

**Regulations for visitors and persons staying on the grounds of Auschwitz-Birkenau Museum and
Memorial (valid from 1.07.2026)**

§ 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 interfere, 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 without an option to submit any claims against the Museum in this respect.
3. The Museum is recommended for visitors aged 14 and over.
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
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 visited independently or with an Educator authorised by the Museum, depending on the type of Entry Pass held by the visitor. The Educator provides substantive guidance during the tour. In the case of Entry Passes purchased for a tour with an Educator, it is not permitted to leave the group in order to continue the visit independently.
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 use of audio headset equipment, 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.
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.

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.
10. The group visiting the Museum on the basis of the Entry Pass for Organized Groups may not exceed 30 visitors.
11. The group visiting the Museum based on the Entry Pass for Guided Tours may not exceed 30 visitors.
12. The purchase of all types of Entry passes is possible upon booking via the Museum website (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. Visiting hours: The Museum is open all year long, seven days a week, except January 1, December 25, and Easter Sunday.

- 7:30 AM - 3:30 PM December
- 7:30 AM - 4:30 PM January, November
- 7:30 AM - 5:30 PM February
- 7:30 AM - 6:30 PM March, October
- 7:30 AM - 7:30 PM April, May, September
- 7:30 AM - 8:30 PM June, July, August

* The above hours refer to the time visitors may remain on the Museum premises. The last entry is possible no later than one and a half hours before closing time.

15. In the hours:

- a) 7:30 AM - 5:00 PM (April, May, September),
- b) 7:30 AM - 5:00 PM (June, July, August),

- c) 7:30 AM - 4:00 PM (March, October),
- d) 7:30 AM - 3:00 PM (February),
- e) 7:30 AM - 2:00 PM (January, November),
- f) 7:30 AM - 1:00 PM (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. Exception applies to individual visitors - holders of a disabled person's ID (with a guardian), Veterans of the anti-Hitler coalition army of World War II and the army of Ukraine in the war against Russia (with a guardian), after presenting the relevant documents, holders of official staff identification cards issued to employees of museums entered in the State Register of Museums, as well as holders of ICOM Membership Cards and ICOMOS Membership Cards.

16. The number of persons allowed on the Museum premises at the same time is limited for safety reasons. For individual visitors participating in Guided Tours, the Museum provides transport between the former Auschwitz I and Auschwitz II-Birkenau camps.

17. Organization of ceremonies and commemoration of the victims of the German Nazi concentration and extermination camp Auschwitz-Birkenau requires prior agreement with the Museum 7 days before the planned date, by contacting the address: Auschwitz-Birkenau State Museum, ul. Więźniów Oświęcimia 20, 32-600 Oświęcim or by email: sekretariat.muzeum@auschwitz.org.

18. Organising public assemblies on the Museum premises requires the consent of the Małopolska Voivode. Prior approval from the Museum or another entity holding legal title to the property where the assembly is to take place is also required. The rules for obtaining the Museum's approval and the scope of information required are available at bip.auschwitz.org.

19. Rules for the presence of the media representatives, film crews and digital content creators on the grounds of the Museum must be agreed with the Museum Press Office (biuro.prasowe@auschwitz.org / www.auschwitz.org/media)

20. 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.

21. Entering the area of the Museum related to deviations from the principles specified in these Regulations requires prior agreement with the Museum or a person authorized by them 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 premises, visitors must follow the instructions of the Educators and Museum staff. Visitors may move only within the areas and facilities made available for this purpose. Particular caution should be exercised due to the specific characteristics of the site (e.g. uneven surfaces and surface defects) and limitations in lighting resulting from the authenticity of the historic site. During the winter season, visitors must use only the designated paths.
3. Under the Act of 22 August 1997 on the Protection of Persons and Property (Journal of Laws 2025, item 532, consolidated text, as amended), the Museum Guards have the right to intervene and request persons who fail to comply with these Regulations to leave the Museum. No claims shall arise on this account. Persons entering the Museum premises and their luggage may be subject to inspection, including by means of electronic devices used to detect dangerous materials and items, including X-ray scanners for luggage screening. The manufacturers of the devices used for inspections guarantee that they are safe for health and life and possess all certificates and approvals required for their safe use. Persons holding a medical certificate confirming health contraindications to exposure to devices generating electromagnetic fields (stationary and handheld metal detectors) are requested to inform staff of this fact before the inspection begins and to present the certificate. In such cases, an alternative form of inspection (e.g. a manual inspection) will be carried out. Persons who refuse to undergo inspection will not be permitted to enter the areas open to visitors. The maximum size of luggage or other items permitted on the Museum premises is 35 × 25 × 15 cm.
4. The Museum reserves the right to refuse cooperation with, or suspend cooperation for a period determined by the Museum, with entities providing tourism services, tour operators, tour leaders, interpreters and other entities that have grossly violated or are violating, in particular, the good name of the victims of KL Auschwitz, the legal interests or reputation of the Museum, the rules of safety and proper operation of the Museum, these Regulations, the Terms and Conditions for Reservations and Purchases of Entry Passes, or the Price List. As a consequence, depending on

the scale of the violation, all reservations made by the infringing party or by entities affiliated with it through personal or capital links may be cancelled for the period during which cooperation has been refused or suspended, without any right to claims against the Museum on this account.

5. For safety reasons, tours for visitors using wheelchairs are limited to the ground floors of the buildings included in the tour.
6. Standards, flags and banners on poles may be brought onto the Museum premises only during organised and officially notified ceremonies, commemorations and assemblies, in accordance with the applicable regulations.
7. The primary purpose of being on the Museum premises is to visit the former camp and pay tribute to the victims of KL Auschwitz. The use of the Museum premises for any other purposes not agreed with the Museum, in particular those contrary to its character or in violation of the law, is prohibited.
8. The Museum reserves the right to refuse entry to the Museum premises or to request persons to leave if, based on the overall circumstances, their behaviour or intentions are contrary to the purposes specified in sec. 7. This applies in particular to persons who intend to use their presence on the Museum premises to organise illegal assemblies, rallies, press conferences, happenings, political demonstrations or other events of a similar nature that have not obtained the Museum's prior written consent.
9. In the situations referred to in sec. 7 and sec. 8, the Entry Passes shall be cancelled in accordance with the provisions of the Terms and Conditions for Reservations and Purchases of Entry Passes, and in the event that a person is requested to leave the premises, the tour or stay on the Museum premises shall be terminated, without any right to claims on this account.

§ 3

Prohibitions

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

1. Lighting candles and memorial candles in places other than those designated for this purpose, namely the Execution Wall at Auschwitz I and the International Monument to the Victims of the Camp at Auschwitz II-Birkenau.
2. Consuming food, bringing alcohol onto the Museum premises, and smoking tobacco products or e-cigarettes.

3. Entering the Museum premises with any type of vehicle.
4. Taking prams or strollers into the blocks and other buildings included in the tour.
5. Entering with animals. This prohibition does not apply to assistance dogs, signal dogs and guide dogs accompanying persons with disabilities, provided that a training certificate and a valid vaccination record are presented.
6. Bringing weapons, objects or substances that may endanger life, health, safety or protected property.
7. Entering the Museum premises under the influence of alcohol or other intoxicating substances.
8. Bringing in or using musical instruments, radio receivers or sound amplification equipment.
9. Making telephone calls inside buildings included in the tour, as well as within the silence zone in the courtyard of Block No. 11.
10. Filming and photographing inside buildings using flash equipment or tripods. Filming and photography are strictly prohibited in Block No. 4, Room No. 5, and in the basement of Block No. 11.

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

11. Engaging in canvassing, peddling or other forms of itinerant sales, as well as bringing in posters or advertisements.
12. Using sound amplification equipment, audio guides or video guides, whether in the form of dedicated devices or applications installed on other electronic devices.
13. Bringing in or operating drones without the permission referred to in § 1 point 19.
14. Filming or photographing visitor screening checkpoints, visitor service points, hand luggage inspection areas, or any other elements of the security systems.
15. Leaving luggage or other items unattended outside the areas designated for that purpose.
16. Engaging in conduct, making public statements, or displaying symbols that:
 - a) violate the good name of the victims of KL Auschwitz;
 - b) deny Nazi crimes;
 - c) desecrate or insult the Memorial Site;
 - d) incite hatred or violence;
 - e) promote totalitarian ideologies.
 - f) constituting demonstrations of an offensive, provocative or political nature.
 - g) disrupt the proper functioning of the Museum.
 - h) otherwise violating the law or generally accepted standards of social conduct.

17. Attacking, insulting, intimidating, or otherwise violating the dignity or physical integrity of visitors, Educators, or Museum staff in any form, including verbal, non-verbal, or physical conduct, regardless of the reason.
18. Recording or otherwise capturing the lecture delivered by the Educator, which constitutes a work within the meaning of the Act on Copyright and Related Rights.
19. Entering areas of the Museum marked “No Entry” or “Entry Prohibited”.
20. Consuming alcohol.
21. The prohibitions set out in points 16–18 also apply to online tours.

§ 4

Order and Safety Provisions

1. The processing of data through the video surveillance system, the photocell system, and mobile devices equipped with image and sound recording functions is carried out for the following purposes:
 - a. ensuring the safety of employees and other persons present on the Museum premises;
 - b. protecting property, in particular historic objects.
2. During interventions carried out on the Museum premises by authorised employees, official mobile devices equipped with image and sound recording functions may be used.
3. The use of the above-mentioned official mobile devices is governed by the relevant internal regulations established by the Museum and is carried out in compliance with applicable law and personal data protection principles.
4. The Museum informs visitors that:
 1. personal data are processed for the purposes referred to in sec. 1 and 2 of this paragraph, pursuant to Article 6(1)(e) of the GDPR;
 2. personal data shall be disclosed only to entities authorised to receive them under applicable law;
 3. personal data shall not be transferred to a third country or an international organisation;
 4. personal data recorded through the video surveillance system, the photocell system and the above-mentioned official mobile devices shall be stored for the period specified by the

applicable legal provisions, except for data collected through the photocell system, which shall be deleted no later than 14 days after recording;

5. every data subject has the right to access their personal data, request their erasure, restriction of processing, portability, rectification and/or completion, as well as the right to object to processing;
 6. any person who considers that the processing of their personal data infringes the GDPR has the right to lodge a complaint with the President of the Personal Data Protection Office;
 7. personal data shall not be processed by automated means, including profiling.
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5. Entry to the Museum premises, as well as participation in an online tour, constitutes acceptance of the Regulations in force on the date of the visit. Legal measures provided for by law may be applied to persons who fail to comply with these rules. In the case of persons participating in an online tour, the Museum has the right to immediately terminate their participation in the tour, without any right to claims on this account.
 6. In the cases specified in § 3, and in particular in points 16–20 thereof, the tour or stay on the Museum premises may be terminated, and the person responsible may be required to leave the Museum premises immediately, without any right to claims on this account.
 7. Matters not regulated by these Regulations shall be governed by Polish law, in particular the Civil Code, the Criminal Code, and European legal provisions concerning personal data protection.
 8. In matters not covered by these Regulations, the Museum Guards, in consultation with the Director of the Museum or a person authorised by the Director, shall decide on issues relating to entry to and presence on the Museum premises.