

KSIĄŻ BY NIGHT TOUR REGULATIONS
[Excerpt from Regulation for Visiting Książ Castle and Palm House]

[Excerpt from Regulation for Visiting Książ Castle and Palm House]
Internal Directive Nr. 06/2017
of the President of the Management Board, Zamek
Książ Company Ltd., dated 19 February, 2017,
concerning the introduction of new Regulations for Visiting Książ Castle,

§ 2

General information related to visiting the Castle and Palm House

(...)

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.

(...)

13. Tickets for the castle and the Palm House may be purchased online at 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!**

(...)

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.

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§ 3

Information concerning visiting the castle

(...)

10. 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.
11. 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.

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- 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.

§ 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.
- (...)
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.

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§ 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.

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§8

Final Provisions

1. These regulations are available at the internet page 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.

(...)

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 or zamek@ksiaz.walbrzych.pl; or in writing to the following address: Zamek Książ, ul. Piastów Śląskich 1, 58-306 Wałbrzych.