

Internal Directive Nr. 06/2017  
of the President of the Management Board,  
Zamek Książ Company Ltd.,  
dated 19 January, 2017  
concerning the introduction of new Regulations for Visiting Książ Castle

## § 1

### General Information

1. The Książ Castle-Park complex, as well as the Palm House, are facilities registered in the Register of Monuments and protected by law.
2. The owner of the Complex is the City of Wałbrzych. A municipal company, Spółka Zamek Książ w Wałbrzychu (referred to in this English version as Książ Castle in Wałbrzych Ltd., or “the Company”) carries out operations on its premises. The complex is part of the Książ Landscape Park.
3. The owner of the Palm House is the City of Wałbrzych. Spółka Zamek Książ w Wałbrzychu (Książ Castle in Wałbrzych Ltd.) manages the facility.
4. The mission of Książ Castle in Wałbrzych Ltd. is to meet the needs of the local, Polish and European communities in the areas of culture and tourism; to protect and care for monuments to both material and non-material culture; to provide access to these monuments to residents of the Municipal Agglomeration of Wałbrzych, and to guests from elsewhere in Poland and abroad; and to promote historical and awareness and knowledge.

## § 2

### General information related to visiting the Castle and Palm House

1. The cost of a ticket to visit the Castle also includes admission to the Palm House and to a temporary exhibition organized by the National Museum in Wrocław in the castle rooms (this provision does not apply to tickets purchased for special attractions including the Książ By Night tour, the Książ Fairy Tale route, concerts, festivals).
2. The combined ticket for the castle and the Palm House provides for a single admission to each of these facilities. The facility at which the ticket was bought should be visited on the day of purchase, while the other facility may be visited within 12 months from the date of purchase of the ticket, upon its presentation to the attendant. In the case where the ticket has been purchased through the internet system, the purchaser chooses the date of the visit, which subsequently appears on the ticket.
3. Książ Castle may be visited independently, or with a guide. A visit to the Palm House may take place only independently.
4. **Reduced-price** tickets are offered to children and other young people of school age, students under 26 years of age, and those enrolled in doctoral (PhD) studies; those employed by a museum; those supervising school and pre-school groups or other groups of children and young people (one supervisor per 10 members of such groups is admitted free of charge); handicapped persons and their accompanying caregivers; retired persons and others on a pension; and visitors over four and under sixteen years of age, or over 65 years of age. To receive a reduced-priced ticket, the visitor must produce a valid document confirming their eligibility for the reduction. Admission is free to **tour group leaders and guides** attending with their groups, and to **children under four years of age.**

5. We honour the **Polish Large Family Card**, as well as the **Wałbrzych 3+ Large Family Card**. Bearers of these cards are entitled to reduced ticket prices for non-guided visits (those who wish to visit both facilities must pay for separate admittances). To take advantage of these discounts, the bearer must first present the card and identification document.
6. All tickets purchased, whether electronic or paper tickets, must be kept for inspection by the staff of the facility being visited.
7. The opening hours for Książ Castle and the Palm House, as well as the admission prices in effect, may be found on the official internet page of the Company: [www.ksiaz.walbrzych.pl](http://www.ksiaz.walbrzych.pl), or at the facilities' ticket offices. Książ Castle in Wałbrzych Ltd. reserves the right to make changes to the opening hours of the facilities, as well as their admission prices, and will inform tourists of such changes.
8. Children up to the age of 12 may visit the castle and the Palm House only when accompanied by a parent or guardian, who will take full responsibility for those in his/her charge, and supervise them while they are on the premises. Those in charge are responsible for preventing any damage, and are liable for any damage that may be caused by improper behaviour on the part of children under their supervision.
9. Tourist photography and filming for personal use is permitted and free of charge to visitors to Palm House and Książ Castle, with the exception of rooms where temporary exhibitions have been organized by the National Museum in Wrocław, where photography and filming with the use of supplementary lighting (for example, flashes) or tripods is prohibited.
10. Photography and filming carried out for business or professional purposes, or for other purposes that are not non-commercial, require a contract with Książ Castle in Wałbrzych Ltd., concerning such photography or filming. To obtain information about concluding such a contract, the castle's Marketing Division should be contacted.
11. Photography sessions related to special events are possible only at the Palm House, or on the castle terraces, after making a supplementary payment according to the prices in effect (the fee for a photography session for a special event allows a maximum of four people access to the terraces or to the Palm house). The purchase of permission to conduct such a session at one of the above-stated places does not provide for visiting other parts of the castle. In view of the exhibition of paintings from the National Museum in Wrocław, it is not possible for special occasion photography sessions to take place within Książ Castle.
12. Some architectural features of the Castle or the Palm House may obstruct those with mobility handicaps. In the Castle, elevators provide access to some rooms that are open to visitors.
13. Tickets for the castle and the Palm House may be purchased online at [www.bilety.ksiaz.walbrzych.pl](http://www.bilety.ksiaz.walbrzych.pl), or at the ticket offices at the castle and the Palm House, during their opening hours (the ticket offices close one hour earlier than the closing of the castle).
14. **Those visiting the castle and the Palm House must comply with the directions and instructions of Company staff or their designates, especially security staff.**
15. Książ Castle in Wałbrzych Inc. may refuse admission to the premises to any person, or ask any person to leave, who
  - 1) is visibly under the influence of alcohol, narcotics, psychotropic drugs or substances which act in a similar way;
  - 2) is in possession of a weapon or any other life-threatening object;
  - 3) is behaving aggressively or provocatively, or is in any other way presenting a threat to safety, or to the orderly conduct of a tour.In the above-described circumstances, a refund of the ticket price **will not be taken into consideration!**

16. It is strictly forbidden to bring animals, with the exception of assistance animals, on the premises of the Palm House, Castle and Castle terraces. In accordance with the law of August 27, 1997, concerning vocational and community rehabilitation and the employment of handicapped persons, a visitor to these facilities may be accompanied by a suitably trained and designated assistance dog, and in particular a dog trained to help the blind or the mobility-impaired, on the following terms:
  - 1) a document (such as a certificate) confirming a dog's designation as an assistance dog, and attesting to its having received required veterinary treatment, must be presented;
  - 2) the assistance dog must be suitably harnessed;
  - 3) the handicapped person takes all responsibility for any damages incurred by the assistance dog that helps him/her.
17. Książ Castle in Wałbrzych Ltd. will not be responsible for any incident on the premises of the castle complex or the Palm House which arises from a failure to comply with the above regulations, or with the directions of security staff or others acting on behalf of Książ Castle in Wałbrzych.

### § 3

#### **Information concerning visiting the castle**

1. The castle may be visited independently, following a designated visiting route, or with a guide authorized to conduct tours of Książ Castle.
2. The Castle Terraces are open from April to September. The Castle management board may extend this opening period into October, if favourable weather conditions warrant this extension.
3. Individuals may visit the Castle without a guide, or purchase a ticket for a guided tour, in Polish only on the "From the Piast Dynasty to the Secrets of World War II" route. Groups consisting of independent visitors are formed on a continuing basis; there may be a waiting period of up to 60 minutes (this time may be extended in the high season). The last group visit must begin at least 2 hours before the Castle closes
4. For organized group tours in Polish or a foreign language, prior notice is necessary (written or by telephone, at least seven days before the date of the visit) with Customer Service (tel.: +48 74 66 43 834 or +48 74 66 43 872; e-mail [zwiedzanie@ksiaz.walbrzych.pl](mailto:zwiedzanie@ksiaz.walbrzych.pl)). The Castle reserves the right to add other visitors to such a group (another organized group and/or independent visitors), if there is still space in the group (with the exception of groups of visitors following the "Princess Daisy Route").
5. In the case of organized groups from middle schools and higher-level schools, there may be a maximum of 15 participants for each person responsible for them; in the case of groups of primary school pupils or pre-school children, a maximum of ten for each supervising person. Those responsible for such groups bear responsibility for the conduct of those in their care, and are liable for any damage to, or destruction of, exhibits or equipment located on the premises of Książ Castle in Wałbrzych.
6. Organized, guided groups may number between 15 and 35 people, and a guided group consisting of independent visitors to the castle may number up to 35 people. A group entering the tower may number up to 15 people at a time, and must be accompanied by a guide.

7. Upon prior arrangement, an organized group of fewer than 15 people may visit the castle with a guide, provided that the price of 15 tickets has been paid. (This rule does not apply to groups of independent visitors who wish to visit the castle with a guide, when the maximum waiting time indicated upon the purchase of their tickets has expired.)
8. Backpacks, child carriers and other large items (especially those carried on one's back) must be kept in the cloak room. **Visitors may enter the castle rooms with backpacks and child carriers that they can carry in front of them, and will so carry throughout the castle visit.**
9. Where special gatherings are taking place in the castle rooms, renovation work is in progress in certain areas or unfavourable weather conditions exist, changes to the designated visitor routes may be made, or visitor movement may be otherwise restricted. A situation that leads to a part of the premises being closed to visitors, or a change to a visitor route, will not be grounds for a full nor partial ticket refund.
10. Visiting Książ Castle at night, meaning after darkness falls and after the opening hours of the castle, is subject to the above regulations, but amended according to the following provisions:
  - 1) As only adult persons should take part in the Książ By Night tour, there are no reduced-price tickets. A minor may take part in this tour only with the agreement of his/her legal guardian, and under the supervision of an adult person. This person is fully responsible for obtaining the legal guardian's consent. The Książ By Night tour may evoke strong and negative feelings, such as stress, fear or terror, in persons under 18 years of age. The person supervising a minor has an obligation to determine whether the young person's psychological and physical development is adequate for him/her to take the Książ By Night tour, and takes full and exclusive responsibility for the minor's safety.
  - 2) Admission will be denied to:
    - a) children whose level of physical development is not yet sufficient to move about the premises independently and safely;
    - b) school-age children without the supervision of an adult who is responsible for their safety;
  - 3) The tour organizer reserves the right to refuse admission to the Książ By Night tour to any person whose behaviour indicates that they may not take part in the visit in a way that is safe for themselves and/or for other visitors.
  - 4) All those who take part in the Książ By Night tour must accept that this kind of tour may arouse strong feelings, including fear, shock or extreme forms of excitement. In view of this, it is not recommended for those who are emotionally sensitive, and especially not for those with cardiovascular- or respiratory-related disorders or difficulties.
  - 5) Apart from cases referred to in other parts of these regulations (in particular, § 2, par. 15 and § 5, par. 1), Książ Castle may refuse to allow persons to take part in the Książ By Night tour, or remove them from the premises of the facility, if the staff involved are not certain that these persons will govern themselves properly on such a tour; and especially if the staff deems that such persons, by taking part in the tour, may compromise the safety of other visitors whose conduct is proper.
  - 6) During the Książ By Night tour, as in any visit to the castle or the Palm House, smoking and the consumption of alcohol are entirely forbidden. Those taking part in the tour who do not respect this prohibition will be removed from the castle premises.
  - 7) Visitors may not break off from the group. They must follow the route indicated by the guide, and only in the guide's company.

- 8) During the Książ By Night tour, visitors must be particularly careful. Any departure from the designated route significantly increases the risk of an accident. Anyone who departs from the route will be solely responsible for the consequences of this infraction.
- 9) In view of the particular route of the Książ By Night tour, participants are required to put on comfortable, flat shoes and suitable clothing for this service. Visitors are kindly asked not to wear high heels or other footwear that makes it difficult to move about.
- 10) Książ By Night groups should number up to 35 persons.
- 11) Visitors are not eligible for a ticket refund if they have been excluded from the Książ By Night tour under the circumstances described in Paragraph 3, Point 10, Item 2 to Item 9.

#### **§ 4**

#### **Rules for Visitors to Temporary Exhibitions of the National Museum in Wrocław on the Premises of Książ Castle in Wałbrzych**

1. An admission ticket to a temporary exhibition of the National Museum in Wrocław on the premises of Książ Castle in Wałbrzych includes admission to Książ Castle and the Palm House (on a selected visiting route, as is the case with other independent visits and guided tours). This regulation does not apply to special events, such as the Książ By Night tour.
2. The exhibition may be visited independently, or in an organized group. The number of people in one group who may view the works at one time and in one part of Książ Castle is limited and may not exceed 35 persons.
3. As the exhibition takes place in the exhibition rooms of Książ Castle, visitors are subject both to the general provisions of these Regulations, and to the following additional rules:
  - 1) It is forbidden to enter the Exhibition rooms with any items described in Paragraph 3, Point 8.
  - 2) It is absolutely forbidden to touch exhibits, and in particular sculptures, pictures and porcelain, in the display rooms for a Temporary Exhibition of the National Museum in Wrocław at Książ Castle..
  - 3) Książ Castle in Wałbrzychu Ltd. reserves the right to restrict access to visitors to any part of an exhibition, or to remove some items from display. Information about any such limitation of access, or removal of exhibits from display, will be provided to visitors in such a way that they will know about such changes at the time they buy tickets. A situation where there is no access to part of the exhibition, or to some of the rooms, will not be the basis for a partial or full ticket refund.
  - 4) Visitors to the exhibition must comply with the instructions and directions of security staff of Książ Castle in Wałbrzych Ltd.
  - 5) Any kind of damage to, or destruction of, the exhibitions or equipment in the exhibition rooms displaying a temporary exhibition of the National Museum in Wrocław in Książ Castle must be immediately reported to staff responsible for the given exhibition room.
  - 6) There is no charge for tourist photography or filming, for private use, in rooms displaying a temporary exhibition of the National Museum in Wrocław. It is forbidden to take photographs or to film with the use of extra lighting (such as a flash) or a tripod.
  - 7) Children of up to 12 years of age may be in the display area only under the supervision of adults, who will take full responsibility for those in their care.
  - 8) Apart from cases referred to in other parts of the Regulations (in particular, § 2 par. 15 and § 5 par. 1), Książ Castle may refuse admission to, or remove from the display area or the premises, all those whom the staff doubts will behave themselves properly, particularly if any of the provisions of this paragraph have been breached.



## **§ 5**

### **Prohibitions**

1. All behaviour that is unsafe for other visitors, or for school equipment, is prohibited. In particular, visitors are not allowed to:
  - 1) smoke cigarettes;
  - 2) use an open fire. The Company may hold anyone who has used fire safety equipment improperly liable for the costs that this incurs;
  - 3) consume food or beverages in places other than those designated for this purpose;
  - 4) bring in and consume alcohol;
  - 5) bring in and use narcotics and intoxicating substances;
  - 6) bring in weapons, explosive material and other unsafe items;
  - 7) bring in life-threatening or unhealthy substances, in particular those intoxicating or narcotic substances;
  - 8) bring in animals, with the exception of guide and assistance dogs, on the terms set out in Paragraph 2, Point 16.
  - 9) behave in such a way that makes it difficult for others to visit the castle or to conduct lessons, especially causing excessive noise;
  - 10) bring or use, in indoor areas, devices such as bicycles, skateboards and scooters, with the exception of wheelchairs.
2. Visitors may not bring devices for moving small children, such as strollers and baby carriages. It must be kept in a place designated by Castle security staff. In view of the architectural layout of the facility as well as the safety of other visitors, strollers and baby carriages may not be taken along the Castle visitor passageways
3. It is prohibited for unauthorized persons to enter a marked or otherwise restricted area. Anyone who causes such an infraction bears sole responsibility for the consequences.
4. It is further forbidden to carry on commercial and promotional activity, unless it has been controlled by a separate agreement concluded with Książ Castle in Wałbrzych Ltd.

## **§ 6**

### **Returns and Refunds**

1. Książ Castle in Wałbrzychu Ltd. regrets that it is not possible for tickets to be returned that have been bought for a designated day or period (in conformity with Article 38, point 12 of the Law on consumer rights).
2. In certain justified cases (the request must be presented in writing), it may be possible to change the date of use of the ticket, if the following is reported:
  - 1) in the case of a visit without a guide, at least two working days before the planned date of the visit, on condition that the new date is available.
  - 2) in the case of a guided tour, at least seven working days before the planned date of the visit, on condition that there are free places and guide services on the new date.

Where there are no available dates or free places, or it is not possible to agree on a new date to use the ticket, the customer may use the service only on the date indicated on the reservation.

3. It will not be possible to change the date of validity of tickets for special events that take place once in a calendar year, such as festivals, concerts and fairs..

## **§ 7**

### **Safety**

1. Employees of Książ Castle in Wałbrzych Ltd. are authorized to ensure safety on the premises of the facility, and to enforce the provisions of these regulations.
2. Książ Castle in Wałbrzych Ltd. reserves the right to verify that those who enter its premises are not carrying items referred to in § 5 par. 1. Section. 3 – 7) of these regulations.
3. In situations where the health or life of visitors is threatened, Książ Castle in Wałbrzych Inc. reserves the right to suspend its services immediately. Visitors will be entitled, on this account, to a refund of the cost of tickets.
4. Those who are on the premises of Książ Castle in Wałbrzych Ltd. are required to observe its safety rules and regulations.
5. Where an announcement has been made that a hazard has been detected, visitors must follow the instructions of staff. Any evacuation of the premises will be conducted by staff of Książ Castle in Wałbrzych.

A first-aid kit, instructions for administering first aid and a list of emergency telephone numbers may be found at the porter's desk at Książ Castle in Wałbrzych Ltd.

## **§8**

### **Final Provisions**

1. These regulations are available at the internet page [www.ksiaz.walbrzych.pl](http://www.ksiaz.walbrzych.pl).
2. The purchase of a ticket signifies that the bearer has familiarized himself/herself with these regulations, and is obliged to observe their provisions.
3. A visitor's failure to observe these regulations constitutes grounds for the visitor's removal from the premises of Książ Castle in Wałbrzych Ltd. Where a visitor has been removed on account of a failure to observe these regulations, he/she is not entitled to a ticket refund.
4. Książ Castle in Wałbrzych Ltd. reserves the right to change these regulations. Any change in the regulations will be made public on the internet page [www.ksiaz.walbrzych.pl](http://www.ksiaz.walbrzych.pl).
5. By purchasing a ticket, the visitor agrees to Książ Castle in Wałbrzych Ltd. using, free of charge, images recorded on a picture or in a film, solely for promotional purposes.
6. These regulations constitute the sole legally binding document governing the rules and conditions of visiting Książ Castle, the Palm House and a Temporary Exhibition of the National Museum in Wrocław in the exhibition rooms of Książ Castle in Wałbrzych. All other informational material, including advertising and marketing material, has only a promotional character and may not be grounds for a formal complaint.
7. Visitors may send all comments and suggestions electronically, to the following e-mail addresses: [zwiedzanie@ksiaz.walbrzych.pl](mailto:zwiedzanie@ksiaz.walbrzych.pl) or [zamek@ksiaz.walbrzych.pl](mailto:zamek@ksiaz.walbrzych.pl); or in writing to the following address: Zamek Książ, ul. Piastów Śląskich 1, 58-306 Wałbrzych.