

**RULES AND REGULATIONS FOR THE USE OF THE LUGGAGE STORAGE ON THE PREMISES OF THE
AUSCHWITZ-BIRKENAU STATE MUSEUM IN OŚWIĘCIM**

1. These "Rules and Regulations" outline the principles for using the luggage storage located on the grounds of the Auschwitz-Birkenau State Museum in Oświęcim (hereafter the Museum).
2. The User of the luggage storage undertakes to accept and comply with the provisions of these regulations.
3. The luggage storage is open on the days the Museum is open to visitors, during the hours: 30 minutes before opening and 2 hours after closing of the Museum.
4. The luggage storage has a vending machine, 96 numbered luggage lockers, and 4 locker controllers.
5. Use of the luggage lockers in the luggage storage is subject to a fee. Access to the luggage locker can be purchased at the vending machine by selecting the "BUY LOCKER TICKET" button on the touchscreen. The fee for one luggage locker is 5 pln and is non-refundable.
6. **The vending machine only accepts payments via a payment card (contactless or PIN). Proof of payment is the cash register receipt. After confirming that payment has been accepted, the machine prints a paper ticket with the barcode, ticket name, date, and time of purchase.**
7. The luggage locker is opened via 1 of 4 locker controllers equipped with LCD touchscreen displays and barcode readers. The paper ticket must be placed into the reader. A message proposing the number of the allocated locker will be displayed on the screen. The customer has two options: "YES" or "NO." If the customer chooses 'YES'- the locker door will open. If "NO "is selected, the ticket must be scanned again, and the system will allocate a different locker number.
8. The fee applies to opening/closing a luggage locker multiple times. When the ticket is re-inserted into the reader, the touchscreen will display the message "DO YOU WANT TO CONTINUE USING THE LOCKER?" and there are two options to choose from: the first is "CONTINUE USING" and the second is "FREE THE LOCKER." If you choose the first option, you can still use the locker once it is closed again. Re-opening requires the ticket to be reread at the same locker controller. Choosing the second option is tantamount to relinquishing the locker. Once the locker is closed, the ticket will be erased from the system, and the user will lose access to the locker.
9. Luggage lockers are used by visitors to the Auschwitz-Birkenau State Museum in Oświęcim to store their luggage. The dimensions of the lockers, expressed in centimetres, are as follows: 40x90x60, and their load capacity is max. 30 kg.
10. Do not store items larger than the dimensions of the luggage locker.
11. It is forbidden to leave luggage outside the luggage lockers.
12. It is prohibited to store the following in luggage lockers:
 - a) Explosives and substances (including weapons), corrosive, poisonous, and other substances capable of causing danger to life, health, and property,
 - b) Materials and substances that give off an unpleasant odour or are perishable,
 - c) Narcotic and addictive materials and substances, the possession and distribution of which is prohibited by law,
 - d) Items whose storage is prohibited under separate legislation,
 - e) live animals;
13. The Museum does not directly supervise the luggage locker. If the paper ticket is lost or the user leaves the luggage locker unlocked, the Museum is not accountable for the theft of items left in the luggage locker.
14. The luggage storage and locker controllers are equipped with video surveillance to clarify disputes that may arise while using the luggage lockers.
15. Loss of a paper ticket for access to a locker must be reported immediately to the Car Park Operator via the phone number 33 846 61 01
16. Luggage will only be handed over if the person who lost the ticket submits a written statement identifying the luggage deposited in the storage (luggage description) and proves entitlement to it by showing a valid identity document.
17. Upon presentation of proof of payment of the fee referred to in pt. 5, the indicated locker will be opened by the Car Park Operator under inspection and confirmed by an appropriate protocol, after which the luggage will be immediately released to the customer.
18. Luggage may not be left in the luggage locker after the closing hours of the luggage room, which is open during the hours referred to in pt. 3 of these rules and regulations. If luggage/items are left behind after the closing hours of the locker, they will be removed from the locker the following day under inspection and handed over to the Administration Department in accordance with the regulations for handling lost property, phone number: 33 844 81 07, e-mail: administracja@auschwitz.org
19. Luggage left in the locker worth more than PLN 100 will be handed over to the Lost Luggage Office, located in the County Office in Oświęcim, ul. Wyspiańskiego 10, 32-602 Oświęcim, phone: +48 33 8449663, email: starostwo@powiat.oswiecim.pl
20. Luggage left in the locker, worth no more than 100 Pln. or which is difficult to estimate, will be stored at the Museum for 1 year from the date of notifying the luggage owner that the luggage has been found on the Museum premises, or for 2 years if the owner of the luggage is unknown or their whereabouts are unknown.
21. Where the luggage owner or person entitled to it does not claim it within the time limits specified in pt. 20, the luggage held by the Museum will be disposed of under inspection according to the regulations governing the handling of items found on Museum premises.
22. The owner may collect luggage left behind in person or via an authorised person upon prior appointment with the Administration Department, phone number +48 33 8448107, e-mail: administracja@auschwitz.org. Where it is impossible to retrieve the luggage in person, it is possible to ship it back to the address indicated by its owner. The luggage may be sent back upon payment of a fee based on the cost of shipping as determined by the Museum. The shipping cost will be determined individually depending on the luggage size, weight, value, and destination.
23. In the event of non-payment of the fee referred to in pt. 22 the luggage will be kept by the Museum.
24. All information about the luggage storage facility located on the grounds of the Auschwitz-Birkenau State Museum can be obtained from the Administration Department, from Monday to Friday, 7.00 to 15.00, e-mail: administracja@auschwitz.org at the indicated phone number + 33 8448107
25. For matters not covered by these Rules and Regulations, the Found Property Act of 20.02.2015 provisions and the stipulations of the Civil Code of 23 April 1964 shall apply.