

**Regulations for visitors and persons staying on the grounds of Auschwitz-Birkenau  
Museum and Memorial (valid from 1.04.2022)**

**§ 1**

**General information**

1. The Museum and all the historical buildings and items located on its grounds constitute an integral whole protected by law. It is forbidden to move, remove or damage any of the structures or objects on the grounds of the Museum and under its protection.
2. For safety reasons, ongoing conservation works or in other exceptional situations, access to places and buildings on the Museum grounds may be limited or completely excluded by the Director of the Museum, without an option to submit any claims against the Museum in this respect.
3. Tour of the Museum by persons under the age of 14 is not recommended.
4. The Museum is open to visitors all year round except 1 January, 25 December and Easter Sunday. Opening hours vary in particular months. For more information, please visit the website: [auschwitz.org](http://auschwitz.org)
5. Entry to the grounds of the former Auschwitz I and Auschwitz II-Birkenau camps is possible only with a valid Entry Pass. The Museum offers Entry Passes to visitors, which are described in detail in the Terms and Conditions for reservations and purchases of Entry Passes.
6. The Museum may be toured independently or with an educator authorised by the Museum, according to the Entry Pass held by the visitor. The educator provides content-related guidance during the tour of the Museum. In the case of purchase of an Entry Pass for a tour with an Educator, it is prohibited to detach from the group for a self-guided tour.
7. Individual visitors who are not members of an organized group may visit the Museum on the basis of the Entry Pass for a tour without an Educator or an Entry Pass for Guided Tours, including the obligatory use of headphones, and the Entry Pass for Tours – online tour, according to the Price List, which is an integral part of the Terms and Conditions for reservations and purchases of Entry Passes, available at the Museum website: [visit.auschwitz.org/cennik](http://visit.auschwitz.org/cennik).
8. Visitors in organised groups of more than 10 persons are obliged to visit the Museum on the basis of the Entry Pass for Organized Groups including obligatory use of headphones, according to the Price List constituting an integral part of the Terms and Conditions for reservations and purchases of Entry Passes, available at the Museum website: [visit.auschwitz.org/cennik](http://visit.auschwitz.org/cennik).
9. Visitors in organised groups of up to 10 persons may visit the Museum on the basis of the Entry Pass for Organized Groups including the optional use of headphones, according to the Price List constituting an integral part of the Terms and Conditions for reservations and purchases of Entry Passes, available at the Museum website: [visit.auschwitz.org/cennik](http://visit.auschwitz.org/cennik).

10. The group visiting the Museum on the basis of the Entry Pass for Organized Groups and Entry Passes for Organized Groups – online tour may not exceed 30 visitors.
11. The group visiting the Museum based on the Entry Pass for Guided Tours may not exceed 30 visitors. The group visiting the Museum based on the Entry Pass for Guided Tours – online tour may not exceed 50 visitors.
12. The purchase of all types of Entry passes is possible upon booking via the Museum website ([visit.auschwitz.org](http://visit.auschwitz.org)) and at the Visitors Service Centre, according to the Terms and Conditions for reservations and purchases of Entry Passes.
13. The number of persons simultaneously visiting the Museum grounds is limited for safety reasons.
14. In the hours:
  - a. 7:30-16:00 (April, May, September),
  - b. 7:30-16.00 (June, July, August),
  - c. 7:30-15.00 (March, October),
  - d. 7:30-14.00 (February),
  - e. 7:30-13.00 (January, November),
  - f. 7:30-12.00 (December)

entry to the premises of the former Auschwitz I and Auschwitz II-Birkenau camps is possible only with an Educator based on the Entry Pass for Guided Tours or Entry Pass for Organized Groups.

15. Organization of ceremonies and commemoration of the victims of the German Nazi concentration and extermination camp Auschwitz-Birkenau requires prior agreement with the Museum Director 7 days before the planned date, by contacting the address: Auschwitz-Birkenau State Museum, ul. Więźniów Oświęcimia 20, 32-600 Oświęcim or by e-mail: [sekretariat.muzeum@auschwitz.org](mailto:sekretariat.muzeum@auschwitz.org).
16. The organisation of public gatherings on the grounds of the Memorial Site and its protected zone is regulated by separate legislation. To obtain the permission of the Lesser Poland Voivode to the foregoing, it is necessary to obtain the prior consent of the Museum or other entity with legal rights to the property where the meeting is to take place. The rules for obtaining the Museum's approval and the necessary scope of information are available at the website: <http://bip.auschwitz.org>
17. Rules for the presence of the media on the grounds of the Museum must be agreed with the Museum Press Office ([biuro.prasowe@auschwitz.org](mailto:biuro.prasowe@auschwitz.org)).
18. Above the area of the Museum and in its direct surroundings, there is a EP P20 non-fly zone. Violation of this prohibition results in criminal responsibility. Information on flights (including with the use of drones) can be found on: [auschwitz.org/epp20](http://auschwitz.org/epp20).

19. Entering the area of the Museum related to deviations from the principles specified in these Regulations requires prior agreement with the Museum Director or a person authorized by him/her, or by contacting the address: Auschwitz-Birkenau State Museum, ul. Więźniów Oświęcimia 20, 32-600 Oświęcim or by e-mail: sekretariat.muzeum@auschwitz.org.

## § 2

### Rules of order

1. Visitors to the grounds of the Museum should behave with due solemnity and respect. Visitors are obliged to dress in a manner befitting a place of this nature.
2. While on the Museum grounds, visitors must adhere to the instructions of the Educators and the Museum staff. It is permitted to move only around the areas and structures specifically made available for this purpose. Visitors should exercise particular caution due to the specific characteristics of the area (including unevenness of surfaces, surface defects) resulting from the authenticity of the historical site. In winter, visitors should not deviate from the marked routes. In the case of online tour, there could be technical issues and inconvenience related to it, including temporary loss of Internet connection, insufficient lighting of historical spaces and unfavourable weather conditions affecting the quality of reception.
3. Under the Act of 22 August 1997 *on the protection of persons and property* (Journal of Laws as of 2018, item 2142, as amended), the Museum Guards have the right to intervene and request persons who violate these Regulations to leave the Museum. In view of the foregoing, visitors are not entitled to any claims. The following restrictions apply:
  - a) Persons entering the Museum grounds and their luggage may be subjected to inspection, among others, with the use of electronic devices for detecting dangerous substances and materials, including X-ray scanners to inspect the luggage. The devices used are safe and have all the required certificates and tests confirming their safe use. Persons who refuse to undergo inspection, will not be permitted onto the premises of the Museum. The maximum size of bags and backpacks allowed onto the Museum grounds is 30x20x10 cm,
  - b) People entering the Museum premises, due to sanitary safety reasons, are required to measure body temperature with the use of an electronic system installed in the Museum. Therefore, each person entering the Museum premises will automatically have the temperature measured at the measurement point. If the measurement shows a body temperature above 38°C, a second measurement will be performed. The second body temperature measurement will be made by an employee of the Museum Guard (5 minutes after the first measurement) using an electronic non-contact thermometer. If the result of the second measurement shows a body temperature above 38°C, the person will have to leave the premises of the Museum open to visitors immediately.

The Buyer has the right to request a refund for the purchased Entry Pass, in accordance with the Terms and Conditions for reservations and purchasing Entry Passes.

It is recommended that a person with elevated body temperature immediately consult a doctor.

4. The Museum reserves the right to refuse to cooperate or its suspension for the period indicated with, among others, tourism organizations, tour operators, tour guides and interpreters who flagrantly violated or, particularly violate the good name and memory of the KL Auschwitz-Birkenau victims, the legal rights or reputation of the Museum, safety rules, as well as the proper functioning of the Museum, including the Regulations, and the Terms and Conditions for reservations and purchases of Entry Passes or the Price List. As a consequence of actions mentioned above, all the reservations for the period in which the cooperation is suspended or terminated may be cancelled with no right to claim in this respect against the Museum.
5. Due to safety reasons, wheelchair access is only possible on the ground floor of buildings included in the tour.
6. Guidons, flags and banners on flagpoles can be brought to the area of the Museum only during organised and reported ceremonies, commemorations and assemblies, in accordance with applicable regulations.

### § 3

#### **Prohibitions**

**In the areas available for visiting, it is prohibited to:**

1. Light candles in places other than specifically designated areas, i.e., the Death Wall in Auschwitz I and the International Monument to the Victims of the Camp in Auschwitz II-Birkenau.
2. Carry and consume food or alcohol; smoke cigarettes and e-cigarettes on the visiting route.
3. Enter with any vehicle.
4. Enter the blocks and other structures included in the tour with prams.
5. Lead or carry animals (it does not apply to assisting, signalling or guide dogs, accompanying persons with disabilities upon presentation of the training certificate and valid vaccination record booklet).
6. Carry weapons, items and substances that may pose a threat to life, health or safety.
7. Enter the premises of the Museum under the influence of alcohol or other intoxicants.
8. Carry and use musical instruments, radio receivers or other acoustic devices.
9. Use mobile phones for telephone conversations in the exhibition buildings included in the tour and the silence zone in the courtyard of Block 11.
10. Record and take photographs in buildings using flash and tripods. Recording and taking photographs is completely forbidden in Block 4 Room 5 and underground Block 11.

**In the entire area of the Museum, it is prohibited to:**

11. Carry out acquisition activity and mobile sale, and bring posters and advertisements.
12. Use audio and video guides on the premises of the Museum both in the form of dedicated devices or in the form of an application on other electronic devices.
13. Use drones without a permit referred to in par. 1 item 18.
14. Record and take photographs of security check posts for visitors, visitors service posts and hand luggage as well as other elements of the security systems.
15. Leave luggage or other items unattended outside the designated storage areas.
16. Behave or speak publicly in a manner:
  - a) violating the good name of KL Auschwitz victims;
  - b) negating Nazi crimes;
  - c) defaming the Memorial Site;
  - d) encouraging hatred of any kind.
17. Carry out manifestations of offensive, provocative or political nature.
18. Present symbols and signs promoting Nazism or other totalitarian systems.
19. Record the lecture given by the Educator, constituting a work in the meaning of the act on copyrights and related rights.
20. Entry to a wooded area - marked: "no entry"
21. The prohibitions specified in items 16-19 also apply to online tour.

## **§ 4**

### **Final provisions**

1. The public areas are equipped with a video and thermal imaging surveillance system to ensure the safety of people (including public health) and property in the premises of the Museum, in particular, the historic buildings.
2. Mobile devices with video and sound recording features may be used for proof of evidence during interventions conducted by employees of the Museum Guard.
3. Pursuant to art. 13, sec. 1 and 2 of the European Parliament and the Council Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46/EC (General Data Protection Regulation) (OJ L 2016.119.1) - hereafter the GDPR:

- a) the Administrator of data derived from the surveillance system is the Auschwitz-Birkenau State Museum, 32-600 Oświęcim, ul. Więźniów Oświęcimia 20.
  - b) the Museum has appointed a Data Protection Officer who can be contacted via the e-mail address [iod@auschwitz.org](mailto:iod@auschwitz.org) or the registered seat of the Museum: 32-600 Oświęcim, ul. Więźniów Oświęcimia 20.
  - c) data is processed for the purposes specified in sec. 1 of this paragraph, subject to art. 6, sec. 1(e) and art. 9 sec. 2(i) of the GDPR,
  - d) personal data shall be made available only to authorised entities under the provisions of applicable law,
  - e) personal data will not be transferred to third countries or international organisations,
  - f) personal data recorded using devices referred to in sec. 1 and 2 of this paragraph is stored for a period specified in the applicable law, excluding data from the thermal imaging surveillance system which is deleted after 24 hours.
  - g) data subjects have the right to access the content of their data, remove or limit processing, transfer, rectify/supplement, as well as the right to object to processing,
  - h) anyone who believes that the processing of personal data violates the provisions of the GDPR is entitled to lodge a complaint to the Inspector General for Personal Data Protection,
  - i) personal data will not be subjected to automated processing, including profiling.
4. Provision of data recorded in the electronic security system of the Museum by visitors to the grounds of the Museum is voluntary, but a prerequisite to the extent necessary to accomplish the purposes specified in sec. 1 and 2 of this paragraph.
  5. Entry to the premises of the Museum as well as participation in online tour are tantamount to acceptance of the Regulations in force on the day of the visit. Legal measures will be taken against those who do not adhere to the above rules, to the extent provided for by law. In relation to participants of online tours the Museum has the right to immediately deny visiting the Museum online without any claims in this respect.
  6. In the cases specified in § 3 (in particular: 16-19), the tour or stay may be interrupted, and the perpetrator is obliged to leave the area immediately without any claims against the Museum in this respect.
  7. In matters not regulated by these Regulations, the provisions of the Polish law, in particular the Civil Code, the Criminal Code and the provisions of the European law on the protection of personal data, shall apply.

8. In cases not covered by these Regulations, the Museum Guards in agreement with the Museum Director or a person authorised shall decide on matters related to the rules of entry and stay on the premises of the Museum.
9. The Regulations have been drawn up in two language versions: Polish and English. In the event of discrepancies between the language versions, the Polish version shall prevail.