

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 times 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. The ticket office sells tickets only for the day of purchase.
2. The ticket office sells only individual tickets.
3. The ticket office sells only tickets which have not been sold from the pool made available for online purchase (except as described in section 16 below). You can buy up to 10 individual tickets at a time.
4. Ticket sales are subject to availability.
5. 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 the 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.

6. A person buying the ticket is required to keep the receipt, invoice or bank transfer confirmation as a proof of ticket purchase.
7. 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).
8. A person buying a concession 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.
9. The ticket contains a 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.
10. 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.
11. The QR code can be scanned from a smartphone display or from the ticket print-out. Every ticket should be activated separately.
12. 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.
13. 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.
14. A ticket 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 (within the Centre's opening hours). 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.
15. The ticket allows entry to the Centre at a specific time (excluding the situation referred to in paragraph 5 above); the ticket may be used not earlier than 30 minutes before the time for which it was purchased and no later than 60 minutes after (within the Centre's opening hours). If the ticket is not used within this time slot, it expires. Unused tickets are not refundable, except when the ticket has not been used due to the fault of the Copernicus Science Centre.

16. 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. Tickets are available via online sales; detailed purchase rules are set out in the terms and conditions of online ticket purchase available at www.kopernik.org.pl;
2. Via the telephone you can book 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 times 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 terms 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 making the booking it is necessary to provide the number of people who will visit the Centre and specify their entitlements to use a given type of ticket.
7. The administrator of the personal data provided in the form is the Copernicus Science Centre. The data will be processed for the purposes of group ticket reservations and sales, in accordance with laws generally applicable in this respect, in particular 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 (Official Journal of the European Union, L 119, page 1).
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 making 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 making 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 no later than 30 minutes before the scheduled entry time.
11. After paying for the booking via bank transfer, 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 shown 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 is available at www.kopernik.org.pl. In special cases, the Centre reserves the right to inform about the changes as they occur. Persons who previously purchased tickets for the given attractions shall be entitled to a refund of the tickets' price, without deducting the handling fee.

§ 5

Types of tickets

1. Tickets to the Centre:
 - a. normal ticket – available to adults;
 - b. reduced price ticket – available to children and youth aged 17 or younger (to students upon presentation of their student ID), under-age holders of the Pole's Card (upon presentation of the Pole's Card) and under-age persons with a disability (upon presentation of a disability certificate and an ID with a photograph or a disabled

person card; in the case of persons with a certified significant disability, the purchase of a ticket entitles them to enter with the disabled person's assistant); admission is free of charge for children under the age of 2;

- c. reduced price ticket for adults – available to school students from 18 to 19 years old (to students upon presentation of their student ID), university under- and post-graduates under the age of 26 (upon presentation of their under- or post-graduate ID), holders of the Pole's Card (upon presentation of the Pole's Card), pensioners (upon presentation of their pensioner card with a photo or their pensioner card and personal ID in the case of a pensioner card without a photo), senior citizens over the age of 65 (upon presentation of an ID with a photo entitling to the discount) and persons over 18 years of age with a certified disability (upon presentation of their disability certificate and a personal ID with a photo or a disabled person card; in the case of persons with a certified significant disability, the purchase of a ticket entitles them to enter with a disabled person's assistant, for whom a separate free ticket should be collected);
 - d. group ticket (available only in pre-sale) – available to an organized group of at least 11 people, including 1 guardian. Regardless of the size of the group, one guardian per group is allowed to enter without paying;
 - e. reduced price ticket with a discount for persons holding a personalized Large Family Card.
 - f. normal ticket with a discount for persons holding a personalized Large Family Card.
2. Lab tickets:
- a. the purchase of lab tickets is possible if free class seats are available;
 - b. lab tickets can only be purchased together with an entrance ticket to the Centre,
 - c. in the case of labs (chemical, biological, physical and robotic labs), only a group ticket available on working days from Tuesday to Friday can be purchased for an organized group of people who have completed the 6th grade of primary school; the group may consist of up to 16 participants.

§ 6

Copernicus Club

1. Copernicus Club members shall use CSC exhibitions in accordance with these Centre visiting regulations.
2. Detailed rules of membership in the Copernicus Club are specified in separate terms and conditions available online at www.kopernik.org.pl.

§ 7

Rules while visiting the Centre

1. A person holding a ticket to the Centre may enter and leave the exhibitions only through the gates at the main entrance.
2. A ticket to the Centre's exhibitions entitles the holder to a single entry only to the exhibitions. 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. Individual 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 (Tuesday–Friday) can enter the exhibition area twice. Leaving the exhibition area (exiting through the gates) for the second time 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) for the second time 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 overcoats 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 or key, 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 stopped working, 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 failures, 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. The person collecting group tickets at the ticket offices must 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 the Centre,
 - 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 and kindergarten groups, 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) the adult supervisor referred to in letter b) above may be accompanied by children aged at least 6 but under 13; This provision does not apply to organised kindergarten groups;
 - d) young people aged at least 13 but under 18 are not allowed to visit the Buzz! Gallery;
 - e) individual adults are not allowed to enter 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 and 10 minutes and starts at an hour specified 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. Labs:

- a) Classes in chemical, biological, physical and robotic labs can be attended by up to 16 people at a time.
- b) The labs offer two types of classes of different nature: classes for organized groups and classes for individuals, which are called Minilabs.
- c) Classes for organised groups are held from Tuesday to Friday, except during the summer holidays and bank holidays. The classes last 120 minutes and require the purchase of an additional ticket together with the admission ticket to the Centre, with the proviso that:
 - they are intended for organised groups whose members have completed the 6th grade of primary school. Children under 13 years of age may not participate in the classes without the supervision of an adult. In case of doubts as to the age of a participant, the lab staff shall have the right to ask for a document confirming their age. The lab staff shall have the right to prohibit participants who do not meet the age criterion from attending the classes;
 - the admission fee includes participation in one class at a specified time; the participation in the class is conditional on the presentation of a ticket entitling each person to participate in the class;
 - the fee for the participation in lab class is independent of the number of people,
 - in the event of an absence from classes, including late arrival, the ticket shall not be refunded.
- d) Minilabs, i.e., individual classes that are held on Saturdays and Sundays, during the summer holidays and on bank holidays on which the Centre is open to visitors,

last 45 minutes and are available to persons who have a valid admission ticket to the CSC, with the proviso that:

- the classes may be attended by persons over the age of 9; children aged 9 to 13 may participate in the classes only if attended by an adult guardian; there may be no more than three children per one guardian; in case of doubts as to the age of a child, the labs staff has the right to demand a document confirming their age; the labs staff has the right to refuse entry to children who do not meet the age criterion;
 - participation in classes is possible only if there are seats available for a specific class; it is not possible to book seats;
- e) The classes referred to in item d are also held from Tuesday to Friday during the school break period;
- f) Class participants should arrive 10 minutes before the start of the class; late persons and groups will not be allowed to enter the class after the start of the class; persons who leave the lab during the class will not be allowed back in;
- g) Class start and end times are made available on the Centre's website and at ticket offices.
- h) Classes held in labs require that participants to work in an active and independent manner, are conducted only in Polish and the materials they use (presentations and instructions for experiments) are also in that language. Therefore, in the case of foreign-language persons, if there is any doubt about their ability to understand the instructions and materials, the labs staff has the right to refuse entrance to the classes to such persons. This provision is motivated by safety considerations and the need to avoid situations that are dangerous to all class participants resulting from improper performance of experiments due to misunderstanding the instructions.
- i) Food and drink may not be brought into labs;

3. **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;
- f) The repertoire and information about the availability of the Robotic Theatre are provided online at www.kopernik.org.pl

4. **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 the Centre's staff demonstrate exhibits located in the sectioned off HVT area. Show times 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 show times 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 re-join the show;
- e) people with prams or strollers are refused entry 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 6 and over. Children aged 6 to 13 attend the shows at 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;

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 electronic 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 14 and over;
- b) Visitors who are under 14 may visit the Re: Generation Gallery only accompanied with an adult supervisor.
- c) At *RE: Generation*, most of the exhibits are activated by means of special cards, which can be received on arrival at the exhibition. On departure, please return the cards to the Centre's staff member.

7. **Thinkatorium**

- a) The Thinkatorium workshop area ("Thinkatorium") is 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 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 can be visited by persons holding a valid entrance ticket to the Centre, however, the number of people visiting the Thinkatorium at one time is limited and cannot exceed 40.
- c) The detailed rules of visiting the Thinkatorium are provided in separate regulations available online at www.kopernik.org.pl, at the ticket offices and at the entrance to the Thinkatorium.

§ 11

Returns and refunds

1. Individual tickets may be returned up to 7 calendar days before the date of the visit to the Centre.
2. Group tickets may be returned if fewer than 29 calendar days have elapsed since the purchase of the tickets, and if there are more than 30 calendar days left until the date of the visit. In other cases, only part of the tickets purchased in a given transaction may be returned, as stipulated in paragraphs 3 and 4 below.
3. Up to 7 calendar days before the date of a visit to the Centre, it shall be possible to return a maximum of 5 group tickets from the entire pool purchased in a given transaction. After the deadline specified in the previous sentence, group tickets cannot be returned.
4. The maximum number of group tickets returned, referred to in paragraph 3, shall be calculated as the sum of all tickets returned from the pool purchased in the given transaction, excluding any returns made pursuant to paragraph 2.

Individual and group tickets purchased fewer than 7 calendar days before the date of the visit cannot be returned.

5. Tickets for classes in labs may be returned provided that the number of tickets remaining in the reservation for classes is not lower than the number of admission tickets to the Centre. The return of all tickets for classes shall be tantamount to the cancelling of the entire reservation.
6. It shall not be possible to postpone the visit to another date.

7. A return of some of the group tickets shall be possible provided that the number of tickets remaining in the given reservation is not lower than 11, and that the deadlines specified in paragraphs 2 and 3 are met.
8. Any returns can only be made by the person who effected the transaction, after sending a request to the Centre's main office address with the 'zwrot' annotation on the envelope, or by e-mail to zwroty@kopernik.org.pl. Compliance with the deadlines, referred to in paragraphs 1 to 3, shall be determined by the date of receipt of the request.
9. A request for a return should include the following data: number and date of the transaction, date of the visit, number of tickets to be returned, and bank account number in the case of payments by bank transfer.
10. Only requests including all the required data, and submitted before the deadline, shall be considered.
11. 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.
12. These sums, except for the circumstances described in § 4 paragraph 14, shall be reduced by the handling fee of 5 PLN per each paid ticket for one person, regardless of the number of attractions cancelled as part of a given return.

§ 12

Safety

1. The Centre is under audio-visual 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 service performance. 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.