets); Castle Baths, 10:30 AM (10 tickets).

Online ticket purchase rules are governed by the ticket sales regulations available at: <https://www.zamek-lancut.pl/>

- b) A group of no more than 10 people may enter the 2nd floor Interiors exhibition at a time, every 15 minutes.
  - c) A group of no more than 10 people may enter the Castle Baths exhibition at a time, every 30 minutes. Mondays are an exception, where entry is allowed every 15 minutes.
  - d) A group of no more than 10 people may enter the Orthodox Art exhibition at a time, every 30 minutes.
  - e) A maximum of 20 people may enter the Orchid House exhibition at a time. Mondays are an exception, where entry is allowed every 30 minutes.
  - f) A maximum of 100 people may enter the former Orangery building, divided into smaller groups, equivalent to the ground floor and first floor exhibitions. Entry to the exhibition is every 15 minutes.
  - g) The Riding School building can accommodate a maximum of 75 individual visitors – the ground floor exhibition can accommodate a maximum of 60 and the lower level exhibition can accommodate 15.
  - h) A group of no more than 25 people can enter the City History exhibition at a time, every 20 minutes.
5. Ticket limits for the Castle, Stables, and Coach House per person:
- a) on Mondays or days designated as free admission - one free ticket per person per queue
  - b) Tuesdays - Sundays - a maximum of 25 tickets per person
6. The Łańcut Castle Museum reserves the right to announce that the limit for admission to the Castle, Stables, and Coach House exhibitions, the Second Floor Interiors, the Castle Baths, the former Orangery, the former Riding School, and the Orthodox Art, Orchid House, and City History exhibitions has been reached. When purchasing tickets on-site, it may turn out that the limit for a given hour has already been reached.
7. In the event of inclement weather, visitors will receive disposable protective footwear in the Great Hall, which must be put on over their shoes before entering the exhibition. Safety footwear should be disposed of in containers designated and clearly marked for this purpose.
8. In the event of any factors threatening the health or life of visitors, as well as in other special circumstances, the Museum's access may be limited or suspended at any time without giving a reason.
9. The Museum staff member on duty at the exhibition on a given day makes ongoing decisions related to the current situation at the exhibition, and has the right to:
- a) change the tour route,
  - b) close parts of the exhibition,
  - c) notify the appropriate services in the event of an emergency,
  - d) in emergency situations, after consultation with the Museum Director, close the Museum,
  - e) take other actions aimed at protecting the life and health of those present at the exhibition, protecting the historic structure of the Museum, maintaining order at the exhibition, and complying with the Museum Regulations.
10. We recommend that visitors waiting to enter the Castle or Stables take a walk through the park. However, they should arrive no later than 5 minutes before the time indicated on their ticket.

11. The entrance doors to the Stables and Coach House will open to visitors every 10 minutes. Visitors to the castle exhibitions should wait in the Great Hall.

12. Visitors are required to:

- follow the instructions of Museum staff and Museum security staff.
- follow the designated tour route, following the direction of the tour and the directions of the Exhibition Supervisors.
- move calmly and exercise extreme caution when using stairs.

13. To ensure the smooth flow of the access process, visitors admitted to the premises are required to prepare for their visit using available personal protective equipment.

14. Large backpacks, handbags, and other items are not permitted in the Castle exhibition, the 2nd Floor Interiors, the Castle Baths, the former Orangery, and the former Riding Arena. In the remaining exhibition areas, bags, backpacks, umbrellas, etc., must be stored in a manner that does not endanger the interior and the museum collections contained within. Bags brought into the exhibitions must not exceed 35 x 30 x 15 cm in size.

15. Visitors are required to leave strollers in the designated areas designated by the exhibition staff.

16. Visitors are required to leave outerwear (coats, jackets, etc.) and accessories, such as umbrellas and men's hats, in the Castle cloakroom. Additionally, key-operated deposit lockers are available for visitors to store valuables.

17. The Museum and its employees are not responsible for items left in the cloakroom, deposit lockers, or on the Museum premises.

18. Bringing or consuming food, beverages (including alcohol), intoxicants, chewing gum, smoking, and e-cigarettes is prohibited on the exhibition grounds.

19. Animals are prohibited on the exhibition grounds, with the exception of guide dogs for people with disabilities upon presentation of appropriate documentation.

20. Visitors to the Museum are required to behave in a manner that does not endanger the safety of the exhibits, in particular:

- a) not touching exhibits,
- b) not climbing ropes,
- c) not sitting on antique furniture,
- d) not slipping on floors,
- e) not running.

21. Notes and drawings may only be made using a regular pencil.

22. Persons under the influence of alcohol or behaving inappropriately are prohibited from entering the Museum.

23. Entering the exhibition wearing high heels is prohibited.

24. Group leaders are required to remain with the group throughout their stay in the Museum and are responsible for the discipline of children and young people during the visit.

25. Visitors are required to familiarize themselves with and adhere to the markings and information boards located throughout the Museum, specifying the currently applicable rules.

26. Visitors are required to follow the voice announcements broadcast over the Museum's loudspeaker system.

27. A Museum employee will be waiting for visitors in the Great Hall of the Castle, who will check tickets and direct groups to the appropriate tour routes.

28. Intervention, depending on the evolving situation, involves:

a) elegantly, verbally requesting caution or adherence to safety regulations during the tour,

b) firmly advising visitors in the event of a drastic or repeated violation of the safety regulations for museum exhibits or other persons,

c) in the event of persistent and deliberate violation of the safety regulations for museum exhibits or other persons, notifying the Castle Guard Shift Commander,

d) in the event of damage, notifying the Castle Guard Shift Commander,

e) immediately removing visitors from the exhibition who do not comply with the Regulations,

f) immediately removing visitors from the exhibition who do not comply with the decisions of Museum Staff.

29. After completing the tour of the castle interiors, tourists are directed to the Great Hall, where the Museum staff member on duty informs them about the new accessible objects and how to reach them.

30. Visitors follow the designated route to the Stables and Coach House (Equestrian Complex). Visitors will then be met in the Stables by a Museum employee on duty at this exhibition, who will lead the group and activate the stationary audio guides. After the tour of the Stables is completed, the Museum employee will indicate the entrance to the Coach House. Visitors are required to proceed efficiently to the Stables and then to the Coach House without unnecessary breaks or interruptions, in order to maintain a safe tour. Please note that visitors who interrupt their tour and do not arrive before the last entrance to the buildings will not be allowed entry at a later time, for safety reasons.

31. In the Coach House, in the Harness Hall, another Museum employee on duty at this exhibition will be met by a Museum employee, who will lead the group and activate the audio guides. After the presentation of the horse-drawn vehicle collection is completed, the employee will escort the group to the exit.

Depending on the chosen tour method, the employee may direct tourists to the castle cloakroom to receive a mobile audio guide with headphones. (The exceptions are Mondays and days designated as free – individual tours.) Staff on duty along the tour route provide visitors with essential information in the form of short announcements. They ensure compliance with established rules for public access and provide warnings when necessary.

## § 6

### **I. General Information for Visiting the Jan Potocki Center for the Education of Tradition (formerly the Orangery and the Riding School)**

1. These Regulations contain detailed rules for visiting the exhibitions of the Jan Potocki Center for the Education of Tradition in Łańcut, located in the buildings of the former Orangery and the former Riding School.

2. Purchasing an admission ticket or collecting a free ticket constitutes acceptance by each Visitor of these Regulations, as well as other regulations and orders in force on the Museum premises. Detailed regulations are available on the Museum website at <https://www.zamek-lancut.pl/regulamin>

3. Tickets are also available directly at the ticket office in the former Orangery. The ticket office is open from 8:45 AM.

4. Entry times to the exhibitions are strictly defined. Entry to the exhibitions outside of the designated hours is not possible due to the need to ensure the smooth running of the tour and for the safety of the exhibitions and visitors.

5. Tours are open until the maximum number of visitors is reached.

## **II. Rules for visiting the former Orangery:**

1. A ticket for visiting the former Orangery does not entitle you to visiting the exhibitions in the former Riding School or other museum exhibitions.

2. The former Orangery building can accommodate a maximum of 100 people, divided into smaller groups, equivalent to those on the ground floor and first floor.

3. In the event of high traffic, tours of the exhibitions on the first floor will be more frequent. Visitors will be informed on-site of the changed entry schedule.

4. Due to the protection of personal and property rights, recording or recording the image and sound of multimedia projections, even for personal use, is prohibited.

5. Weekend activities for families take place on Saturdays and Sundays. Detailed information is available by calling: 17 749 38 95, extension 150.

## **III. Rules for visiting the former Riding School**

1. A ticket for visiting the former Riding School does not entitle you to visit the exhibitions in the former Orangery or other museum exhibitions.

2. If there are 75 people in the exhibition, entry will be withheld until the appropriate number of visitors have left the former Riding School building.

3. Due to the protection of personal and property rights, recording or recording the image and sound of multimedia projections, even for personal purposes, is prohibited.

## **§ 7**

### **Ticket Prices for Selected Exhibitions**

#### **Castle, Stables, and Coach House Tours with a stationary audio guide:**

- Regular ticket: PLN 47
- Reduced ticket: PLN 37

#### **Extra Guided Tour**

- Regular ticket: PLN 60
- Reduced ticket: PLN 40

The group must consist of at least 10 people, including 7 adults. Reduced ticket are available for children aged 7 to 18 (children under 7 are free). The Extra Tour option will be available for purchase during peak tourist season.

Details regarding the Extra Tour will be available by calling (17) 225 20 08 ext. 124 or (17) 749 38 62.

### **Second Floor Interiors**

- Regular ticket PLN 15
- Reduced ticket PLN 10

### **Castle Baths**

- Regular ticket PLN 10
- Reduced ticket PLN 5

### **former Orangery**

- Regular Ticket PLN 15
- Reduced ticket PLN 10
- Family Ticket (maximum 4 people, including two adults and a maximum of two children under 18, or one adult and a maximum of three children under 18) PLN 41

### **former Riding Hall**

- Regular Ticket PLN 15
- Reduced ticket PLN 10

### **Castle Park with Exhibition**

- Regular Ticket PLN 3
- Reduced ticket PLN 2
- 7-Day Regular Ticket PLN 5
- Ticket 7-day concession: PLN 3

### **History of the City**

- Regular ticket: PLN 15
- Reduced ticket: PLN 10

### **Orchid Art Exhibition**

- Regular ticket: PLN 15
- Reduced ticket: PLN 10

### **Orchid House Exhibition**

- Regular ticket: PLN 15
- Reduced ticket: PLN 10

### **The historic palace and park complex in Julin is closed until further notice**

- Regular ticket: PLN 2
- Reduced ticket: PLN 1

1. Ticket prices for temporary exhibitions, i.e., exhibitions presented for a specified period of time, focusing on selected topics in history, art, and culture, anniversaries of important

events, or presentations of exceptional objects from the collection. They complement permanent exhibitions. – are set at PLN 2 (standard) and PLN 1 (concession), with the understanding that this price may change depending on the location and the nature of the exhibition (price changes will be introduced each time based on a separate order). Ticket prices for concerts are determined individually.

2. During the 2026 season, the Łańcut Castle Museum will participate in one-time events/programs/projects announced by national or local institutions. Rules for participation in these events will be introduced and regulated by a separate order of the Director of the Łańcut Castle Museum.

3. For visits outside of the museum's scheduled opening hours, a fee for the minimum required staff on duty will be added to the ticket prices, according to the applicable established rates.

#### 4. Ticket Types

##### **DISCOUNT TICKETS**

to the Museum are available upon presentation of appropriate documents

confirming eligibility only to:

a) Primary school students (from age 7), secondary school students, university students, and doctoral students.

b) Retirees, pensioners, and persons with disabilities along with their guardians.

c) Guardians and group leaders.

d) Primary and secondary school teachers, as well as educators at educational and rehabilitation institutions operating in Poland.

e) Individuals awarded the "For the Care of Monuments" badge, the "Meritorious Cultural Activist" badge, the honorary "Meritorious for Polish Culture" badge, and those awarded the honorary title "Meritorious for National Culture."

f) Veterans, anti-communist opposition activists, and persons repressed for political reasons.

g) Guides and tour guides with state authorizations.

h) Holders of a Polish Youth Card Association membership card participating in the EURO<26 European Youth Card program.

i) Holders of ISIC, ITIC, and IYTC International Personal Identification Cards.

j) Blood donors with a Honorary Blood Donor ID, provided that no more than one year has passed since the last donation.

##### **FAMILY TICKET TO THE ORANGERIA**

The Museum is available for a maximum of four people, including:

a) two adults and a maximum of two children under 18 years of age.

b) one adult and a maximum of three children under 18 years of age.

##### **LARGE FAMILY CARD**

a) Children under 7 years of age – free of charge (based on a ticket collected at the Main Ticket Office)

b) Children, parents, or legal guardians who hold a Large Family Card as part of a reduced-price ticket

## **FREE ADMISSION**

to the Museum and to visit permanent exhibitions is granted upon presentation of appropriate documents confirming entitlement only to:

- a) Persons awarded the Order of the White Eagle or the Order of Merit of the Republic of Poland and the Order of Merit to Culture – Gloria Artis.
- b) Employees of domestic and foreign museums.
- c) Members of the International Council of Museums (ICOM), the International Council on Monuments and Sites (ICOMOS), and the Association of Art Historians (SHS).
- d) Holders of the Polish Card.
- e) Veterans and injured veterans.
- f) Children under seven years of age (excluding thematic tours, workshops, and concerts).

Documents confirming entitlement to discounts are presented for review only and may not be copied or recorded.

## **§ 8**

### **Educational Activities on the Museum's Premises**

1. The Łańcut Castle Museum conducts a wide range of educational activities aimed at various age groups, including school students, seniors, and families with children.
2. Educational activities, such as workshops and thematic tours, may take place on the Castle grounds and in other Museum facilities during opening hours.
3. Please be advised that due to the Museum's educational mission, additional educational activities may occur during the tour, which may temporarily affect the visitor's comfort.
4. Educational activities are conducted in a way that minimizes disruption to visitors. For any additional questions or concerns, please contact Museum staff.
5. Museum staff are obligated to inform visitors about the educational activities being organized and to guide groups in a way that minimizes the risk of grievances or complaints from other visitors.

## **§ 9**

### **THEMATIC TOURS**

The Łańcut Castle Museum organizes permanent exhibitions and temporary thematic tours for students of all types of schools, workshops for teachers, meetings for adults and seniors, and events for families with children. Thematic tours relate to the exhibition content and the core curricula for Polish language, history, and art history.

Detailed information is available from the Museum Education Department (tel. extension 150, 139, 129), email: [edukacja@zamek-lancut.pl](mailto:edukacja@zamek-lancut.pl)

Thematic tours may only be conducted by Museum employees with appropriate authorizations.

Ticket prices for the thematic tour are:

Participants:

- PLN 10 per person

\* Thematic tour (Kitchen, Ball)

- PLN 11 per person

Caregivers (maximum 2 people)

- PLN 1 per person

Confirmation of reservation or cancellation of the thematic tour is required.

## § 10

### Carriage Rides

1. The Łańcut Castle Museum organizes carriage rides only before dusk, appropriate for weather conditions. The ride may take you through the Landscape Park and through the streets of Łańcut. Tickets for the rides can be purchased at the Carriage House.

2. We provide a stylish landau for excursions under the following conditions:

a) a maximum of 4 people can ride at one time,

b) seats on the box next to the coachman are not permitted,

3. In the event of sudden weather deterioration (precipitation) or the incapacity of the horses, horse-drawn carriage rides may be canceled without compensation.

4. Carriage rentals at other dates or times, for filming, photography, or outside of Łańcut are subject to individual arrangement.

From February 1st to May 31st and from October 1st to November 15th

#### Day Hours

##### **Monday - Saturday**

1:00 PM - 4:00 PM

##### **Sunday**

1:00 PM - 5:00 PM

From June 1st to September 30th

#### Day Hours

##### **Monday - Friday**

1:00 PM - 4:00 PM

##### **Saturday - Sunday**

1:00 PM - 5:00 PM

Offer:

Price

15-minute walk - PLN 90

Rental time: no longer than 2 hours, counted from departure from the Coach House and back. - PLN 600

15-minute ceremonial rides - PLN 160

## **§ 11**

### **Complaints and Requests**

1. The Museum Director accepts any complaints and requests by letter to the Łańcut Castle Museum, ul. Zamkowa 1, 37-100 Łańcut, or by email to the following address:
2. Complaints and requests will be reviewed within 14 (fourteen) calendar days of receipt.

### **Complaints**

1. Complaints regarding the online ticket purchase process, by phone, or by email, or the quality of services provided by the Museum, can be submitted by email to: [muzeum@zamek-lancut.pl](mailto:muzeum@zamek-lancut.pl) or by letter to the Łańcut Castle Museum, ul. Zamkowa 1, 37-100 Łańcut, with the note "Complaint" within 14 (fourteen) calendar days of the date on which the event covered by the complaint occurred.
2. The complaint should include the following information: the complaint's subject, the order number, and the reason for the complaint. The Museum is not responsible for incorrectly filed complaints, in particular for providing incorrect or false information by the customer submitting the complaint.

## **§ 12**

### **Information on the Processing of Personal Data**

1. The controller of visitors' personal data is the Łańcut Castle Museum, located at 1 Zamkowa Street, 37-100 Łańcut.
2. Personal data are processed for the purposes of providing museum services, selling tickets, making reservations, implementing statutory discounts, handling complaints and grievances, and ensuring the safety of persons and property.
3. The legal basis for data processing is Article 6, paragraph 1, letters b, c, and e of the GDPR.
4. Data are not processed longer than necessary to achieve the indicated purposes.
5. Data subjects have the rights specified in Articles 15–22 of the GDPR.
6. Detailed information regarding the processing of personal data is available in the Personal Data Protection Policy and from the Data Protection Officer.

## **§ 13**

### **Final Provisions**

1. In the event of non-compliance with the above provisions, Museum Staff and Museum Security are entitled to take appropriate preventive measures, including warning or cautioning individuals who violate the adopted standards and rules. In the event of non-compliance, they have the right to ask the individual to leave the Museum premises. In the event of refusal, they may call the appropriate services to intervene.
2. Visitors are liable for damages caused to persons or property of the Museum or third parties (including employees and other visitors).
3. Any clarifications and additional information regarding the Visitor Regulations can be obtained at: [kariera@zamek-lancut.pl](mailto:kariera@zamek-lancut.pl) or by phone: (17) 225 20 08 ext. 124 or (17) 749 38 62.

4. The above regulations apply to the new tourist season, i.e., from January 15 to November 15, 2026. They contain information necessary for making reservations or purchasing tickets at the Main Ticket Offices by pre-registered groups or individual tourists

3. The Museum is also not responsible for non-delivery of messages if they are blocked by the customer's email anti-spam system.

4. The Museum will review the complaint within 14 (fourteen) calendar days from the date the Museum receives the complaint. The Museum will inform the customer of the outcome of the complaint in writing or by email to the address provided in the complaint immediately after reviewing the complaint.

5. The Museum's review of the complaint does not exclude the right to pursue claims under the general provisions of the Civil Code and the provisions of the Consumer Rights Act of May 30, 2014. (consolidated text: Journal of Laws of 2020, item 287, of 2021, item 2105).

## **GDPR INFORMATION CLAUSE**

Reservations, ticket sales, discounts and exemptions, complaints, claims, and requests

In accordance with Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR), we hereby inform you that:

### **1. Personal Data Controller**

The personal data controller is the Łańcut Castle Museum, ul. Zamkowa 1, 37-100 Łańcut.

### **2. Data Protection Officer**

The Controller has appointed a Data Protection Officer, who can be contacted at the following email address: [iod@zamek-lancut.pl](mailto:iod@zamek-lancut.pl)

### **3. Scope of data processed**

Depending on the purpose of processing, the Museum processes in particular:

- first name and last name,
- contact details (phone number, email address),
- details of the institution or entity making the reservation (name, address),
- data required for invoicing,
- information on the number of participants and the group structure (e.g., adults/children),
- data contained in complaints, claims, and applications.

Data confirming entitlement to discounts or exemptions is provided for review only and is not copied or recorded, unless otherwise required by law.

### **4. Purposes of Data Processing**

Personal data are processed for the following purposes:

- booking visits and museum services,
- selling tickets (including online sales),
- providing discounts and exemptions from admission fees,
- issuing accounting and settlement documents,
- considering complaints, claims, and requests,
- establishing, pursuing, or defending claims,
- fulfilling obligations arising from legal provisions.

### **5. Legal Basis for Processing**

The legal basis for personal data processing is:

- Article 6(1)(b) of the GDPR – performance of a contract or taking steps prior to its conclusion (reservation, ticket sales),
- Article 6(1)(c) of the GDPR – compliance with legal obligations incumbent on the Controller (accounting, taxes, archiving),

- Article 6(1)(e) of the GDPR – performance of a task carried out in the public interest (museum activities),
- Article 6(1)(f) of the GDPR – the Controller's legitimate interest (handling complaints and claims, pursuing claims).

## 6. Data Recipients

Personal data may be transferred to:

- entities authorized under the law (e.g., tax authorities, courts),
- entities providing services to the Controller under data processing agreements (e.g., online ticket sales system operators, IT service providers).

## 7. Data Transfer to Third Countries

Personal data is not transferred to third countries or international organizations.

## 8. Data Retention Period

Personal data will be stored:

- for the period necessary to achieve the purpose for which it was collected,
- for the period required by law (in particular tax and accounting regulations),
- in the case of complaints, claims, and requests – for the period necessary to process them and for the archiving period in accordance with the regulations.

## 9. Rights of Data Subjects

Data subjects have the right to:

- access their data (Article 15 of the GDPR),
- rectify their data (Article 16 of the GDPR),
- restrict their processing (Article 18 of the GDPR),
- object to their data processing – in the cases specified in Article 21 of the GDPR,
- lodge a complaint with the President of the Personal Data Protection Office.

The right to erasure may be subject to limitations resulting from the Controller's legal obligations.

## 10. Obligation or Voluntary Data Provision

Providing data is:

- voluntary, however, failure to provide it may prevent you from making a reservation, purchasing a ticket, benefiting from a discount, or processing a complaint,
- mandatory if required by law (e.g., billing data).

## 11. Automated Decision-Making

Personal data is not used for automated decision-making or profiling.

## **GDPR INFORMATION CLAUSE - VIDEO SURVEILLANCE - VISITORS**

Pursuant to Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR), we hereby inform you that:

### 1. Personal Data Controller

The personal data controller is the Łańcut Castle Museum, ul. Zamkowa 1, 37-100 Łańcut.

### 2. Data Protection Supervisor

The Controller has appointed a Data Protection Supervisor, who can be contacted at the following email address:

iod@zamek-lancut.pl

### 3. Scope and method of data processing

Video surveillance involves recording images on the Museum premises and in its immediate vicinity.

The monitoring does not record sound.

4. Purposes of Data Processing

Personal data are processed for the following purposes:

- ensuring the safety of persons staying on the Museum premises,
- protecting museum property and collections,
- preventing incidents threatening security,
- establishing, pursuing, or defending claims.

### 5. Legal basis for processing

The legal basis for personal data processing is:

- Article 6(1)(e) of the GDPR – processing is necessary for the performance of a task carried out in the public interest,

in connection with:

- the Act of 21 November 1996 on museums,
- the Act of 23 July 2003 on the protection and care of monuments,
- the Act of 22 August 1997 on the protection of persons and property,
- the statute of the Łańcut Castle Museum.

### 6. Data Recipients

Surveillance data may only be shared with:

- entities authorized under legal provisions (e.g., the Police, courts, prosecutors' offices),
- entities providing services to the Controller under data processing agreements (e.g., technical service of the surveillance system).

### 7. Data Transfer to Third Countries

Personal data is not transferred to third countries or international organizations.

### 8. Data Retention Period

Surveillance recordings are stored for a period of no longer than 3 months from the date of recording, unless the recording constitutes evidence in proceedings, in which case they are stored until the final conclusion of the case.

## 9. Rights of Data Subjects

Data subjects have the right to:

- access their data (Article 15 of the GDPR),
- restrict processing (Article 18 of the GDPR),
- object to processing for reasons related to their particular situation (Article 21 of the GDPR),
- lodge a complaint with the President of the Personal Data Protection Office. The right to erasure and the right to rectification may be subject to limitations resulting from the nature of the monitoring and applicable law.

## 10. Automated Decision-Making

Monitoring data is not used for automated decision-making or profiling.

## 11. Additional Information

Video monitoring is conducted in a manner that does not violate the dignity and other personal rights of persons present on the Museum premises, in accordance with the principle of data minimization.