

**Temporary Rules of Visiting**  
**The Ulma Family Museum of Poles Saving Jews in World War II in Markowa**  
**During the COVID-19 Epidemic**

**Introduction**

1. Temporary Rules of Visiting The Ulma Family Museum of Poles Saving Jews in World War II in Markowa, hereinafter referred to as "the Museum", during the COVID-19 epidemic, hereinafter referred to as the "Temporary Rules", sets out the regulations concerning the movement of visitors at the Museum while maintaining the sanitary regime in connection with the COVID-19 epidemic.
2. The provisions included in the Temporary Rules serve the implementation of the statutory mission of the Museum while complying with the priorities of health and life safety of both the visitors and employees of the Museum.
3. Temporary Rules are published at the Museum's website [www.muzeumulmow.pl](http://www.muzeumulmow.pl) and made available at the request of the visitor at the Museum Ticket Office.
4. Beginning of the visit to the Museum is tantamount to acceptance of the contents of the Temporary Rules by each visitor.
5. All visitors of the Museum are obliged to comply with the Temporary Rules and to follow the instructions of the Museum's employees responsible for movement of the visitors.
6. In the event of non-compliance with the provisions of the Temporary Rules by the visitors, the Museum reserves the right to ask the visitor to leave the Museum building immediately, and in the event of gross violation of the provisions of the Temporary Rules - also to leave the area of the Museum; i.e. Museum square, The Orchard of Remembrance and parking lot and to call appropriate law enforcement agencies.

**Availability of the Museum during the COVID-19 epidemic**

1. The Museum is open to visitors from Tuesday to Sunday, from 10:00 to 14:00 and from 15:00 to 18:00; on Monday the Museum remains closed to visitors.
2. Museum Square is available to visitors from 7:00 to 18:00, and the nearby Orchard of Remembrance is available to visitors from 7:00 to 22:00.
3. The Museum does not have a vestibule or space that serves as a waiting room for visitors.
4. Availability to the permanent exhibition of the Museum is limited to visitors.

5. Elements of the permanent exhibition that require touch contact, such as infoboxes, touch screens or sliding panels are excluded from visiting.
6. Headphones are removed from multimedia stands in the permanent exhibition.
7. Access to places in the permanent exhibition that carry the risk of accumulation of people on a relatively small area, such as a model in the centre of the exhibition, in which only one person can stay at a time, is limited.
8. Exclusion of the above-mentioned elements of the permanent exhibition from visiting are followed by placing a message next to a particular element or separating an element using tapes and/or partitions.
9. In order to compensate for the restrictions imposed on the permanent exhibition, an additional board exhibition dedicated to the issues presented at the permanent exhibition is available at the Museum square.
10. The temporary exhibition room of the Museum remains open to visitors.
11. The position with the Guest Book located halfway between the entrance to the Museum and the Museum Ticket Office is removed.
12. The cloakroom of the Museum is closed.
13. The temporary tour of the Museum, including the above-mentioned changes, is marked accordingly. Furthermore, employees of the Museum responsible for managing the movement of the visitors inform about the temporary tour of the Museum.
14. In each case of occurrence of factors threatening the health and/or life of the visitors as well as in other special circumstances, availability of the Museum building and/or the Museum area, i.e. Museum square, The Orchard of Remembrance and parking lot may be limited or suspended at any time.
15. Information on limiting or suspending the availability of the Museum building and or the Museum area, i.e. Museum square, The Orchard of Remembrance and parking lot, is made public – if possible - in advance, via the official website and//or social media of the Museum.

### **General rules for visiting the Museum and staying at the Museum**

1. Visiting the permanent exhibitions and temporary exhibitions of The Museum is recommended for persons over 12 years of age.
2. The Museum can be visited individually or in an organized group of visitors.
3. In the event of visiting the Museum in an organized group of visitors, prior booking of the visiting date is required. Reservations are made in contact with the Museum Secretariat by calling 0048 17 2241015 and/or writing to sekretariat@muzeumulmow.pl, from Monday to Friday, between 8:00 and 16:00.

4. To visit the permanent exhibition and temporary exhibitions, an admission ticket purchased directly at the Museum Ticket Office before the visit is required.
5. Every Tuesday, the permanent exhibition of the Museum is available to visitors free of charge. On this day it is required to collect a free admission ticket at the Museum Ticket Office.
6. The permanent exhibition of the Museum can be visited alone or with an employee of the Museum delegated to guide the visitors.
7. In order to visit the permanent exhibition of the Museum with the employee of the Museum delegated to guide the visitors, a fee for the guide service must be paid at the Museum Ticket Office.
8. A single visit to the permanent exhibition with the employee of the Museum delegated to guide the visitors takes about 45 minutes.
9. The type and prices of tickets and services offered at the Museum are regulated by the price list (introduced by Regulation No. 1/2020 of 2 January 2020), published on the website [www.muzeumulmow.pl](http://www.muzeumulmow.pl) and at the Museum Ticket Office.
10. In exceptional cases, the Museum Director may decide to visit the permanent exhibition and temporary exhibitions free of charge, use the guide service free of charge or participate in the event organized by the Museum free of charge if it is for promotional and marketing reasons and if it ultimately contributes to achieving the objectives related to the economic activity of the Museum.
11. Photographing/recording within the Museum area for private use is possible as long as it does not violate the standards of behaviour in public places, does not conflict with the character and rank of the Museum, does not disturb the movement of visitors, does not threaten the health or life of other people, does not expose to Museum property damage and will not be used for commercial purposes.
12. Photographing/recording within the Museum area for public use should be reported well in advance and requires the consent of the Museum Director.
13. The Museum reserves the right to refuse to cooperate with entities and persons whose activities are in conflict with the character and rank as well as the statutory mission of the Museum and/or when there is a risk of threat to health and life of persons and damage to the property of the Museum.
14. Participation in the events organized by the Museum is tantamount to consent to the recording and use of the image for the purposes of the statutory activity of the Museum while maintaining the applicable rules for personal data protection (pursuant to the 10 May 2018 Act on Protection of Personal Data).
15. The rules of staying at the Museum Square and in The Orchard of Remembrance are regulated by separate Regulations for visiting The Orchard of Remembrance and staying at the Museum Square of The Ulma Family Museum of Poles Saving Jews in World War II in Markowa, made public on the boards located in the Museum Square and The Orchard of Remembrance.

**Additional rules for visiting the Museum and staying at the Museum  
during the COVID-19 epidemic**

1. No more than 15 visitors may be inside the Museum at the same time.
2. In the event of more than 15 people interested in visiting the permanent exhibition and temporary exhibitions inside the Museum at the same time, priority is given to visitors who have previously booked a tour date.
3. Duration of the visitors' stay inside the Museum should not exceed 45 minutes.
4. An organized group of visitors to the permanent exhibition and temporary exhibitions inside the Museum should not include more than 10 people. In the event of the group whose number exceeds 10 people, it should be divided into several groups so that none of them exceeds 10 people.
5. The hours of visiting the Museum for organized groups are: 10:00, 11:00, 12:00, 13:00, 15:00, 16:00, 17:00. Organized groups of visitors arriving at other times may not be admitted.
6. In the event of the visit to the Museum by organized groups of visitors, it is recommended to book the date of the visit in advance (see above).
7. In the event of the visit to the Museum by an organized group of visitors, it is recommended that the supervisor of the group of visitors first walks inside the Museum to determine the details of the visit and make the required payments at the Museum Ticket Office. Only after the supervisor of the organized group of visitors has complied with the formalities, this group may enter the inside of the Museum if the guide service has not been purchased.
8. If guide service has been purchased, visitors - both individual and in organized groups of visitors – stay at the Museum square, waiting for an employee of the Museum delegated to guide the visitors.
9. An employee of the Museum delegated to guide the visitors greets visitors at the Museum Square, presenting the Museum, introducing the statutory issue and guiding around the Museum Square and - optionally - the Orchard of Remembrance. Then, visitors enter the Museum and visit the permanent exhibition and the temporary exhibition individually. Finally, they gather in the room of temporary exhibitions where the employee of the Museum delegated to guide the visitors summarizes the visit, responding to the visitors' comments. The above change in the form of performing the guide service results from the adopted sanitary regime.

**General safety rules applicable during the visit to the Museum**

1. During the visit to the Museum, due to the nature and rank of the Museum and the comfort of other visitors, it is required to keep quiet and comply with general standards of behaviour in public places.

2. It is prohibited to behave in the Museum in an aggressive, offensive, scandalous, disgusting manner or contrary to the character and rank of the Museum.
3. It is forbidden for people intoxicated and/or under the influence of intoxicants to enter the Museum.
4. There is an absolute ban on consumption of alcohol and drugs within the area of the Museum.
5. It is forbidden to consume food and drinks as well as to smoke tobacco, liquid substances and e-cigarettes in the area of the Museum, except for the parking lot of the Museum.
6. It is forbidden to move around the Museum, with the exception of the parking lot of the Museum and access roads, other than on foot, except for persons who - due to motor limitations - are forced to move using vehicles facilitating the movement, such as a pram, wheelchair and other vehicles powered by muscle power or by means of an engine whose design limits travel speed to walking speed.
7. It is forbidden to bring animals into the area of the Museum, except for a guide dog.
8. It is prohibited to bring the objects and substances that threaten life and health of people and are considered potentially dangerous, e.g. firearms, sharp tools, flammable materials to the area of the Museum and to ignite the fire as well.
9. It is prohibited to bring the hazardous objects and substances to the Museum property, e.g. solvents, scrap metal and sharp tools, to the area of the Museum.
10. Visitors are obliged not to bring large luggage, backpacks, bags, umbrellas and outer clothing to the permanent exhibition and temporary exhibitions of the Museum.
11. The Museum is not responsible for security of property left within the area of the Museum.
12. The area of the Museum is monitored. If necessary, the video material obtained in this way is made available to authorized entities.
13. In the event of the announcement regarding an evacuation or rescue operation, persons staying at the Museum are obliged to immediately leave the building using the nearest emergency exit and strictly comply with the instructions of the employees of the Museum.
14. In the event of adverse events, it is required to inform the staff of the Museum about them and strictly follow their instructions.
15. The group supervisor is responsible for discipline of the members of the organized group.
16. In the case of persons with limited liability - minors, persons with severe intellectual disability, persons with mental disorders, persons partially or totally incapacitated, the supervisor and/or legal guardian and/or parent is responsible for compliance with the Temporary Rules and principles of the safety of persons and property.
17. Each visitor, with the exception of those listed above, is individually responsible for complying with the Temporary Rules and safety rules for persons and property.

**Additional safety rules applicable during the visit to the Museum  
during the COVID-19 epidemic**

1. All visitors staying within the area of the Museum should comply with the currently applicable safety rules during the COVID-19 epidemic, such as maintaining the so-called safe distance, avoiding physical contact, covering the nose and mouth.
2. In the event of non-compliance with the currently applicable safety rules during the COVID-19 epidemic by the persons staying at the Museum, the employee of the Museum has the right to ask the person to comply with them and in the event of refusal to cooperate, ask the person to leave the Museum and notify the relevant law enforcement authorities.
3. At the entrance to the Museum, there is information for visitors regarding additional safety rules in force during a visit to the Museum during the COVID-19 epidemic.
4. In the case of organized groups using the guide service, an employee of the Museum delegated to guide the visitors, informs about additional safety rules applicable during the visit to the Museum during the COVID-19 epidemic while starting the tour, still at the Museum Square.
5. While visiting the permanent exhibition and temporary exhibitions inside the Museum, each visitor is also required to wear gloves.
6. At the entrance to the Museum there is a stand with hand disinfectant and disposable gloves dispenser.
7. The sanitary facilities of the Museum are equipped with hand disinfectant.
8. From Tuesday to Sunday, between 14:00 and 15:00, there is a technical break for additional disinfection of the permanent exhibition and sanitary facilities. At this time, the Museum remains closed to visitors.
9. If the visitor observes symptoms considered to be SARS-CoV-2 infection or COVID-19 disease (in accordance with the information at [www.gis.gov.pl](http://www.gis.gov.pl)), this should be immediately reported to the employee of the Museum.
10. An employee of the Museum goes safely to a designated medical point located at one of the properly marked emergency exits with a visitor who has symptoms considered to be symptoms of SARS-CoV-2 infection or COVID-19 disease.
11. An employee of the Museum has the right to make an interview concerning the health condition and well-being with an visitor with symptoms that are considered to be symptoms of SARS-CoV-2 infection or COVID-19 disease.
12. An employee of the Museum has the right to measure the body temperature of the visitor with observed symptoms considered to be symptoms of SARS-CoV-2 infection or COVID-19 disease using a thermometer.

13. In the event of refusal to cooperate by the visitor with observed symptoms considered to be symptoms of SARS-CoV-2 infection or COVID-19 disease if the visitor is at the permanent exhibition or temporary exhibitions inside the Museum, the employee of the Museum has the right to ask the visitor, possibly with a group of visitors or an organized group of visitors to which the visitor belongs, to stop the visit and to leave the Museum.
14. If the data collected as a result of the interview and temperature measurement, consulted with the District Sanitary and Epidemiological Station (tel .: 17 225 00 70, 603 377 132) during the conversation exclude SARS-CoV-2 infection or COVID-19 disease, the Museum tour is continued.
15. If the data collected as a result of the interview and temperature measurement, consulted with the District Sanitary and Epidemiological Station (tel .: 17 225 00 70, 603 377 132) during the conversation confirm SARS-CoV-2 infection or COVID-19 disease, the employee of the Museum calls an infectious ambulance (tel: 999). The visitor infected with SARS-CoV-2 or suffering from COVID-19 shall wait at the designated medical point for arrival of the infectious ambulance while the accompanying visitors stop the tour and leave the Museum.
16. After completing the procedure, the Museum shall remain temporarily closed for additional disinfection of the permanent exhibition and sanitary facilities.

#### **Final information**

1. All explanations and additional information regarding the Temporary Rules are provided by the Secretariat Service Specialist, available at the following address: sekretariat@muzeumulmow.pl and by phone: 0048 17 2241015.
2. In matters of the superior provisions applicable during the COVID-19 epidemic, it is recommended to contact the relevant sanitary and epidemiological services.