

REGULATIONS FOR THE USE OF THE LUGGAGE STORAGE ROOM LOCATED ON THE PREMISES OF

MEMORIAL AND MUSEUM AUSCHWITZ-BIRKENAU IN OŚWIĘCIM (29.05.2021)

1. These “Regulations” define the rules for using the luggage storage room located on the premises of Memorial and Museum Auschwitz-Birkenau in Oświęcim (hereinafter referred to as the Museum).
2. Users of the luggage storage room undertake to accept and comply with the provisions of these Regulations.
3. The luggage storage room is open on the days when the Museum is opened for visitors, 30 minutes before the opening and 2 hours after the closing of the Museum.
4. The use of luggage lockers located in the luggage storage room is payable. The fee for using one luggage locker is PLN 5 and is non-refundable.
5. The fee applies to one-time closing/opening of the luggage locker. Opening and re-closing the luggage locker requires another payment of the fee in the amount of PLN 5.
6. The luggage locker is equipped with an automatic slot and a key.
7. Closing the luggage locker involves throwing PLN 5 into the cassette located on the inside of the door, closing the locker by turning the key and taking it out.
8. Opening the luggage locker involves inserting the key into the lock and then turning it. The locker is then opened, the key remains in the door.
9. Luggage lockers are used by visitors to Memorial and Museum Auschwitz-Birkenau in Oświęcim to store their luggage. External locker dimensions in centimetres are as follows: 90x50x22 and 60x50x22, internal locker dimensions are as follows: 90x50x30 and 60x50x30, and their maximum load capacity is 30 kg.
10. Items larger than the dimensions of luggage lockers cannot be stored.
11. It is forbidden to leave luggage outside luggage lockers.
12. It is forbidden to store the following in luggage lockers:
 - a) Explosive materials and substances (including weapons), corrosive, poisonous and other substances that may pose a threat to life, health and property.
 - b) Materials and substances which give off unpleasant odours or perish easily,
 - c) Narcotic and addictive materials and substances, the possession and distribution of which is prohibited by law,
 - d) Items the storage of which is prohibited on the basis of separate regulations,
 - e) Live animals.
13. Luggage locker are not supervised directly by the Museum. If the key is lost by the user of a locker or the luggage locker is left unlocked, the Museum is not responsible for the theft of items left in the locker.
14. The luggage storage room is subject to video surveillance, which can be used to clarify disputes that may arise during the use of luggage lockers.
15. The loss of the key to the luggage locker should be immediately reported by phone to the employee of the Museum Guard at the following number: +48 33 844 80 86. If the key is lost, the luggage locker user will be charged an additional fee of PLN 150, which should be paid at the visitor service desk located next to the building with the luggage storage room, and in the event that the visitor service desk is closed, the fee must be paid to an employee of the Museum Guard, who will be authorized to open the locker.
16. Upon presentation of the proof of payment of the fee referred to in item 15, the indicated locker will be opened by an employee of the Museum Guard under supervision, which will be confirmed by an appropriate protocol.
17. Luggage cannot remain in luggage lockers after closing the luggage storage room, which is open during the hours referred to in item 3 of these Regulations. If the luggage/belongings are left after closing the storage room, they will be removed under supervision from the locker on the next day and handed over to the Administration Department in accordance with the regulations for dealing with found items, phone number 33 844 80 86, e-mail: administracja@auschwitz.org.

18. Luggage left in a locker with a value exceeding PLN 100 will be transferred to the Lost and Found Office, located in the Powiat Office in Oświęcim, ul. St. Wyspiańskiego 10, 32-602 Oświęcim, tel. +48 33 8449663, e-mail: starstwo@powiat.oswiecim.pl.
19. Luggage left in a locker, the value of which does not exceed PLN 100 or is difficult to estimate, will be kept at the Museum for a period of 1 year from the date of notifying the luggage owner that it was found on the premises of the Museum, or for a period of 2 years if the luggage owner is unknown or his/her whereabouts are unknown.
20. If the owner of the luggage or the person entitled to it fails to collect it within the time limits specified in item 19, the luggage stored by the Museum will be liquidated under supervision in accordance with the regulations for dealing with items found on the premises of the Museum.
21. The owner may collect the luggage left at the Museum in person or designate a person authorized to collect it, after prior appointment with the Administration Department, phone number: +48 33 8448107, e-mail: administracja@auschwitz.org. If the luggage cannot be picked up in person, it is possible to send it back to the address indicated by the owner. Sending the luggage back will be possible after the owner returns the key to the luggage locker and pays the fee resulting from the luggage shipping costs determined by the Museum. The shipping cost will be determined individually depending on the size of the luggage, weight, value and place of shipping.
22. In the event of failure to return the luggage locker key referred to in item 21 the Museum will charge a fee for its loss, i.e. PLN 150. The fee should be paid on the basis of a debit note issued by the Museum.
23. In the event of failure to pay one of the fees referred to in item 21 and item 22, the luggage will be stored by the Museum.
24. Any information related to the luggage storage room at Memorial and Museum Auschwitz-Birkenau is provided by the Administration Department, Mon-Fri. 7.00-15.00, e-mail: administracja@auschwitz.org, and in the remaining time frame by employees of the Museum Guard at the indicated number: +48 33 8448 107.
25. In matters not covered by these Regulations, the provisions of the Found Property Act of February 20, 2015 and the Act of April 23, 1964 Civil Code shall apply.