

TERMS AND CONDITIONS OF RESERVATIONS AND PURCHASES OF ENTRY PASSES

(valid from **1.07.2026**)

§ 1

Definitions used in the Terms and Conditions have the following meanings:

1. "Ticket" – hereinafter referred to as the "Entry Pass" – a document authorising the tour of the Museum premises, in accordance with the Regulations for visiting and staying on the premises of the State Museum Auschwitz-Birkenau, in various variants, as specified in the confirmation received electronically or at the Visitors Service Centre. The Museum offers the following Entry Passes:
 - a. "Entry Pass for persons visiting without an Educator" – a document authorising the person indicated to free entry to the Museum premises and to tour the Museum without an Educator;
 - b. "Entry Pass for Guided Tours" – a document authorising the person indicated therein to use, against payment, the service of touring the Museum premises with an Educator and the use of headsets, within groups created by the Museum from individual visitors participating in so-called guided tours consisting of a maximum of 30 visitors;
 - c. "Entry Pass for Organised Groups" – a document authorising the person indicated therein to use, against payment, the service of touring the Museum premises with an Educator and the use of headsets, within organised groups consisting of a maximum of 30 visitors purchasing Entry Passes as organised groups;
 - d. "Entry Pass for Organised Groups – online tour" – a document together with a code authorising visitors to use, against payment, the service of an online tour of the Museum premises with an Educator, purchasing Entry Passes as organised groups;
 - e. "Entry Pass for Guided Tours – online tour" – a document together with a code authorising visitors to use, against payment, the service of an online tour of the Museum premises with an Educator, within groups created by the Museum from individual visitors;
2. "Museum" – the State Museum Auschwitz-Birkenau, ul. Więźniów Oświęcimia 20, 32-600 Oświęcim.
3. "Educator" – a person authorised by the Museum to provide educational guidance during a visit to the Museum.
4. "Visitors Service Centre" – the information and ticket service point located on the premises of the Museum, including the ticket machine, where only Entry Passes for Guided Tours may be

purchased, provided that the sale of Entry Passes is organised in such manner by the Museum. Relevant information is made publicly available on www.auschwitz.org and should be reviewed before the visit to the Museum.

5. "Terms and Conditions" – the Terms and Conditions for reservation and purchase of Entry Passes.
6. "System" – the online reservation and sales system available through visit.auschwitz.org and visitonline.auschwitz.org (for online tours), operated by the Museum.
7. "User" – any person or entity using the System and making a reservation.
8. "Buyer" – a User purchasing Entry Passes in the System or a person making a reservation and purchasing Entry Passes on the day of the visit at the Visitors Service Centre (subject to paragraph 4).
9. "Tour" – a tour of the Museum with an Educator in the selected language or without an Educator, individually or with a group, on a specified date and time.
10. "Working Days" – days from Monday to Friday excluding public holidays.
11. "Study Visit" – a visit to the Museum with an Educator combined with selected educational activities: a workshop, educational talk, presentation or lecture.
12. "Online Tour" – a form of touring conducted online via an internet browser. The Educator carries out the tour programme in real time on the premises of both parts of the State Museum Auschwitz-Birkenau. Purchasing an Entry Pass for an online tour does not authorise physical entry to the premises of the State Museum Auschwitz-Birkenau.
13. "GDPR" – Regulation (EU) 2016/679 of the European Parliament and of the Council 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 repealing Directive 95/46/EC (Official Journal of the European Union L 119, p. 1).

§ 2

General Provisions

1. These Terms and Conditions apply to reservations and purchases of Entry Passes via the System, as well as to purchases of Entry Passes at the Visitors Service Centre available exclusively on the day of the visit (subject to § 1 sec. 4).
2. By proceeding to use the System or by purchasing Entry Passes at the Visitors Service Centre (subject to § 1 sec. 4), the Buyer accepts these Terms and Conditions, the Regulations for visiting and staying on the premises of the State Museum Auschwitz-Birkenau, and the Price List for Entry Passes, available on the Museum's website: visit.auschwitz.org and at the Visitors Service Centre.
3. With the exception of online tours, the Entry Pass is a personalised document authorising entry to the Museum premises exclusively for the person indicated therein by full name or by the last four

digits of an identity document confirming identity (in the case of an Entry Pass collected or purchased at the Visitors Service Centre, subject to § 1 sec. 4). The Entry Pass is valid only together with an identity document confirming the identity of the person presenting it, which must be presented to authorised Museum personnel upon entry to the Museum premises and at any request thereof. The only exceptions in this respect apply to minors in accordance with § 8 sec. 4 of these Terms and Conditions.

4. The Museum uses markings in different colours in order to identify the tour to which the visitor has been assigned. Acceptance of these Terms and Conditions is equivalent to consent to the use of such markings. The visitor independently decides where to place the marking, provided that it remains visible and enables easy identification by the Educator. The marking should be removed immediately after the end of the tour.

§ 3

User Registration

1. A User who intends to make a reservation for Entry Passes may register in the System in advance. Registration of an individual account facilitates the process of making subsequent reservations through automatic completion of data in the order form. The User has the right to access and independently correct their data at any time (except for those who registered in accordance with sec. 6 of this paragraph, whose data may only be corrected by the Museum at their request).
2. Failure to complete the account registration process requires the User to complete the order form each time with the data necessary for its processing.
3. Proper completion of all mandatory fields in the registration form is a prerequisite for registration. In the event of providing false data, the Museum reserves the right to delete the account.
4. Each User registering shall receive a return message to the e-mail address provided in the registration form, containing information confirming acceptance of the application and registration of the account in the System.
5. Deletion of an individual account and the User's personal data from the System shall take place upon sending a request for account deletion to the e-mail address:
reservation.office@auschwitz.org (in the case of online tours to the e-mail address:
visit.online@auschwitz.org).
6. A User wishing to use preferential payment methods when making reservations for Entry Passes for Organised Groups, purchased through the System by the User in their own name and on their own behalf, without the participation of an intermediary, in connection with their statutory educational activities (in particular: schools, orphanages, educational care centres, social welfare homes), is

obliged to complete all required fields in the registration form (including the required data concerning registration of the educational institution provided below the registration form), and enter in the "Name" field the full name of the institution to which the sales document should be issued. The registration process described above should be carried out in accordance with sec. 1–4 of this paragraph. Each User registering shall receive a return message to the e-mail address provided in the registration form containing information confirming receipt of the application, which has been accepted for processing. The User shall receive an e-mail confirming or rejecting the application for registration within 5 Working Days. The Museum reserves the right to remove the User from the above-mentioned database referred to in sec. 6 if the User has used the preferential conditions for reserving Entry Passes for purposes other than those specified in sec. 6, including commercial resale of Entry Passes, without any right to assert any claims on that basis.

7. Personal data provided in the System by a User who is a natural person shall be processed to the extent necessary for registration, online reservation of Entry Passes and their purchase. Data processing is carried out pursuant to Article 6(1)(b) of the GDPR. The controller of personal data is the State Museum Auschwitz-Birkenau. Providing personal data is voluntary but necessary for registration and reservation. The User has the right to access and correct their data, subject to the reservations contained in this paragraph.
8. The Museum informs that personal data provided in the System by the User may be processed by Softcom Spółka jawna (Softcom Spółka jawna, Piotr Szuba, Tomasz Wierzbowski, ul. Buforowa 115, 52-131 Wrocław) or its subcontractor, in accordance with the GDPR, on the basis of a personal data processing agreement concluded with the Museum, exclusively for the purpose and to the extent necessary to provide IT maintenance services for the System.
9. The Museum shall not be liable for the consequences of providing false or incorrect data by the User in the registration form. This also applies to disclosure of individual account data to third parties and transactions carried out by unauthorised third parties who gained access to the User's account as a result of failure to exercise due caution when using the individual login and password for the account.
10. The Museum shall not be liable for inability to log into the System or for interruptions and errors in its operation resulting from any reasons beyond the Museum's control.
11. The Museum shall not be liable for messages or data lost or undelivered on the Internet for reasons beyond the Museum's control, in particular due to incorrect operation of the server or domain on the part of the User/e-mail service provider, as well as where the message is delivered to the recipient's SPAM folder.
12. The Museum reserves the right to delete the User's account if it remains unused for a period longer than 1 month from the date of its creation.

13. By accepting these Terms and Conditions, the User simultaneously consents to receiving e-mail messages containing information about the educational and publishing activities of the State Museum Auschwitz-Birkenau, sent after the date of the visit.
14. The Museum has the right to block network traffic (temporarily or permanently) from IP addresses that cause improper functioning of the server infrastructure or threaten its security. In particular, the use of bots or other automated IT tools enabling the purchase of Entry Passes without the Buyer's intervention is prohibited. The Museum reserves the right to cancel Entry Passes purchased using prohibited tools. The above actions of the Museum shall not constitute grounds for any claims by the User.

§ 4

Reservations and purchases of Entry Passes specified in § 1 sec. 1 (b) and (c)

1. Prices of Entry Passes for a tour service with an Educator, hereinafter referred to in this paragraph as "Entry Passes", are specified in the Price List available on the Museum's website at visit.auschwitz.org/cennik and at the Visitors Service Centre. The Museum reserves the right to modify the Price List, in particular in the event of changes in tax regulations and changes resulting from the interpretation of such regulations, including obtaining individual interpretations of tax law provisions. Changes to the Price List shall enter into force on the date indicated by the Museum.
2. The availability of Entry Passes in the System and at the Visitors Service Centre (subject to § 1 sec. 4) depends on the security procedures established at the Museum and the availability of an Educator in the selected language.
3. The availability in the System of Entry Passes for Guided Tours with an Educator, including online tours, ends 15 minutes before the beginning of the tour. Their purchase is also possible on the day of the visit at the Visitors Service Centre (subject to § 1 sec. 4), subject to availability.
4. The availability in the System of Entry Passes for Organised Groups with an Educator, including online tours, ends 5 days before the beginning of the tour. After this time, their purchase is possible in the manner specified in sec. 5(c) of this paragraph or at the Visitors Service Centre (subject to § 1 sec. 4), subject to availability.
5. The reservation procedure for Entry Passes for tours with an Educator is as follows:
 - a. the reservation remains active for 30 minutes for Entry Passes for Guided Tours and for 24 hours for Entry Passes for Organised Groups (except for Study Visits); during this time, the names of the visitors must be provided and payment must be made in accordance with sec. 7 of this paragraph. In the event of non-payment or failure to provide the above-mentioned data within the specified period, the reservation shall be automatically

cancelled. After entering the above-mentioned data, changes in the System are possible only with regard to Entry Passes for Organised Groups, in accordance with the rules described in § 9 sec. 7 and 8. The sales document together with the Entry Passes for visitors whose data were indicated during the reservation process shall be generated automatically and sent to the e-mail address provided by the User. In the case of purchasing Entry Passes for Guided Tours at the Visitors Service Centre (subject to § 1 sec. 4), the names of visitors or the last four digits of the document confirming their identity must be provided (excluding the ticket machine). After entering the above-mentioned data, changes in the System are not possible;

- b. the reservation remains active for 30 minutes for Entry Passes for Guided Tours – online tour and for 24 hours for Entry Passes for Organised Groups – online tour; during this time payment must be made in accordance with sec. 7 of this paragraph. In the event of non-payment within the specified period, the reservation shall be automatically cancelled. The sales document together with the Entry Passes for visitors shall be generated automatically and sent to the e-mail address provided by the User;
- c. in the case of purchasing Entry Passes for Organised Groups and Entry Passes for Organised Groups – online tour after the end of their availability in the System, not earlier than 5 days before the planned date of the tour (excluding Study Visits) and not later than 2 days before the planned date of the tour, an inquiry should be sent by e-mail to: reservation.office@auschwitz.org (in the case of online tours to: visit.online@auschwitz.org). Reservation in this manner is possible only on Working Days, and on Fridays only until 9:00 a.m. In the case of purchasing Entry Passes for Organised Groups and Entry Passes for Organised Groups – online tour not earlier than 1 day before the planned date of the tour and not later than on the day of the tour, the reception should be contacted at: +48 33 844 81 02. In the event of availability of the selected date and type of tour, the User shall receive an e-mail confirming the reservation; it remains active for 1 hour from the moment of receiving the message. During this time, payment must be made through the link included in the e-mail message and visitor data must be provided in accordance with sec. 5(a); in the event of non-payment or failure to provide the data, the reservation shall be automatically cancelled. The reservation processes described above are possible exclusively for the two types of tours specified in the Price List as “Guided service – general tour 3.5h + GTS” and “Guided service – general tour 2.5h + GTS”, described therein as “Option II”, resulting in a higher price compared to reservations made up to 5 days before the day of the tour, excluding the day of the visit;

- d. automatic cancellation of the reservation is equivalent to making the Entry Passes available again to all Users (subject to sec. 7(d) of this paragraph); the User shall be informed about cancellation of the reservation by e-mail sent to the e-mail address provided by the User; in the event of payment made after cancellation of the reservation, the paid amount shall be refunded to the account from which the payment was made;
 - e. in the event of intending to purchase Entry Passes for an Organised Group, the User should contact the Museum via the form available in the online panel – “Group Tours”. A User making a reservation for a tour with interpretation must provide an interpreter in the language in which the reservation was made, subject to the proviso that, if an Educator is available in the language spoken by the group, the Museum has the right to change the language of the tour, including at the reservation stage. Information concerning provision of an interpreter should be included in the reservation form in the “Notes” field. The Museum has the right to withdraw from the agreement without reimbursement of costs if an interpreter in the selected language is not provided. In order to facilitate reservation of the tour, it is also recommended to provide several options of dates, times and languages of the tour in the “Notes” field. The Museum shall send a reply concerning the reservation within a maximum of 5 Working Days from the moment of receipt of the application. The Museum reserves the right to consider a maximum of 25 applications submitted on one day by one User, taking into account invoice data provided in the case of business entities, and 5 applications submitted on one day by one User, taking into account the e-mail address provided in the case of natural persons;
 - f. the Museum reserves the right to confirm a maximum of 40 reservations for a tour service with an Educator for one User in a given week, taking into account invoice data provided in the case of business entities, and in the case of natural persons, the provided e-mail address.
6. Placing an order through the System together with making payment in accordance with sec. 7 of this paragraph is equivalent to concluding an agreement with the Museum regarding the purchase of Entry Passes for a tour service with an Educator. Acceptance of the order by the Museum takes place after payment, by sending to the e-mail address provided by the User a message containing: confirmation of the User’s order, the appropriate sales document, the ordered numbers (codes) of Entry Passes for a tour service with an Educator (necessary for logging in), and a link to the website through which logging into the online tour shall take place.
7. Payment rules for Entry Passes for a tour service with an Educator:

- a. payment for Entry Passes purchased through the System shall be made, at the User's choice, by electronic transfer or online payment card transaction, subject to point (b); payment for Entry Passes purchased at the Visitors Service Centre (subject to § 1 sec. 4) shall be made cashlessly (payment card) or in cash (excluding the ticket machine);
 - b. payment for Entry Passes purchased through the System is processed via the PayU system operated by PayU S.A. with its registered office in Poznań, entered in the register of payment services under number IP1/2012 and in the register of entrepreneurs maintained by the District Court Poznań – Nowe Miasto and Wilda in Poznań, 8th Commercial Division of the National Court Register under KRS number 0000274399, pursuant to the PayU Regulations available at:
<http://www.payu.pl/pliki-do-pobrania/regulaminy-i-informacje>;
 - c. to the extent necessary to process payment by a User who is a natural person, the personal data provided by the User, including name, surname, address and e-mail address, shall be processed. The controller of personal data is PayU S.A. with its registered office in Poznań (60-166 Poznań, ul. Grunwaldzka 182), entered in the register of payment services under number IP1/2012 and in the register of entrepreneurs maintained by the District Court Poznań – Nowe Miasto and Wilda in Poznań, 8th Commercial Division of the National Court Register under KRS number 0000274399. Providing personal data is voluntary, but necessary to make a purchase; the User has the right to access and correct their data;
 - d. in the event of irregularities or unforeseen interruptions in the operation of the PayU system, the User should contact the Museum by sending an e-mail to reservation.office@auschwitz.org (in the case of online tours to: visit.online@auschwitz.org).
8. Payment for Entry Passes for Organised Groups and Entry Passes for Organised Groups – online tour, purchased through the System by Users in their own name and on their own behalf, without the participation of an intermediary, in connection with their statutory educational activities (in particular: schools, orphanages, educational care centres, social welfare homes), shall be made, at the User's choice:
- a. by electronic transfer or online payment card transaction through the PayU system, or
 - b. by traditional bank transfer, provided that the reservation is made and paid for no later than 14 days before the date of the tour;
 - c. the Museum shall not be liable for any consequences resulting from irregularities in the functioning of the bank indicated by the User when making payment.

9. Reservation forms shall be processed in the order in which applications are submitted.
10. Entry Passes remain the property of the Museum until confirmation of payment by the bank indicated by the User when making payment is recorded.
11. Acceptance of payment and forwarding of the order for processing shall be confirmed automatically by a notification generated by the System and sent to the e-mail address indicated by the User.
12. The Museum reserves the right to temporarily suspend online sales at any time for technical reasons.
13. The Museum reserves the right to introduce limitations regarding online purchases, namely for purchases of Entry Passes for Guided Tours and Entry Passes for Guided Tours – online tour, up to a maximum of six per day by one User, without the need to amend these Terms and Conditions.
14. A Buyer making a purchase on the day of the visit at the Visitors Service Centre (subject to § 1 sec. 4) is entitled to purchase a maximum of one Entry Pass for Guided Tours for a given day. This number may be increased to three Entry Passes provided that the Buyer indicates the persons visiting together with the Buyer on whose behalf the purchase is being made. Only persons purchasing Entry Passes may remain and queue in the immediate area adjacent to the Visitors Service Centre. Movement of visitors on the Museum premises is directed and regulated by Museum personnel.
15. The Museum shall not be liable for consequences resulting from providing false or incorrect data by the User/Buyer in the order form, including on Entry Passes.
16. The Museum shall not be liable for consequences resulting from changes to User data necessary for fulfilment of the order during processing of the submitted order.
17. The Buyer and/or the visitor is responsible for selecting the language of the tour, and the Educator providing the tour service uses the language for which the Entry Pass was purchased.
18. The Museum reserves the right to suspend sales of Entry Passes at the Visitors Service Centre (subject to § 1 sec. 4) for security or organisational reasons.

§ 5

Making Entry Passes Available for Visitors without an Educator

1. The availability of Entry Passes for visitors without an Educator is subject to the security procedures established at the Museum.
2. The procedure for providing Entry Passes for visitors without an Educator is as follows:
 - a. in order to make a reservation via the System, the User should select the Entry Passes to be reserved and provide the name and surname of the visitor. In the event of failure to provide the above-mentioned data, the reservation shall be automatically cancelled. After

the data has been entered, it cannot be changed in the System. Entry Passes for persons whose data were indicated during the reservation process shall be generated automatically and sent to the e-mail address provided by the User;

b. acceptance of the reservation by the System for processing shall be automatically confirmed by sending to the e-mail address provided by the User a message confirming the User's order together with the ordered Entry Passes.

3. A User making an online reservation for Entry Passes for a tour without an Educator is entitled to reserve a maximum of six Entry Passes for a given day.
4. The Museum reserves the right to temporarily suspend the availability of Entry Passes in the System referred to in sec. 1 at any time for technical reasons.
5. The Museum shall not be liable for the consequences of providing false or incorrect data in the order form, including on Entry Passes, by the User/Buyer.
6. The Museum reserves the right to suspend the issuance of Entry Passes at the Visitors Service Centre (subject to § 1 sec. 4) for security or organisational reasons.

§ 6

Booking Process for Study Visits

1. Study Visits are organised by the Visitor Services Team and are dedicated to organised groups.
2. In order to book a Study Visit, the Visitors Service Centre should be contacted by sending an e-mail to: pobyty.studyjne@auschwitz.org or study.visits@auschwitz.org no later than 10 Working Days before the planned date of the visit.
3. A booking enquiry for a Study Visit should include:
 - a. the proposed date and start time of the Study Visit;
 - b. the number of persons in the group (young people and adult guardians);
 - c. the name of the group/organiser (name and surname of the group leader accompanying the group during the Study Visit together with a contact telephone number);
 - d. the language of the tour and educational activities;
 - e. the selected tour variant (available tour variants can be found on auschwitz.org under the following link: <http://auschwitz.org/zwiedzanie/przewodnicy/>);
 - f. the type and topic of the selected educational activities (available topics and the price list for educational activities can be found on auschwitz.org: <http://auschwitz.org/edukacja/pobyty-studyjne/>);
 - g. the data necessary for issuing an invoice, in accordance with § 7.

4. Study Visits are confirmed subject to the availability of Educators and persons conducting educational activities.
5. Study Visits may be booked up to 14 days before the planned date of the visit. During this period, payment must be made via the PayU operator and the names and surnames of the participants of the visit must be provided, in accordance with these Terms and Conditions. A link for the operations described above shall be generated by the System. In the event of non-payment or failure to provide the above-mentioned data within the specified period, the reservation for the visit shall be automatically cancelled.
6. Cancellations and changes to Study Visit variants are possible in accordance with § 9 by sending an e-mail to: pobyty.studyjne@auschwitz.org or study.visits@auschwitz.org.

§ 7

Settlements

1. Prices of Entry Passes are provided in Polish zloty (PLN) and are gross prices.
2. Pursuant to the Regulation of the Minister of Finance of 17 December 2024 on exemptions from the obligation to keep sales records using cash registers (Journal of Laws of 2024, item 1902, as amended), the sale of Entry Passes where the order and payment are made online is exempt from registration using a fiscal cash register; therefore, the User does not receive a fiscal receipt.
3. Possibilities of receiving an invoice:
 - a. in the case of purchasing Entry Passes at the Visitors Service Centre (it is not possible to receive an invoice from the ticket machine) – the cashier should be informed of this fact at the moment of the transaction and the Tax Identification Number (NIP) should be provided; in the event of failure to provide such information or the NIP number, it shall not be possible to receive an invoice at a later date. In the case of purchasing Entry Passes for Guided Tours, the invoice shall be issued once for a given day to the Buyer's details (in accordance with § 4 sec. 14). In the case of Buyers conducting business activity, providing a correct Tax Identification Number (NIP) is a condition for issuing an invoice;
 - b. in the case of purchasing Entry Passes via the System after prior registration:
 - i. select the "Invoice" option and provide the correct data necessary for issuing the invoice. Invoices documenting sales shall, as a rule, be issued as structured invoices via the National e-Invoicing System (KSeF), in accordance with applicable legal provisions. Only a notification concerning the issuance of the invoice in KSeF or its visualisation may be sent to the Buyer's e-mail address;

- ii. provide the correct Tax Identification Number (NIP) – failure to provide the Tax Identification Number (NIP) results in the inability to issue a sales document in the form of a VAT invoice;
- iii. the details of the Buyer or Recipient on the invoice must be consistent with the details of the User making the reservation and payment;
- iv. issuing invoices outside the National e-Invoicing System (KSeF) and providing them in forms other than via KSeF shall be permitted only in cases expressly provided for by applicable legal provisions;
- v. it is possible to obtain a corrected invoice reflecting a change of the Buyer, provided that a statement from the actual Buyer is received;
- vi. the User is obliged to inform/select the invoice option for the Buyer immediately when making the transaction (order) in the System and to provide the Tax Identification Number (NIP) and complete the invoice or simplified invoice details.

c. in the case of purchasing Entry Passes via the System without registration:

- i. submit a request for issuing an invoice based on the receipt by sending an e-mail to: reservation.office@auschwitz.org (in the case of online tours to: visit.online@auschwitz.org) within three months from the date of confirmation of the order;
- ii. the Buyer's e-mail address must be consistent with the address provided during the reservation;
- iii. the Buyer's address details should be provided and the previously received receipt attached;
- iv. the Buyer's details must be consistent with the details of the User making the reservation and payment;
- v. it is possible to receive an invoice with a change of Buyer, provided that a statement from the actual Buyer is received.

- 4. The Museum shall not be liable for the consequences of providing false or incorrect data by the User in the invoice form.
- 5. The sale of Entry Passes referred to in sec. 1 by third parties at a price higher than that resulting from the Price List, or an attempt to make such a sale, shall result in the annulment of the Entry Passes without reimbursement of the amounts paid for their purchase.
- 6. The sale of Entry Passes for visitors without an Educato by third parties, or an attempt to make such a sale, shall result in their annulment.

Collection and Validity of Entry Passes

1. Entry Passes ordered via the System should be printed or downloaded in electronic form to a mobile device. Entry Passes contain a unique reservation barcode.
2. The Museum shall not be liable for the consequences of the User providing order details to third parties, in particular for the unauthorised collection or printing of Entry Passes by a third party.
3. Entry Passes ordered via the System or reserved and purchased at the Visitors Service Centre, together with the reservation number or sales document, entitle the visitor to a single entry to the Museum premises solely for the purpose of participating in a Tour.
4. Entry Passes for Guided Tours, Entry Passes for Organised Groups and Entry Passes for tours without an Educator are documents entitling only the persons indicated therein by name and surname or by the last four digits (in the case of Entry Passes collected on the day of the visit at the Visitors Service Centre) of the identity document confirming their identity to visit the Museum. In order to verify the right of entry to the premises, the Museum verifies the data on the Entry Passes against the data contained in the identity document presented upon entry. The details of visitors, as well as the details concerning the tour service (type of tour service, date, time and language of the tour), on the Entry Passes must be consistent with the details contained in the System. A guardian of a minor not holding an identity document shall, in order to obtain the appropriate Entry Pass for the minor, provide their own details referred to in the previous sentence. If a minor holds an identity document, the guardian shall provide the details of that minor while simultaneously giving consent to the processing thereof.
5. Concessionary Entry Passes for a tour service with an Educator for Guided Tours entitle the holder to participate in the tour only upon presentation of a valid document confirming the right to a concession before the beginning of the Tour. In the absence of such a document, the User is obliged to pay again for the Entry Pass at the full price at the Visitors Service Centre (subject to § 1 sec. 4). In such a case, the Buyer is entitled to a refund of the fee paid for the concessionary Entry Passes in the event of purchase via the System – to the account from which the payment was made, and in the event of purchase at the Visitors Service Centre – in the same form in which the payment was made.
6. Entry Passes downloaded in accordance with the provisions of these Terms and Conditions constitute authentic documents. Any interference with the content of downloaded Entry Passes is prohibited. Entry Passes that are illegible or reserved in breach of these Terms and Conditions, or in respect of which there is a justified suspicion of forgery or alteration, shall be invalid and therefore shall not entitle the holder to enter the Museum premises and participate in the Tour.

7. The Museum shall not be liable for the alteration, damage, loss or destruction of Entry Passes. Persons using such Entry Passes lose the right of entry to the premises without any right to make claims against the Museum on that basis.
8. The individual Entry Pass number (code) used to log in to an online tour, referred to in § 4 sec. 6, entitles only one person to participate in the Tour, i.e. the Buyer or the person on whose behalf the purchase was made. Therefore, sharing this login code with other persons is prohibited.

§ 9

Cancellations and Changes to Tour Options

1. Reservations of Entry Passes made using the System are subject to cancellation or changes exclusively with regard to the types of Entry Passes and under the rules set out in this paragraph.
2. Buyers who have made reservations for Entry Passes for a tour service with an Educator for Guided Tours are not entitled to withdraw from the agreement. Users or Buyers of Entry Passes for a tour service with an Educator for Guided Tours and Entry Passes for tours without an Educator are not entitled to change the reservation made. The above also applies to online tours.
3. The Museum reserves the right to change the date of the Tour for reasons beyond the Museum's control, in particular due to force majeure, security reasons, or visits of delegations or state ceremonies. In such a case, the User shall receive an e-mail from the Museum containing a proposal for a new tour date and a request for acceptance within 3 Working Days from receipt of the message. Acceptance of the proposed change to the reservation shall result in cancellation of the original order and refund of the costs incurred for the purchase of the Entry Passes within 3 Working Days from receipt of the acceptance, to the account from which the payment was made, as well as the placement of a new reservation for the User, for which the User shall be obliged to pay again for the Entry Passes according to the Price List applicable on the date of the original reservation, within 24 hours from the moment of acceptance. In the absence of acceptance, the reservation shall be cancelled and the User shall be entitled to a refund of the costs incurred for the purchase of the Entry Passes within 3 Working Days to the account from which the payment was made.
4. The Museum reserves the right to cancel the Tour or change the type of Tour on the day of the visit for reasons beyond the Museum's control, in particular due to force majeure, security reasons or visits of delegations or state ceremonies. In such cases, the Buyer shall be entitled to a refund of the costs incurred for the purchase of the Entry Passes:
 - a. in the case of purchase via the System – within 3 Working Days from the date of the visit, to the account from which the payment was made;

- b. in the case of purchase of Entry Passes at the Visitors Service Centre (subject to § 1 sec. 4)
 - on the day of purchase, in the same form in which the payment was made.

In the event of a change in the type of Tour, the Buyer shall be obliged to pay again according to the Price List applicable on the date of the original reservation:

- a. for Entry Passes for Organised Groups – by bank transfer within 7 days from the date of the visit or on the day of the visit at the Visitors Service Centre (subject to § 1 sec. 4);
 - b. for Entry Passes for Guided Tours – on the day of the visit at the Visitors Service Centre (subject to § 1 sec. 4).
5. The Museum reserves the right to cancel the Tour in the event that the reservation was made in breach of applicable laws, these Terms and Conditions or the Price List, without any right to assert claims against the Museum on that basis.
6. A User who has placed an order for Entry Passes for Organised Groups and Entry Passes for Organised Groups – online tour shall have the right to cancel the reservation by sending an e-mail to: reservation.office@auschwitz.org (in the case of online tours: visit.online@auschwitz.org). A return message confirming cancellation shall be sent within 5 Working Days from receipt of the notification. Notification of cancellation submitted up to 5 Working Days before the date of the Tour (excluding the day of the visit) entitles the User to a refund of the costs incurred for the purchase of the Entry Passes within 3 Working Days from receipt of confirmation of cancellation, to the account provided during reservation from which the payment was made. If notification of cancellation is submitted later than specified above, or if no cancellation notification is submitted, the User shall not be entitled to a refund of the incurred costs.
7. A User who has placed an order for Entry Passes for Organised Groups and Entry Passes for Organised Groups – online tour shall have the right, no later than 5 Working Days before the originally planned date of the Tour (excluding the day of the visit), to make changes regarding:
- a. tour variants covering: time, date, type, language and number of persons. Increasing the number of persons in the group is possible within one package only – changes in the number of persons apply to packages of up to 20 and 30 persons (in accordance with sec. 10 of this paragraph and provided that the details of the visitors concerned by the change are provided). The package for up to 10 persons is not subject to changes in the number of persons, i.e. the number of persons in the group cannot be increased;

- b. details of visitors (excluding online tours) concerning no more than 10% of the maximum number of persons in a group of up to 10/20/30 persons respectively, by sending an e-mail to: reservation.office@auschwitz.org;
- c. a reservation change (in accordance with points a and b above) may be made only once and may simultaneously concern some or all of the above-mentioned tour variants and visitor details (excluding online tours). The Museum shall send a reply within 5 Working Days from receipt of the message. A change to the tour variant or the number of persons in the group accepted by the Museum (in accordance with point a above), resulting in a change in the price of the Entry Passes, shall result in cancellation of the original order and refund of the costs incurred for the purchase of the Entry Passes within 3 Working Days from acceptance of the reservation change, to the account from which the payment was made, and activation of the updated reservation in accordance with the accepted changes, for which the User shall be obliged to pay the price for the new order according to the Price List applicable on the date of the new reservation, within 24 hours from acceptance of the change. In the event of a change in the number of persons in the group, the availability of Entry Passes shall depend on the security procedures established at the Museum.

8. A User who has placed an order for Entry Passes for Organised Groups shall be entitled to one reservation change at the Visitors Service Centre (subject to § 1 sec. 4) on the day of the visit concerning:

- a. reduction in the number of persons in the group, provided that such change does not affect the number of Educators assigned. A change in the number of persons in the group accepted by the Museum, resulting in a change in the price of the Entry Passes, shall result in cancellation of the original order and refund of the costs incurred for the purchase of the Entry Passes within 3 Working Days from the date of the visit, to the account from which the payment was made, and activation of a new reservation, provided that payment for the new order is made according to the Price List applicable on the date of the reservation change;
- b. details of visitors concerning no more than 10% of the maximum number of persons in a group of up to 10/20/30 persons respectively. Changes to the above-mentioned details are possible only if they have not been changed previously;
- c. an increase in the number of persons within one package, i.e. a group of up to 20 or 30 persons respectively. Such change is possible only if the number of persons in the group has not previously been changed. The package for up to 10 persons is not subject to

changes in the number of persons, i.e. the number of persons in the group cannot be increased.

9. A User who has placed an order for Entry Passes for Organised Groups and Entry Passes for Organised Groups – online tour shall have the right to change the language of the Tour up to 3 days before the planned visit by providing information by phone at: +48 33 844 8099; +48 33 844 8100. The availability of a given Tour language shall depend on the availability of an Educator in the selected language. Notification of a reservation change no later than 5 Working Days before the planned visit (excluding the day of the visit) shall take place in accordance with sec. 7 of this paragraph.
10. The Museum reserves the right to limit the possibility of making reservation changes related to reimbursement of payments, i.e. changes to the type of Tour and changes in the number of persons (in accordance with sec. 7–8), to a maximum of 20 per month, taking into account invoice data provided in the case of business entities and, in the case of natural persons, the provided e-mail address.
11. The Museum reserves the right to cancel the Tour in the event of refusal of entry to the Museum premises to persons where, based on the overall circumstances, their behaviour or intentions are contrary to the purposes of being present on the Museum premises, namely visiting the exhibition and paying tribute to the Victims of KL Auschwitz. This applies in particular to persons intending to use their presence on the Museum premises to organise illegal gatherings, rallies, press conferences, happenings, political demonstrations or other events of a similar nature that have not obtained the prior written consent of the Museum.
12. The time indicated on the reservation confirmation is the start time of the Tour. For organisational reasons, in particular due to the time necessary for security checks of persons and luggage, Buyers should arrive at the Museum at least 30 minutes before the scheduled start of the Tour. Reporting at the Visitors Service Centre after the Tour time indicated in the reservation shall result in loss of the possibility to participate in the Tour without the right to reimbursement of incurred costs, unless another time for the reserved type of Tour is available on the same day. The right to the above-mentioned change shall apply to a User who has placed an order for Entry Passes for Organised Groups. The availability of a given type of Tour at another time shall depend on the security procedures established at the Museum and the availability of an Educator in the selected language.

§ 10

Personal Data Protection

1. By making a reservation for Entry Passes with or without registration, the User or Buyer who is a natural person provides personal data for the purpose of storage and processing by the Museum in connection with fulfilment of the order, necessary contact with the User, Buyer or the person designated by them, as well as for all activities necessary for the functioning of the System. Provision of personal data is voluntary, but necessary to the extent required to fulfil the above-mentioned purposes.
2. As part of handling reservations and purchases of Entry Passes, as well as providing other information to Users and other interested persons, the Museum also provides information by telephone through the Visitors Service Section.
3. The information referred to in sec. 2 shall be provided following prior consent of the caller to call recording, expressed by remaining on the telephone line after hearing the message, pursuant to Article 4(11) in conjunction with Article 7(1) of the GDPR. Consent to the processing of personal data by the Museum is voluntary and is given for the purpose of providing information, fulfilling orders, maintaining necessary contact with the User, Buyer or a person designated by them, and carrying out all activities necessary for the functioning of the System. Personal data obtained during telephone conversations shall not be subject to profiling.
4. The controller of the personal data referred to in sec. 1-3 is the State Museum Auschwitz-Birkenau with its registered office in Oświęcim, ul. Więźniów Oświęcimia 20, 32-600 Oświęcim, Poland.
5. In matters concerning the protection of the aforementioned personal data, contact may be made with the Data Protection Officer appointed at the Museum via e-mail at: iod@auschwitz.org or by correspondence sent to the registered office address of the controller.
6. The period of processing of the above-mentioned personal data is connected with the purposes of processing referred to in § 10 sec. 1-3. Therefore, personal data shall be processed for the period during which legal provisions require the controller to store the data or for the limitation period of potential claims for the pursuit of which possession of the data is necessary.
7. Persons whose data are processed have the right to access the content of their personal data, the right to rectify and erase such data, as well as the right to restrict processing, the right to data portability and the right to object to the processing of their personal data, subject to § 3 sec. 1. Persons whose data are processed pursuant to this paragraph also have the right to lodge a complaint with the supervisory authority if, in their opinion, the processing of their personal data violates the GDPR.
8. Storage and processing of personal data obtained are carried out in accordance with the principles set out in the Act of 10 May 2018 on the Protection of Personal Data (Journal of Laws of 2019, item 1781, consolidated text as amended), the Act of 18 July 2002 on the Provision of Services by Electronic Means (Journal of Laws of 2024, item 1513, consolidated text as amended), and the

provisions of the GDPR. With regard to personal data processed by the Museum, the GDPR policy available at <http://www.auschwitz.org/rodo/> shall also apply.

§ 11

Final Provisions

1. In all matters related to the sale or distribution of Entry Passes via the System or at the Visitors Service Centre and not regulated by these Terms and Conditions, as well as complaints, the Buyer should contact the Museum by e-mail at: reservation.office@auschwitz.org (in the case of an online tour the e-mail address is: visit.online@auschwitz.org). Complaints may be lodged no later than 14 days from the incident that is the reason for the complaint, except where the cause of the complaint lies with the payment operator. In the case described above, the complaint shall be forwarded to the operator for consideration in accordance with the applicable regulations available at: <http://www.payu.pl/pliki-do-pobrania/regulaminy-i-informacje>. The Buyer should indicate the following in the complaint: the subject of the complaint, the transaction number, e-mail address used for the reservation (if the reservation was made via the System), full name of the Buyer, the order number (pro forma invoice), price of the purchased Entry Passes, date of payment and the reason for the complaint. The Museum is not liable for improperly submitted complaints, in particular for the provision of incorrect or false data by the Buyer.
2. Complaints shall be examined by the Museum within 14 days from the date of receipt except for situations where the reason for the complaint lies with the payment operator. In the case described above, the complaint shall be forwarded to the operator for consideration in accordance with the applicable regulations available at: <http://www.payu.pl/pliki-do-pobrania/regulaminy-i-informacje>. The Buyer shall be informed about the outcome of the complaint.
3. The Museum reserves the right to make amendments to these Terms and Conditions. The Museum is obliged to communicate each amendment to the public on its website: visit.auschwitz.org.
4. These Terms and Conditions, the Reservation Form in the System, the Regulations for visiting and staying on the premises of the State Museum Auschwitz-Birkenau, as well as the Price List for Entry Passes (including the price list of educational activities), constitute an integral part of the mutual obligations of the Museum and the Buyer.
5. All matters not regulated by these Terms and Conditions are governed by the provisions of Polish law, in particular the Civil Code, the Personal Data Protection Act and the Act on Consumer Rights, as well as the GDPR.
6. Where the User is a consumer, all disputes arising from the application of these Terms and Conditions shall be resolved by the Polish common court with territorial jurisdiction according to

the provisions of the Code of Civil Procedure. In other cases, disputes shall be adjudicated by the Polish common court with territorial jurisdiction over the seat of the Museum.

7. Consumers may obtain free assistance regarding their rights or any dispute between the Consumer and the Seller by contacting a county (municipal) consumer ombudsman or a social organisation whose statutory tasks include consumer protection. Information for consumers is available on the website of the President of the Office of Competition and Consumer Protection (uokik.gov.pl).
8. The Consumer has access to online dispute resolution for consumer disputes via the EU online platform (ODR platform) at <https://ec.europa.eu/consumers/odr>. The ODR platform is a multilingual, interactive website for consumers and entrepreneurs seeking an out-of-court settlement of disputes arising from online sales contracts.