

Version: July, 2023

COPERNICUS SCIENCE CENTRE VISITOR REGULATIONS

§1

Mission of the Copernicus Science Centre

1. The Copernicus Science Centre ("the Centre") is a cultural institution whose mission is to inspire people to experiment, understand the world, and act responsibly. The Centre achieves its mission especially by providing interactive exhibits and organising programmatic 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 visitors on the days and hours advertised on the website www.kopernik.org.pl.
3. In justifiable circumstances, the Centre has the right to temporarily change the rules of availability of specific attractions, listed in § 11, and to implement additional rules for visitors (§ 8). Information on any introduced changes will be communicated on the website www.kopernik.org.pl.
4. Cash desks close one hour before the closing time of the Centre.
5. Entry to the Centre's Exhibitions area is not free of charge. Ticket price list is available at the Centre's cash desks and online at www.kopernik.org.pl.
6. For safety reasons, the number of people allowed inside the Centre is limited.

§3

Cash desks, ticket purchase

1. The cash desks sell only individual tickets, vouchers and Copernicus Club subscriptions.
2. You can buy up to 10 individual tickets or vouchers at a time.
3. Tickets and vouchers sales are subject to availability.
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.
5. At the Centre's cash desks, you can also buy a ticket to the Planetarium ("the Planetarium"). Rules of visiting the Planetarium are provided in separate visitor regulations available online at www.kopernik.org.pl and at the Planetarium's cash desks.
6. In case of purchase in a single transaction of an Exhibitions ticket and a Planetarium ticket, a combined lower price of both tickets applies. In case of purchasing one Exhibitions ticket and more than one Planetarium ticket, the discount only applies to the first one. The discount does not apply when exchanging vouchers.
7. A person buying the ticket is required to keep the receipt, invoice or bank transfer confirmation as a proof of ticket purchase.
8. Cash desks take payment in Polish zloty (PLN) and accept credit cards (information about accepted credit card types is available at the cash desks at the main entrance to Centre).
9. A person buying a reduced 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.
10. 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.
11. 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.

12. The QR code can be scanned from a smartphone display or from the ticket print-out. Every ticket should be activated separately. Groups that enter and leave together can use a collective QR code received in the reservation confirmation.
13. At the cash desks, you can obtain your paper ticket on the basis of a transaction number.
14. 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.
15. A ticket gives the holder the right to enter the Centre at a certain time on the day indicated at the ticket (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.
16. The person collecting tickets for a group at the cash desks 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 regulations pertaining to ticket purchase and payments are listed in a separate document (Terms and Conditions of online ticket purchase) available at www.kopernik.org.pl and www.bilety.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 AM to 4 PM. 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. You can make up to 3 group transactions (online or via the telephone) at one time, each for no more than 70 group tickets and 7 tickets for guardians, and up to 3 individual transactions (online), each for no more than 10 people.
5. 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.
6. 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). The privacy policy is available at www.cnk.org.pl.
7. 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 2020, item 106, 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.
8. 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.
9. 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 cash desks 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 cash desks no later than 30 minutes before the scheduled entry time.

10. 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.
11. If no payment is made within the time limit referred to in paragraph 9 above, the booking is cancelled.
12. 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.
13. 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 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:
 - 1) normal ticket – available to adults;
 - 2) reduced price ticket – available to:
 - a) children and school students between the ages of 2 and 19 (to school students upon presentation of their school student ID),
 - b) university under- and postgraduates under the age of 26 (upon presentation of their under- or post-graduate ID),
 - c) holders of the Pole's Card (upon presentation of the Pole's Card),

- d) 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),
 - e) senior citizens over the age of 65 (upon presentation of an ID with a photo entitling to the discount),
 - f) persons with a certified disability (upon presentation of a disability certificate and an ID with a photograph or a disabled person card),
 - g) assistants of persons with a certified moderate disability;
- 3) free entrance pass – available to assistants of persons with a certified severe disability and to assistants of children under 16 with a certified disability;
 - 4) group ticket (available only in pre-sale) – available to an organized group of at least 11 people, including one guardian. One supervisor per group does not pay for admission;
 - 5) Large Family Card ticket with a discount for persons holding a personalized nationwide Large Family Card.
 - 6) Children under 2 years of age enter the Exhibitions area without a ticket, on the basis of their guardian's ticket.
2. Tickets to laboratories for chemistry, biology, physics and robotics classes held on working days, from Tuesday to Friday:
- 1) the purchase of lab tickets is possible if free class seats are available;
 - 2) lab tickets can only be purchased together with an entrance ticket to the Centre's Exhibitions;
 - 3) lab tickets are available only for organized groups consisting of up to 16 participants;
 - 4) the activities referred to in § 5, 2, 2) are recommended for young people from grade 7 of primary school upwards.

§6

Copernicus Club

- 1. Copernicus Club members shall use Copernicus Science Centre's 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

Vouchers to Exhibitions

1. A voucher can be purchased via our website www.bilety.kopernik.org.pl/en or at our cash desk.
2. A voucher purchased at a cash desk is non-refundable.
3. A voucher can be exchanged for one Exhibitions ticket, as it is designated on the voucher. The buyer is responsible for sharing the voucher (or just its number) with any third party. If more than 1 person reports to the Centre with the same voucher, only the first person to have used it will be allowed to enter.
4. Exhibitions vouchers do not cover Planetarium shows, labs, "Lates" 18+, or other special events.
5. Before accessing our attraction, a voucher needs to be exchanged into a valid ticket for a chosen date at a cash desk at the Centre or the Planetarium, or on our website www.bilety.kopernik.org.pl/en. The exchange can only take place before the expiry date, printed on the voucher's back, and only if there are tickets available for the chosen date.
6. A voucher is a single-use voucher. This means that it can only be exchanged for a ticket once.
7. One voucher can be exchanged for one ticket.
8. A voucher cannot be exchanged for money.
9. The expiry date of a voucher cannot be postponed.
10. Failure to redeem the voucher within its validity period (through no fault of the Centre) cannot be grounds for a refund, exchange of the voucher for a new one or extension of its validity date.
11. After exchanging a voucher for a ticket, there is no possibility of returning the ticket and getting the voucher back.
12. In exceptional circumstances, when the number of people inside our building exceeds the limit, the Centre has the right to not let the voucher holders inside the

Exhibitions area. However, they will be treated with priority, and let inside the Exhibitions as soon as possible.

13. The holder of the voucher, when giving it to a third party, is obliged to inform the new holder about the rules regarding the usage of vouchers.

§ 8

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 Exhibitions area (exiting through the gates) means the end of the tour.
3. A person holding a ticket to the Exhibitions 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 ticket to the Exhibitions purchased together with the ticket to the Planetarium (so-called combined ticket) entitles the holder to enter the Exhibitions area twice. This ticket allows you to go to the Planetarium and to return to the Exhibitions area after the show (within the Centre's opening hours). Leaving the Exhibitions area again means the end of the tour.
5. 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.
6. Children under 13 must be supervised by an adult during their visit to the Centre.
7. Backpacks, large bags and overcoats must be left in the cloakroom.
8. The cloakroom is open during the opening hours of the Centre.
9. If you lose your cloakroom ticket or key, you will be charged an administration fee of PLN 30.00.
10. 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).

11. The Centre reserves the right to close the exhibits which have stopped working, got damaged or destroyed.
12. 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.
13. During the visit you must follow the instructions and recommendations of the Centre's staff or other persons designated by the Centre.
14. 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.
15. The Centre is not liable for any events caused by non-compliance with the instructions or by improper use of the exhibits.
16. 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.
17. Eating and drinking is allowed only in designated areas, subject to § 10, 1, h) below.
18. The Centre is not responsible for things left unattended.

§ 9

Organised groups

1. Every organised group of minors visiting the Centre must be supervised by at least one adult supervisor.
2. In case of secondary school students, one supervisor can watch no more than 15 students; in case of kindergarten groups and groups from primary schools – no more than 10 children.
3. Guardians are responsible and accountable for the behaviour of the children/students in their charge and for any damage caused by them.
4. The person collecting group tickets at the cash desk is required to provide the transaction number and present payment confirmation. If these details are not provided, the Centre reserves the right to refuse to issue tickets.

§ 10

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:
 - 1) remove pieces of Centre's equipment from the Centre;
 - 2) move pieces of Centre's equipment outside their designated places;
 - 3) damage or destroy any parts of the Centre's equipment;
 - 4) bring animals/pets to Centre, except for guide dogs and assistance dogs;
 - 5) bring and consume alcohol, smoke tobacco, bring and take drugs or other intoxicants, use electronic cigarettes;
 - 6) bring weapons, explosives and other items which may cause injury or damage, including lasers;
 - 7) bring bicycles, scooters, skateboards or other similar equipment to the Centre and to use it on the Centre's premises;
 - 8) consume food and drink with the exception of the places referred to in § 8, 17, with the reservation, however, that the prohibition to drink does not apply to children under the age of 5;
 - 9) pursue commercial activity;
 - 10) 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.

§ 11

Detailed rules of individual attractions

1. Buzz! exhibition

- 1) Buzz! exhibition is intended only for children below 6 years of age and kindergarten groups, however, they can enter the Buzz! exhibition only with an adult guardian.
- 2) One child below the age of 6 can enter with no more than 2 adult guardians.
- 3) The adult guardian referred to in 2) above may be accompanied by children aged at least 6 but under 13; this provision does not apply to organised kindergarten groups.
- 4) Young people aged at least 13 but under 18 are not allowed to visit the Buzz! exhibition.
- 5) Individual adults are not allowed to enter the Buzz! exhibition, unless they are accompanying a child below the age of 6.
- 6) The number of visitors allowed in the Buzz! exhibition is limited.
- 7) Entrance is allowed to persons holding a valid ticket to the Centre, unless the visitors number limit is reached.
- 8) In case of organised groups, a pre-visit reservation is required. Hours available to organised groups from Monday to Friday are listed on the website www.kopernik.org.pl.
- 9) The hours in which the Buzz! exhibition is available for individual visitors are listed on the website www.kopernik.org.pl.
- 10) Before entering the Buzz! exhibition, please remove or secure all items (in particular items of clothing, jewellery) that may cause injury, prick or other damage to health.
- 11) It is not allowed to run around and climb upon fixed construction elements of the Buzz! exhibition, such as railings and barriers.

2. Labs

- 1) Activities in chemical, biological, physical and robotic labs can be attended at one time by up to 16 people.
- 2) The labs offer two types of activities of different nature: classes for organized groups and activities for individual visitors.
- 3) Classes for organised groups:
 - a) are held from Monday to Friday, except during the summer holidays and bank holidays;

- b) require the purchase of an additional ticket together with the entrance ticket to the Exhibitions; the fee for taking part in the classes is independent of the number of persons taking part (max. 16);
 - c) in view of the subject matter, the activities are recommended for young people from the 7th grade of primary school upwards;
 - d) the entrance fee covers participation in a singular class at a given time; the condition for entry to the class is presentation of the ticket entitling the holder to attend the class;
 - e) the participants need to arrive to the laboratory at least 10 minutes before the start time of the class; after the start time of the class, latecomers (both individuals and groups) will not be admitted to the class; persons who will leave the laboratory without a reason during the class will not be allowed to return.
 - f) the lab fee is independent of the number of participants (no more than 16 people);
 - g) in the event of absence from the class, including due to late coming making it impossible to take part in the class, the cost of the ticket will not be refunded;
- 4) Activities for individual visitors:
- a) are held on Saturdays and Sundays, during the summer holidays and on bank holidays on which the Centre is open to visitors;
 - b) are available to persons holding a valid ticket for the Exhibitions;
 - c) are recommended for participants aged 9 and over, for safety reasons and specific conditions due to the ergonomics of the premises;
 - d) children under the age of 9 may participate in the activities only with an adult guardian; there must be no more than three children per guardian;
 - e) participation in activities is possible subject to availability of places, which visitors are informed of on an ongoing basis by staff present in the laboratory spaces; it is not possible to reserve places;
- 5) Class start and end times are made available online at www.kopernik.org.pl and at the Centre's cash desks.
- 6) Classes held in labs require that participants to work in an active and independent manner. They are conducted in Polish only and the materials they

use (presentations and instructions for experiments) are also in that language. Therefore, if there is any doubt as to the ability of foreign language speakers or children under 9 years of age to understand the instructions and materials, the laboratory staff have the right to refuse to allow such persons to participate. This provision is motivated by safety reasons – to avoid situations that are dangerous to all class participants, resulting from improper performance of experiments due to misunderstanding the instructions.

- 7) It is forbidden to bring food and drinks into the laboratories and to consume them on the premises.

3. Robotic Theatre

- 1) Admission to the Robotic Theatre is allowed to persons holding a valid entrance ticket to the Exhibitions and is subject to availability of places.
- 2) A play can be attended by a limited number of people at one time.
- 3) It is forbidden to climb onto the stage.
- 4) It is forbidden to record images and sound during the performance.
- 5) Persons who arrive late will not be allowed to enter the Theatre.
- 6) The repertoire and information about the availability of the Robotic Theatre are provided online at www.kopernik.org.pl.

4. High Voltage Theatre

- 1) High Voltage Theatre ("HVT") is part of the Centre's Exhibitions which contains exhibits related to electric current and high voltages. The HVT area is where shows and plays are being run, but the space can be also available to visitors. Detailed information on the current repertoire are displayed on the monitor next to the High Voltage Theatre.
- 2) The number of visitors who can attend a show is limited; shows can be attended by persons holding a valid entrance ticket to the Centre and attendance is subject to availability of places.
- 3) Visitors are let into the show area exclusively 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.
- 4) People with prams or strollers are refused entry to the shows.
- 5) It is not allowed to bring food and beverages to the HVT.

- 6) 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.
- 7) 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 in the HVT there are strong electromagnetic fields, noise and light effects, 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.

5. Thinkatorium

- 1) The Thinkatorium workshop area ("Thinkatorium") is recommended to persons aged at least 8, subject to the provisions of 2) below.
- 2) Children under the age of 13 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.
- 3) The Thinkatorium can be visited by persons holding a valid entrance ticket to the Exhibitions, however, the number of people visiting the Thinkatorium at one time is limited.
- 4) The detailed rules of visiting the Thinkatorium are provided in separate regulations available online at www.kopernik.org.pl, at the cash desks and at the entrance to the Thinkatorium.

6. LivingLab

- 1) The LivingLab is a designated space where, using research stations, scientists invited by the Copernicus Science Centre carry out research in the fields of psychology, sociology and learning sciences.
- 2) Persons under the age of 18 can use the research stations with the permission of an adult guardian.
- 3) The research stations collect anonymous task performance data and demographic information about the research participant, such as age and

gender. The stations do not collect personal data or other information that identifies the research participant.

- 4) The information elements of the zone and the research stations include information on: recommended age of participants, topic and authors of the research.
- 5) The collected data from the research stations are made available to the research authors and are used to develop scientific knowledge.

§ 12

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. A maximum of 5 group tickets may be returned from the total pool purchased in a given transaction – regardless of the number of refund requests relating to the same transaction – up to 7 calendar days before the date of the visit to the Centre.
4. Individual and group tickets purchased fewer than 7 calendar days before the date of the visit cannot be returned.
5. Refunds of tickets for laboratory classes are only possible if the entire booking is returned.
6. In case of combined Exhibitions and Planetarium tickets (§ 3, 6), it is only possible to return both tickets, unless one of the tickets cannot be used for reasons dependant on the Centre.
7. It shall not be possible to postpone the visit to another date.
8. 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.

9. Any returns can only be made by the person who effected the transaction. A request for the return of tickets purchased online must be submitted by email to zwroty@kopernik.org.pl. Tickets purchased at the cash desk can only be returned at the cash desk (during the Centre's opening hours). Compliance with the deadlines, referred to in paragraphs 1 to 3, shall be determined by the date of receipt of the request.
10. 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.
11. Only requests including all the required data, and submitted before the deadline, shall be considered.
12. Refunds will be made according to the form in which payment was made:
 - 1) at the Centre's cash desks, in cash or to the credit card, depending on the form in which the payment was made, if it was made at the cash desks;
 - 2) to the account number specified in the return form, if the payment was made by a bank transfer;
 - 3) to the credit card or account number which was used for online payment, if the payment was made through the website.
13. These sums, except for the circumstances described in § 4, 12, shall be reduced by the handling fee of 5.00 PLN per each paid ticket for one person, regardless of the number of attractions cancelled as part of a given return.
14. Tickets whose price is lower than the handling fee referred to in § 13 above shall not be refunded.

§ 13

Complaints

1. Complaints and requests concerning the Centre may be submitted in writing at the Centre's premises or electronically at info@kopernik.org.pl.
2. Complaints must be reported within 30 days of the occurrence of the event and must include contact details for a response.

3. The response time to the letter is a maximum of 30 days from the date of its receipt at the Centre. The reply will be provided by e-mail or posted to the address indicated in the letter if the e-mail address of the sender is not included in the letter.

§ 14

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 § 10, 1, 5)–7) 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 the Copernicus Club subscription 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.

§ 15

Final provisions

1. These Regulations are available online at: www.kopernik.org.pl and at the cash desks.

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 reenter 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 Centre's cash desks.