

SIGHTSEEING REGULATIONS OF THE SALTWORKS CASTLE

General information:

1. You can visit the exhibitions of the Museum in the Saltworks Castle individually or as a group.
2. An organised group visiting the Museum's exhibitions with a guide cannot exceed 25 people.
3. You can visit the Museum in organized groups with a guide after making a prior reservation by phone at: +48 12 278 58 49 or by booking the date of the visit at info@muzeum.wieliczka.eu.
4. You can book a guide no earlier than one year before the planned date of the visit.
If you want to book a guide less than 7 days from the date of your visit, call the Museum's Visitor Service Office at: **+48 12 278 58 49**.
5. Guide bookings made less than 7 days from the date of your visit are accepted and carried out only if there are available guides.
6. You can reserve and reschedule guided tours free of charge.
7. If the group is running late more than 30 minutes from the scheduled time of the tour, the service may not be provided.
8. An individual tourist may book a guide on the terms mentioned above.
9. You can reserve educational classes by calling the **Educational Department** of the Museum at +48 12 289 16 33.
10. You can obtain detailed information on the educational offer of the Museum, the opening hours of the exhibitions and the price list at www.muzeum.wieliczka.eu and by calling: +48 12 278 58 49, +48 12 289 16 33.
11. The exhibitions of the Museum in the Saltworks Castle can be shown only by guides authorised by the Director of the Museum.
12. You can find the current opening hours for the exhibitions of the Museum in the Saltworks Castle:
 - at the ticket office in the **Gallery** (located in the Saltworks Castle)
 - at the **Visitor Service Office** near the Daniłowicz Shaft (next to the entrance for tourists to the Wieliczka Salt Mine)
 - on our website at: www.muzeum.wieliczka.eu.
13. The last admission to the Museum's exhibitions is possible 30 minutes before the scheduled closing time of the exhibitions.
14. On our website and at the ticket office in the Gallery, you can find a list of fees for admission to exhibitions and a list of people entitled to reduced fees or free admission.
15. People entitled to reduced fees or free admission are required to present an appropriate document.
16. Admission to the exhibitions on the free admission day is free of charge upon presentation of a free ticket collected at the ticket office in the Gallery.

17. The time of visiting the exhibitions for organised groups is determined individually during the booking process, but on average comes down to 45 to 60 minutes.
18. The admission ticket to the Saltworks Castle can be purchased at the ticket office in the Gallery, or at the Visitor Service Office.
19. The purchased ticket entitles you to enter the exhibitions of the Museum in the Saltworks Castle.
20. The castle courtyard, tower, and mining shaft are open to visitors free of charge every day from 9 AM to 9 PM.
21. Due to security reasons, ongoing construction and conservation works, or in other special cases, the Museum reserves the right to exclude part of the exhibitions from visiting, and to limit the number of people in individual exhibition rooms in the Saltworks Castle.
22. In autumn and winter, in the event of bad weather conditions, the tower and the mining shaft are closed to visitors.
23. In justified cases, the Museum Management may make the exhibitions and the courtyard available to visitors outside the current opening hours.

Order regulations:

24. In order to ensure the safety and comfort of visitors to the exhibitions at the Saltworks Castle, it is forbidden to:
 - Bring in firearms, sharp objects, or other illegal substances
 - Smoke
 - Eat and drink
 - Use mobile phones
 - Touch exhibits and interior design elements
 - Sit on antique furniture
 - Slide on floors
 - Bring in animals, with the exception of guide or assistance dogs
 - Disturb the order of visitors by noisy behaviour
25. In the castle courtyard, that opens to visitors every day from 9 AM to 9 PM, it is forbidden to:
 - Climb walls
 - Bring in firearms, sharp objects, or other illegal substances
 - Smoke outside of designated areas
 - Organize assemblies or protests
 - Disturb the order of visitors by noisy behaviour, e.g. by using own radio receivers
 - Ride scooters, skateboards, roller skates, and bicycles
 - Feed birds
 - Bring in animals, with the exception of guide or assistance dogs
26. Visiting the tower requires climbing steep stairs, therefore you should be especially careful and do not lean over the railings. Children under the age of 13 may enter the tower only when accompanied by an adult.

27. The castle courtyard and the exhibitions in the Saltworks Castle are protected by the security staff of an external company and the Cracow Saltworks Museum in Wieliczka, operating pursuant to the Act on the Protection of Persons and Property of 22nd August 1997 (consolidated text, Journal of Laws of 2014, Item 1099).
28. In terms of security and order, people staying on the premises, regardless of the purpose of their stay, are obliged to follow the instructions of the security staff of the facility.
29. People who are intoxicated, or behaving in a way that threatens the safety of the collections, disturbing the peace of other visitors, violating generally accepted norms of behaviour in public places, and those who are not complying with these Regulations are not allowed to enter the premises of the Museum.
30. Exhibitions should be visited in accordance with the applicable visiting direction.
31. Teachers, as well as school and youth groups' supervisors are responsible for the behaviour of group participants while visiting the exhibitions.
32. During the visit, you should follow the remarks and recommendations of the guide and staff of the Museum's Visitor Service Office.
33. Before entering the exhibitions at the Saltworks Castle, you must leave the following items in the Museum's cloakroom:
 - Backpacks
 - Suitcases
 - Carriers with stands
 - Baby strollers
 - Walking sticks
 - Umbrellas
34. You need special permission from the Museum Management to:
 - Drive cars, motorcycles, and mopeds into the courtyard
 - Conduct artistic and economic activities
 - Organize advertising campaigns
 - Take photos and film the exhibitions and courtyard for commercial purposes
35. These regulations apply to all visitors to the courtyard and exhibitions in the Saltworks Castle.
36. The Regulations come into force as of 1st July 2023.