VISITING REGULATIONS
Manggha Museum of Japanese Art and Technology

I. General Provisions

1. The Manggha Museum of Japanese Art and Technology (hereinafter: the Museum) is open to visitors from Tuesday to Sunday from 10.00 a.m. to 6.00 p.m. The Museum ticket office is open from Tuesday to Sunday from 10.00 a.m. to 5.30 p.m.
2. For organisational and safety reasons, including the safety of the Museum, visitors and the collections, the above-mentioned opening hours may be subject to temporary changes, of which the Museum will inform visitors on the website www.manggha.pl and by means of an announcement at the Museum premises.
3. On Mondays, the Museum is closed.
4. Tuesday is a free admission day.
5. Visiting the Exhibition is possible individually or in groups.
6. A valid admission ticket or invitation is required for entry to the Museum exhibitions.
7. Ticket prices for individual exhibitions and other cultural events are regulated by Orders of the Museum Director.
8. Tickets may be purchased at the ticket office or via the online sales system available on the Museum's website (Manggha Museum of Japanese Art and Technology – Buy a ticket online).
9. Visitors entitled to a reduced-price ticket are required to present the relevant documents before purchasing a ticket at the ticket office.
10. The rules for selling tickets via the online sales system are set out in separate regulations available on the Museum's website.
11. Purchasing a ticket constitutes acceptance of these Regulations by the purchaser.
12. Registration of organised groups (including guided tours and museum lessons) is handled by the Museum's Education Department at least 10 days in advance (working days).
13. The Museum's Education Department can be contacted from Monday to Friday from 9.00 a.m. to 3.00 p.m. at the following telephone number: +48 511 936 109 or by email at edukacja@manggha.pl.
14. Detailed information concerning visits to permanent displays and temporary exhibitions, organised cultural events and ticket prices is available on information boards located in the Museum, at the ticket office and on the website of the Manggha Museum of Japanese Art and Technology (www.manggha.pl), as well as on the Facebook and Instagram social media platforms.
15. Visitors are required to comply with information concerning restrictions applicable to individual exhibitions and to follow the instructions displayed throughout the building.
16. The Museum uses verbal and graphic signs to provide information about sensitive content presented in certain exhibitions. Such information is displayed near the Museum ticket office and in the exhibition areas.
17. The Museum reserves the right to temporarily restrict access to designated parts of the exhibition or to close them entirely for organisational, conservation or safety reasons.

II. Visiting the Museum – Safety Rules

1. Parents or guardians are responsible for minors.
2. While on the Museum premises, including during visits, visitors are required to comply with the comments and instructions issued by the Museum's Internal Security Service, exhibition attendants and Museum employees.

3. Museum staff direct the movement of visitors, who are required to comply fully with their instructions. This applies in particular to the order and number of entries into the Museum spaces, as well as the direction of the visit and in the event of hazards (fire, evacuation or other emergency situations.

4. Persons whose behaviour poses a threat to the safety of the collections or persons, disrupts the visit of other visitors, or violates generally accepted standards of behaviour in public places may be asked to leave the Museum.

5. Visitors are required to comply with instructions issued by Museum employees also in matters not covered by these Regulations.

6. The Museum operates a video surveillance system recording visitors 1 Appendix No. 1 to Order No. 27/2022 of the Director of the Manggha Museum of Japanese Art and Technology dated 1 August 2022.

   5.1. The controller of your personal data is the Manggha Museum of Japanese Art and Technology, with its registered office in Kraków at 26 M. Konopnickiej Street, 30-302 Kraków, entered in the Register of Cultural Institutions under No. RIK 56/2004, tel.: 12 267 27 03, e-mail: muzeum@manggha.pl

   5.2. We inform you that a Data Protection Officer has been appointed. To contact the Data Protection Officer, please send an email to iod@manggha.pl or call 12 267 27 03.

   5.3. Your personal data – your image recorded by the surveillance system – is processed for the purpose of protecting the Museum's collections against threats, in particular damage or theft, and ensuring the safety of persons using the Museum's services and its employees. The legal basis for the processing of your personal data is: a) the applicable provisions of the GDPR, including Article 6(1)(c) (processing is necessary for compliance with a legal obligation to which the controller is subject) and Article 6(1)(e) (processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller), b) the applicable provisions of national law, including the Regulation of the Minister of Culture and National Heritage of 2 September 2014 on securing museum collections against fire, theft and other hazards threatening their destruction or loss, issued pursuant to Article 5(5) of the Act of 21 November 1996 on Museums.

   5.4. The controller operates video surveillance in publicly accessible areas, i.e. exhibition halls, lobbies, passageways and, partially, on premises belonging to the Museum – in accordance with the applicable "Security Plan".

   5.5. Video surveillance is conducted on the legal bases indicated in point 5.3. and does not depend on the consent of a person staying on the Museum premises. The image of persons within the surveillance area may be recorded in connection with the purposes specified in point 5.3. The areas covered by surveillance are appropriately marked.

   5.6. Your personal data will be processed for the period necessary to achieve the above-mentioned processing purposes, in particular in accordance with the principles and within the limits set out by generally applicable law. In accordance with the aforementioned provisions, video surveillance recordings are generally stored for 30 days from the date of recording. This period may be extended on the basis and within the limits of generally applicable law, including for the period necessary to conduct criminal, civil or administrative proceedings.

   5.7. Data may be transferred to institutions authorised by law and to entities processing data on behalf of the Museum in connection with the operation of security systems or legal services – such entities process the data as subcontractors, on the basis of an agreement with the Museum and solely in accordance with its instructions.

   5.8. You have the right to request access to your personal data from the controller, the right to rectify, erase or restrict the processing of such data, the right to object to processing and the right to data portability.

   5.9. You have the right to lodge a complaint with the supervisory authority – the President of the Personal Data Protection Office, 2 Stawki Street, 00-193 Warsaw.

3. The Museum is protected by the Internal Security Service, operating pursuant to the Act of 22 August 1997 on the Protection of Persons and Property (consolidated text: Journal of Laws of 2005, No. 145, item 1221).

4. The Museum operates a video surveillance system recording visitors.

5. The Museum is protected by the Internal Security Service, operating pursuant to the Act of 22 August 1997 on the Protection of Persons and Property (consolidated text: Journal of Laws of 2005, No. 145, item 1221).

III. Order and Conduct Regulations

1. Pedestrian traffic applies throughout the Museum (excluding wheelchairs for persons with disabilities and children's prams/strollers).
2. The Museum has a wheelchair for persons with disabilities. It is available for loan for the duration of the visit. The person borrowing the wheelchair is required to return it after the visit. Wheelchair reservations are handled by the Accessibility Coordinator, who can be contacted at izabela.s@manggha.pl.
3. The following items that may pose a threat to the safety of the collections or other visitors are prohibited from being brought into the exhibition areas: umbrellas, Nordic walking poles, large backpacks and bags, tripods, bulky outerwear, bicycles, scooters and other large objects. Museum staff may ask visitors to leave the above-mentioned items in the cloakroom. Use of the cloakroom is free of charge.
4. The Museum reserves the right to verify the size of luggage.
5. The Museum shall not be liable for items left in publicly accessible areas.
6. The following prohibitions apply in the museum exhibition areas:

a) an absolute prohibition on touching exhibits and elements of the exhibition architecture, except for those indicated by exhibition staff,

b) bringing firearms and sharp or dangerous objects that may pose a threat to life, health or safety,

c) bringing or introducing animals (excluding assistance dogs within the meaning of applicable law),

d) smoking tobacco and e-cigarettes and using open flames,

e) entering the Museum under the influence of alcohol or intoxicating substances,

f) bringing in or consuming beverages, meals, ice cream and other sweets outside designated areas,

g) using mobile phones, music players and other devices that could disturb other visitors while viewing the exhibition,

h) behaving noisily (including making telephone calls) and running.

7. Cameras and video cameras may be used subject to the following restrictions:

a) the use of flash or any other form of additional lighting is prohibited,

b) the use of tripods is prohibited,

c) photographs and video materials taken may be used for private purposes only,

d) dissemination of a person's image requires the consent of the person depicted.

8. Use of photographs or video materials taken for purposes other than private use requires the written consent of the Museum Director.

IV. Final Provisions

1. Visitors are required to comply with instructions issued by Museum employees also in matters not covered by these Regulations.
2. The written consent of the Museum Director is required for conducting artistic or business activities (including solicitation) on the Museum premises, as well as for organising advertising and marketing campaigns.
3. Complaints and requests should be submitted by email to: muzeum@manggha.pl. They are accepted by the Director during the Museum's working hours. The Director shall respond to the submission within 14 days from the date of its receipt.