

COPERNICUS SCIENCE CENTRE VISITOR REGULATIONS

§ 1

Mission of the Copernicus Science Centre

The Copernicus Science Centre ("**the Centre**") is a cultural institution whose mission is to inspire people to observe, experiment, ask questions and seek answers. The Centre achieves its mission especially by providing interactive exhibits and organising the planned activities.

§ 2

Visiting the Centre's exhibitions

1. The Centre has its registered office in Warsaw at ul.Wybrzeże Kościuszkowskie 20.
2. The Centre is open to the public from Tuesday to Sunday. On Mondays it is closed.
3. The Centre reserves the right to open and close also on other days than those referred to in paragraph 2 above. Detailed information about the opening days and hours is available online at www.kopernik.org.pl and at the ticket offices at the main entrance to the Centre.
4. Ticket offices close one hour before the closing time of the Centre.
5. Entry to the Centre's exhibition area is not free of charge. Ticket price list is available at the Centre's ticket offices and online at www.kopernik.org.pl.
6. For safety reasons, the number of people allowed inside the Centre is limited.

§ 3

Ticket office, ticket purchase

1. Ticket offices do not sell tickets in advance.
2. Ticket offices sell only individual tickets (except for the case described in paragraph 14 below), and it is possible to purchase up to 10 individual tickets at one time.
3. Tickets will be available for sale subject to availability of vacancies.
4. The Centre reserves the right to stop the ticket sale and stop more visitors from entering the Centre's exhibitions as soon as the maximum number of visitors allowed in the Centre is achieved. If you purchase a ticket to Centre's exhibitions, you can also buy a ticket to the *Heavens of Copernicus* Planetarium ("**the Planetarium**") for that day at the ticket offices of the Centre. Rules of visiting the Planetarium are provided in separate visitor regulations available online at www.niebokopernika.pl and at the Planetarium's ticket offices.

5. A person buying the ticket is required to keep the receipt, invoice or bank transfer confirmation as a proof of ticket purchase.
6. Ticket offices take payment in Polish zloty (PLN) and accept credit cards (information about accepted credit card types is available at the ticket offices at the main entrance to Centre).
7. A person buying a half-price ticket acknowledges and agrees that it can be used only after showing the Centre's staff member a valid proof of eligibility in accordance with these Visitor Regulations.
8. The ticket contains QR code which opens the entrance and exit gates and allows the ticket holder to move around the exhibitions. Please keep your ticket until the end of your visit in the Centre.
9. The ticket is activated by scanning its QR code in the reader installed in the entrance gate or by the reader operated by the Centre's staff member.
10. The QR code can be scanned from a smartphone display or from the ticket print-out. Every ticket should be activated separately.
11. Paper ticket can be obtained at the ticket office upon quoting the transaction number or you can print it yourself in the printer located in the Centre by scanning the QR code provided in the transaction confirmation.
12. The buyer is accountable for making the ticket (or just the QR code) available to third parties. If several people come to the Centre with the same ticket, only the person who activated it first is authorised to visit the attractions included in the ticket.
13. A ticket purchased in advance gives the holder the right to enter the Centre at a certain time (except for the situation referred to in paragraph 4 above); the ticket may be activated no earlier than 30 minutes before the hour for which it was purchased, and no later than 60 minutes after it. If the ticket is not activated within that time frame, it loses its validity. There is no refund for unused tickets, unless the ticket was not used due to the fault of the Centre.
14. The person collecting at the ticket office tickets for a group may at the time of the collection buy for each transaction up to 5 additional tickets at the price of a group ticket (subject to availability of vacancies).

§ 4

Telephone booking and online sales

1. At www.bilety.kopernik.org.pl (online sales) you can purchase both individual and group tickets.

2. Via the telephone you can purchase only group tickets. Tickets can be booked by calling on (+48) 22 596 41 00 from Monday to Friday from 8.00 to 16.00. The Centre reserves the right to change the working hours of the helpline. Detailed information about the helpline opening hours is available at www.kopernik.org.pl.
3. Booking and purchase of tickets is subject to availability of vacancies.
4. Terms and conditions of online sales, including the rules of payment, are provided in separate terms and conditions available at www.kopernik.org.pl and www.bilety.kopernik.org.pl.
5. You can make up to 3 group transactions (online or via the telephone) at one time, each for no more than 70 people, and 3 individual transactions (online) each for no more than 10 people.
6. When booking tickets via the telephone, the person making the booking must provide the data of the person or institution for whom/which the tickets are being purchased. A Centre staff member fills in the form using the data provided by the person making the booking. When booking it is necessary to provide the number of people who want to visit the Centre and specify their entitlements to use a given type of ticket.
7. In accordance with the Personal Data Protection Act of 29 August 1997 (Journal of Laws of 2016, item 922), a person providing his/her personal data to be entered into the form consents to the processing of the data by the Copernicus Science Centre for the purposes of booking and selling the group tickets.
8. When booking tickets via the telephone and by providing his/her e-mail address the person making the booking consents to receiving invoices in electronic form in accordance with Article 106n of the VAT Act of 11 March 2004 (Journal of Laws of 2016, item 710, as amended). The consent to the delivery of invoices in electronic form does not exclude the right of the issuer to issue and send the invoices in paper form.
9. After making the booking, an e-mail will be sent to the provided e-mail address, containing the transaction number and details necessary for making the payment.
10. Group telephone booking is deemed confirmed after purchasing the ticket, i.e. after making the payment to the bank account number provided after opening the booking (the payment date being the date of crediting the bank account of the Centre) or after paying for the ticket at the ticket offices of the Centre within 7 calendar days of the date of opening the booking but no later than 4 calendar days before the visit. For reservations made less than 4 calendar days prior to the visit, the payment for the tickets must be made at the Centre's ticket offices.

11. After the payment for the booking, an e-mail will be sent to the provided e-mail address, containing the confirmation and transaction number, as well as QR-coded tickets saved in PFD format.
12. If no payment is made within the time limit referred to in paragraph 10 above, the booking is cancelled.
13. When paying for the booking, please enter the transaction number as the transfer reference. Every booking must be paid for separately. Only the amount corresponding to the amount provided in the transaction confirmation will be accepted. If the paid amount is not the same as the amount indicated in the booking, the payment will be returned after deducting the bank's handling charges, and the booking will be cancelled.
14. The Centre reserves the right to change the forms and terms and conditions of selling the tickets in advance, as well as the opening hours of selected exhibitions/attractions. Information on the changes are published at www.kopernik.org.pl. In special cases, the Centre reserves the right to inform about the changes as they occur. People who purchased the tickets to a given attraction earlier are entitled to reschedule the visit or to a refund for the tickets.

§ 5

Types of tickets

1. Tickets to the Centre:
 - a. standard ticket – for adults;
 - b. half-price ticket – for children and school students up to 19 years of age (school students after showing the school ID card) and persons with disabilities (after showing a copy of disability statement and a document with a photo or a disability identification card; in the case of people with documented severe disability a ticket entitles also the carer of that person to visit the Centre), university and PhD students of up to 26 years of age (after showing a relevant valid student card), and seniors aged over 65 (after showing a proof of eligibility with a photo; children under the age of 2 enter for free;
 - c. group ticket (available only when booked in advance) – for an organised group of at least 11 people, including 1 supervisor. One supervisor per group, regardless of its size, does not pay for admission;
 - d. family ticket – for parents or guardians with children aged under 19 (after showing the school ID card); admission for 4 people, including up to 2 adults; for every other child you can buy a half-price ticket;
 - e. half-price ticket for holders of a personalised Large Family Card.
2. Tickets to laboratories and the robotics lab:

- a. purchase of a ticket to the laboratory or to the robotics lab is subject to availability of vacancies in the classes;
- b. tickets to labs or robotics lab can be purchased only together with the entrance ticket to the Centre with a reservation that in the case of individual classes it is possible to purchase additional tickets at the ticket offices on the day of your visit, subject to availability of vacancies;
- c. Types of tickets:
 - group ticket (labs: Chemistry, Biology and Physics lab) – available on working days from Tuesday to Friday for an organised group of people aged at least 13; the group can have up to 16 participants. The supervisor can stay with the group as a passive observer;
 - group ticket (robotics lab) – available on working days from Tuesday to Friday for an organised group of people aged at least 13; the group may have up to 12 participants. The supervisor can stay with the group as a passive observer;
 - individual ticket – available on Saturdays, Sundays and public holidays on which the Centre is open to the public, as well as from Tuesday to Friday during summer holidays, for each participant aged at least 9.

§ 6

Copernicus Club

1. Every time when holders of the Copernicus Club card visit the Centre, they need to approach the designated ticket office to collect a free pass with the QR code. Copernicus Club card holders must show an ID with a photo when requested by a Centre staff member.
2. During the activation of the Copernicus Club card, its holder can purchase a single ticket for one person (subject to availability of vacancies).
3. In the case of losing the Copernicus Club card, it is possible to have its duplicate issued upon payment of an administrative fee of PLN 10.00.
4. If a Copernicus Club card is used by a person other than its holder or if it is impossible to establish whether or not the ticket is used by the holder, the Centre reserves the right to retain the card.

§ 7

Rules while visiting the Centre

1. A person holding only a ticket to the Centre may enter and leave the exhibitions only through the gates at the main entrance.

2. A ticket only for the exhibitions in the Centre entitles its holder to a single entrance to the exhibition area. Leaving the exhibition area (exiting through the gates) means the end of the tour.
3. A person holding a ticket to the Centre and a ticket to the Planetarium may enter and leave the exhibitions either through the gates at the main entrance or the gates at the Planetarium.
4. Exhibition ticket purchased together with the ticket to the Planetarium entitles the holder to enter the exhibition area twice. Leaving the exhibition area for the second time means the end of the tour.
5. Groups holding a combined ticket to the Centre and to the labs or the robotics lab (Tuesday–Friday) can enter the exhibition area twice. Leaving the exhibition area (exiting through the gates) means the end of the tour.
6. Groups holding a combined ticket to the Centre and to the Planetarium can enter the exhibition area twice. Leaving the exhibition area (exiting through the gates) means the end of the tour.
7. Visitors see the exhibitions by themselves and at their own pace, therefore the Centre does not provide guides. It is prohibited to bring external guides to work at the Centre.
8. Children under 13 are not allowed in the Centre without adult supervision.
9. Backpacks, large bags and coats must be left in the cloakroom.
10. The cloakroom is open during the opening hours of the Centre.
11. If you lose your cloakroom ticket, you will be charged an administration fee of PLN 30.00.
12. The Centre reserves the right to close any part of the site to visitors. As far as possible, information about limited access will be communicated to the visitors in a way that will make it possible for them to find out about it before purchasing entrance ticket(s).
13. The Centre reserves the right to close the exhibits which have become defective, got damaged or destroyed.
14. Limiting visitor access to any part of the Centre or closing some of the exhibits does not give the visitors the right to a full or partial refund of the admission fee.
15. During the visit you must follow the instructions and recommendations of the Centre's staff or other persons designated by the Centre.
16. The exhibits must be used in accordance with the instructions of the Centre's staff or other persons designated by the Centre and visitors must pay attention to warnings and messages.
17. The Centre is not liable for any events caused by non-compliance with the instructions or by improper use of the exhibits.

18. Any defects, damage to or destruction of the Centre's equipment should be promptly reported to the Centre's staff or other persons designated by the Centre.
19. Eating and drinking is allowed only in designated areas, subject to §9(1)(h) below.
20. The Centre is not responsible for things left unattended.

§ 8

Organised groups

1. Every organised group of minors visiting the Centre must be supervised by at least one adult supervisor.
2. In the case of groups from secondary and upper-secondary schools, one supervisor can watch no more than 15 students; in the case of kindergarten groups and groups from primary schools – no more than 10 children.
3. Supervisors are responsible and accountable for the behaviour of the children/students in their charge and damage caused by them.
4. When collecting group tickets at the ticket offices, the person collecting the tickets is obliged to quote the transaction number and present payment confirmation.
5. Each group member should have their QR-coded ticket printed or displayed on the smartphone display.

§ 9

Prohibitions

1. Visitors to the Centre are not allowed to behave in a way that may cause danger to other visitors and the Centre's equipment. In particular, visitors are not allowed to:
 - a. remove pieces of Centre's equipment from their designated place,
 - b. move pieces of Centre's equipment outside their designated places,
 - c. damage or destroy any parts of the Centre's equipment,
 - d. bring animals/pets to Centre, except for guide dogs and assistance dogs,
 - e. bring and consume alcohol, smoke tobacco, bring and take drugs or other intoxicants, use electronic cigarettes,
 - f. bring weapons, explosives and other items which may cause injury or damage,
 - g. bring bicycles, scooters, skateboards or other similar equipment to the Centre and to use it on the Centre's premises,
 - h. consume food and drink with the exception of the places referred to in §7(12), with the reservation, however, that the prohibition to drink does not apply to children under the age of 5,
 - i. pursue commercial activity,

- j. pursue advertising activity or conduct political agitation.
- 2. People who are intoxicated or under the influence of drugs, as well as people who behave in a manner that poses a threat to the safety of visitors and exhibits or which may provoke a breach of the peace, as well as persons who violate the generally accepted standards of behaviour in public places, are not allowed in the Centre.
- 3. People violating the prohibitions referred to in paragraphs 1 and 2 above will be asked to leave the Centre without the right to the refund of the admission fee.

§ 10

Detailed rules of individual attractions

- 1. **BUZZ! Gallery:**
 - a) is intended only for children under the age of 5, however, they can enter the BUZZ! Gallery only with an adult supervisor;
 - b) one child aged under 5 may be accompanied by no more than 2 adult supervisors;
 - c) an adult supervisor referred to in letter b) above may be accompanied by children who are at least 6 but under 13; In the case of organised groups, the adult supervisor referred to in letter b) above may bring to the BUZZ! Gallery no more than two children aged at least 6;
 - d) young people aged at least 13 but under 18 are not allowed in the BUZZ! Gallery;
 - e) individual adults are not allowed in the BUZZ! Gallery if they do not enter with a child up to 5 years of age;
 - f) there can be no more than 90 people in the BUZZ! Gallery at one time;
 - g) persons who would like to enter the BUZZ! Gallery must hold a valid ticket to the Centre and must book free passes during online purchase or collect them on the day of the visit (subject to availability of vacancies) in the Centre's ticket offices;
 - h) the BUZZ! Gallery can be visited once a day (at a specific time, subject to availability of vacancies); This also applies to Copernicus Club card holders;
 - i) a visit to the BUZZ! Gallery takes up to 1 hour 10 minutes and starts at a specific hour provided in the booking or on the entrance ticket;
 - j) if you arrive late for your visit, your time in the BUZZ! Gallery is shortened accordingly, with the reservation that your booking is valid for 20 minutes from the start of the tour; after that time, unused tickets and passes are cancelled and the Centre does not guarantee the possibility to enter the BUZZ! Gallery on that day;
 - k) leaving the BUZZ! Gallery (exiting through the gates) means the end of the visit;
 - l) before entering the BUZZ! Gallery, please remove or secure all items (in particular items of clothing, jewellery) that may cause injury, prick or other damage to health;

- m) it is not allowed to run around and climb upon fixed construction elements of the BUZZ! Gallery, such as railings and barriers;
- n) it is not possible to enter the BUZZ! Gallery with prams or strollers; they should be left in the designated area at the BUZZ! Gallery entrance.

2. Lightzone Gallery:

- a) there can be no more than 80 people in the Lightzone at one time;

3. Laboratories and the robotics lab:

- a) participation in the classes is possible upon purchasing an appropriate ticket together with the entrance ticket to the Centre with a reservation that in the case of individual classes, it is possible to purchase additional tickets at the ticket offices on the day of your visit, subject to availability of vacancies;
- b) lab classes can be attended by no more than 16 people at one time, and classes in the robotics lab – by no more than 12 people; the supervisor can stay with the group as a passive observer;
- c) classes run from Tuesday to Friday last 120 minutes, are intended for organised groups, for persons aged over 13. The supervisor can stay with the group as a passive observer;
- d) for organised groups the admission fee to classes in the Chemistry, Biology or Physics lab or in the robotics lab is the same irrespective of the number of people who attend them. The fee is specified in the price list available online at www.kopernik.org.pl;
- e) classes on Saturdays, Sundays and public holidays on which the Centre is open to the public, called the Minilabs, last 45 minutes and are available to individuals aged at least 9; children between 9 and 13 can attend the classes only with an adult supervisor and each of the persons is required to buy a ticket to the classes; one supervisor may not watch more than 3 children; in case of doubt as to the age of the child, the Centre has the right to ask for a proof of age; persons who do not meet the age criterion will be refused entrance to the laboratory and will not be entitled to a refund;
- f) the classes referred to in letter f) are run also from Tuesday to Friday during summer holidays;
- g) the admission fee includes participation in one type of classes at a specific time; to enter the classes the Center's staff member must be shown tickets entitling each person to participate in the classes;

- h) people who would like to attend the classes are asked to come 10 minutes before the start; once the classes start, the latecomers will not be allowed to join in;
- i) in the event of absence at the classes, including because of lateness, the admission fee will not be refunded.

4. Robotic Theatre:

- a) Robotic Theatre can be visited by persons holding a valid entrance ticket to the Centre and is subject to availability of vacancies;
- b) a play can be attended by no more than 50 people at one time;
- c) it is forbidden to climb onto the stage;
- d) it is forbidden to record images and sound during the performance;
- e) persons who arrive late will not be allowed to enter the Theatre.

5. High Voltage Theatre:

- a) High Voltage Theatre ("HVT") is part of the Centre's exhibition which contains exhibits related to electric current and high voltages. At the HVT science shows are carried out during which the Centre's staff demonstrate exhibits from a sectioned off HVT area. Show hours are available on the Centre's website and at the ticket offices.
- b) The HVT area is available to the visitors of the Centre during the opening hours of the Centre, with the exception of the hours of the shows referred to in letter a). 10 minutes before the start of the show all people at the HVT will be asked to leave the area;
- c) one show may be attended by no more than 50 people at one time; shows can be attended by persons holding a valid entrance ticket to the Centre and attendance is subject to availability of vacancies;
- d) visitors are let into the show area 5 minutes before the start of the show. It is not possible to enter the HVT once the show starts. People who leave the HVT during the show are not allowed to rejoin the show;
- e) people with prams or strollers are refused entrance to the shows;
- f) it is not allowed to bring food and beverages to the HVT;
- g) the shows can be attended by persons aged over 6. Children aged 6 to 13 attend the shows on the responsibility of their parents or guardians and have to be under their watch throughout the show. The HVT staff have the right to refuse admittance to the

show to people with children under the age of 6. HVT staff have the right to ask for a proof of age of the child;

- h) Persons visiting the HVT are not allowed to insert any objects into the closed zone with Tesla coils, Jacob's ladder and the control panel or to enter the closed-off zone with high-voltage exhibits;

since there are strong electromagnetic fields, noise and light effects in the HVT, pregnant women and persons using medical electronics devices, such as pacemakers, insulin pumps, hearing aids and the like, are not allowed in the HVT. Visits to the HVT are not recommended to people with epilepsy.

6. **RE: generation Gallery**

- a) RE: generation Gallery is intended for persons aged over 14.
- b) Visitors who are under 14 may visit the RE: generation Gallery only accompanied with an adult supervisor.
- c) In the RE: generation Gallery most of the exhibits are switched on with a special card with readers which you can collect at the entrance to the Gallery. Upon exiting, please return your card by placing it in the container provided.

7. **Thinkatorium Gallery**

- a) The Thinkatorium Gallery is intended for persons aged at least 8, subject to the provisions of letter b) below.
- b) Children under the age of 8 can visit the Thinkatorium Gallery only with an adult supervisor who uses the provided experimental kits together with the children and is fully responsible for their safety. One adult supervisor may not watch over more than two children. The Thinkatorium Gallery can be visited by persons holding a valid entrance ticket to the Centre, however, the admittance is subject to availability of vacancies as the number of people visiting the Thinkatorium Gallery at one time is limited and cannot exceed 40;
- c) the detailed rules of visiting the Thinkatorium Gallery are provided in separate regulations available online at www.kopernik.org.pl, at the ticket offices and at the entrance to the Thinkatorium Gallery.

§ 11

Returns and refunds

- 1. Individual tickets can be returned within 7 calendar days before the date of the visit to the Centre, while group tickets – within 16 calendar days before the date of the visit.

2. Individual tickets purchased less than 7 calendar days before the date of the visit and group tickets purchased less than 16 calendar days before the date of the visits are non-refundable.
3. Tickets to classes in the labs and in the robotics lab can be returned provided that the remaining number of booked tickets to the classes is not lower than the number of entrance tickets to the Centre. The return of all the tickets to the classes means the return of all the tickets in the booking.
4. It is not possible to change the date of the visit (except for the circumstances referred to in §4(14)).
5. Return of a part of group tickets is possible provided that the remaining number of booked tickets is not lower than 11.
6. Tickets may be returned only by the person who made the transaction, after first sending the return form to the registered address of the Centre with a note "zwrot" [return] or by e-mail to zwroty@kopernik.org.pl. Whether or not the deadline specified in paragraph 1 is observed depends on the date of receiving the form.
7. The return form should contain the following data: number and date of the transaction, the date of the visit, the number of tickets that you would like to return, bank account number to which the refund is to be made, or information about any other form of refund, in accordance with paragraph 9, and address details.
8. We will process only the applications containing all the required information, within the period referred to in paragraph 1.
9. Refunds will be made:
 - a. at the Centre's ticket offices, in cash or to the credit card, depending on the form in which the payment was made, if it was made in the ticket offices;
 - b. to the account number specified in the return form, if the payment was made by a bank transfer;
 - c. to the credit card or account number which was used for online payment, if the payment was made through PayU.
10. The amounts will be decreased by a processing fee of PLN 10.00 from the entire transaction, except for the situation described in § 4(14) and § 11 (4).

§ 12

Safety

1. The Centre is under audiovisual CCTV surveillance and is watched over by security guards.

2. The security agency employed by the Centre is authorised to ensure safety within the premises and to enforce the provisions of these Regulations, in particular with regard to § 9.
3. The Centre reserves the right to check whether persons entering the Centre are not in possession of the items referred to in § 9(1)(e)–(g) of the Regulations.
4. In the event of imminent danger to health or life of the visitors, the Centre reserves the right to immediately withdraw from the performance of its services. A person is eligible for a refund if their visit to the Centre (in accordance with the time shown on the ticket) lasted no more than two hours. Refunds are made on the basis of a receipt or VAT invoice or other proof of ticket purchase provided to the Centre within 14 calendar days of the date of the incident. Requests submitted to the Centre after the above deadline will not be considered. Holders of Copernicus Club cards are not entitled to a refund.
5. If an emergency evacuation is announced, all people being in the Centre must leave the building immediately using the nearest emergency exit and follow the orders of the Centre's staff and security guards.

§ 13

Final provisions

1. These Regulations are available online at: www.kopernik.org.pl and at the ticket offices.
2. By purchasing a ticket the visitor accepts these Regulations and agrees to observe them.
3. Visitors violating these Regulations must leave the building at the request of a Centre's staff member. In such a case the visitor cannot re-enter the Centre on that day and is not entitled to a refund.
4. The Centre has the right to amend these Regulations. The amended Regulations will be published on the Centre's website at www.kopernik.org.pl and provided at the ticket offices.