

APPROVED
by the Director of Kaunas Ninth Fort Museum
April 21, 2023
Order No IV-26

RULES OF VISITING KAUNAS NINTH FORT MUSEUM AND MEMORIAL COMPLEX
CLAUSE 1
GENERAL PROVISIONS

1. The Rules of Visiting Kaunas Ninth Fort Museum and Memorial Complex (hereinafter, the Rules) determine the procedure of visitors' admission to the Museum and the purchase of tickets, the conditions of service provision, the procedure of visitors' behaviour in the Museum territory and in expositions, the rights and duties of the Museum visitors and the limits of their liability. The Museum's rules have been issued in order to ensure a smooth service for each visitor and to avoid misunderstandings, injuries or losses.
2. The Rules apply to all visitors of the Museum and its territory, regardless of age. Every visitor has to have free access to the Rules and must comply with their requirements.
3. The Rules are drawn up in accordance with the legislation of the Republic of Lithuania. The visitor is responsible for the consequences of ignorance of or failure to comply with these Rules.
4. Kaunas Ninth Fort Museum (hereinafter referred to as the Museum) is a state museum, subordinated to the Ministry of Culture of the Republic of Lithuania, which carries out its activities in accordance with the approved Museum Regulations.
5. Kaunas Ninth Fort Memorial Complex refers to the territory and the architectural objects and landscape elements located therein transferred to the Museum by the right of trust and managed on the basis of a lease (hereinafter, the Museum territory).
6. The Visitor refers to any person present at the Museum and its territory, other than an employee of the Museum.

CLAUSE II
PROCEDURE FOR ADMISSION TO THE MUSEUM AND THE PURCHASE OF TICKETS

7. The admission tickets to enter the Museum (hereinafter, Tickets) are sold at the ticket office located in Kaunas Ninth Fort Museum, Žemaičių pl. 75, Kaunas, or electronically.
8. The Ticket Office is open during the Museum opening hours, which are publicly announced at the entrance to the Museum, on the territory and on the website www.9fortomuziejus.lt.
9. Visitors are admitted to the Museum exhibitions after purchasing tickets. Museum vouchers or invitations must be exchanged for tickets at the Museum ticket office. Visitors may be admitted without tickets during celebrations or free events at the Museum.
10. Tickets are not sold 30 minutes before the end of the Museum opening hours.
11. Services for visitors are sold according to their duration and the Museum opening hours. The Museum shall have the right not to sell services whose duration is longer than the time remaining until the end of the Museum opening hours.
12. The services of tour guides and educators shall not be sold less than 1 hour before the end of the Museum opening hours.
13. The visitor may pay for tickets and services provided by the Museum at the ticket office in cash, by bank card or by bank transfer.
14. The Museum ticket is purchased for a single visit.

15. Visitors are admitted to the defensive wall of the Ninth Fort only after purchasing an additional service (excursion or educational activity) or after obtaining permission from the Museum administration.
16. Visitors shall be admitted to the Museum exhibitions with tickets that are intact, not folded, torn, stained or otherwise damaged. The Museum reserves the right not to admit visitors with damaged tickets.
17. Tickets purchased will not be accepted for return or refund, except in cases where the services cannot be provided to visitors due to the fault of the Museum.
18. No refunds will be given for lost, damaged or otherwise unusable tickets.
19. Visitors (persons of interest) shall be admitted to the Museum administration building only by prior arrangement or registration and only during the opening hours of the Museum administration. The staff member on duty must ascertain the purpose of the visitor's entry to the administration building and direct them to the staff member in charge.
20. Visitors are not allowed to enter the courtyard of the Museum administration and the administration building from the courtyard side.
21. Visitors (persons of interest) may enter the Museum repositories of cultural treasures only with the permission of the Director or the Deputy Director, Chief Curator of the Museum collections.

CLAUSE 3 TICKET PRICES AND DISCOUNTS

22. The prices for tickets and services shall be approved by order of the Director of the Museum.
23. Discounts to visit the Museum are determined in accordance with the Order of the Minister of Culture of the Republic of Lithuania. With the written consent of the Director of the Museum, free admission for target groups is possible. The Museum has the right to apply special short-term discounts (promotions).
24. Persons who wish to purchase a discounted or free ticket to visit the Museum must present the Museum's cashier with a document confirming their membership of the target group to which the discount applies, before purchasing the ticket. If the relevant document is not presented, the discount is not applied. Tickets sold at a discount are valid only for the person who purchased the ticket and cannot be transferred to other persons.
25. The price of excursions, educational activities and other additional services (hereinafter referred to as "Services") are not included in the ticket price. These services are subject to additional charges.
26. The information on services and fees is available at the Museum box office, by phone +370 686 26243 or by e-mail muziejus@9fortomuziejus.lt and is published on the website.
27. Visiting the Museum territory (the park and the monument) is free of charge.

CLAUSE IV RIGHTS AND OBLIGATIONS OF VISITORS

- 28. Museum Visitors have the right to:**
 - 28.1. receive information about the opening hours of the Museum and the services offered and their fees;
 - 28.2. visit the exhibitions during the Museum's opening hours with a Museum ticket;
 - 28.3. book in advance and receive the services of guides and educators;
 - 28.4. take photographs and videos for non-commercial purposes, without the use of flash and/or professional photographic equipment;
 - 28.5. use the sanitary facilities of the Museum;
 - 28.6. report to the Museum administration about inappropriate behaviour of the Museum staff or inadequate quality of services;
 - 28.7. make suggestions, comments on the Museum visiting procedures, etc.

29. Visitors to the Museum exhibitions have to:

- 29.1. keep their ticket throughout their visit to the Museum and present it to the Museum staff member in charge at any time upon request;
- 29.2. observe discipline, behave safely and not endanger themselves and other visitors, their property and the environment;
- 29.3. take personal responsibility for their own health, conduct and safety as well as for the persons that they accompany;
- 29.4. cease the visit to the Museum if there is or may be a threat to the health or life of the visitor and/or persons accompanying him/her and/or to his/her property;
- 29.5. immediately inform the responsible Museum employee about actions and/or events that may cause/have caused damage to the health, life or property of the visitor or other persons, as well as about the circumstances that prevent the visitor from visiting the Museum territory and/or using its facilities in accordance with the established procedures;
- 29.6. protect and preserve the Museum material values and environment;
- 29.7. respect the rights and interests of other Museum visitors;
- 29.8. visit the Museum exhibitions by specially marked routes;
- 29.9. observe warning signs, instructions or other indications related to visiting the Museum, fire safety signals, as well as verbal instructions from the Museum staff about the Museum territory, its presence, facilities and their use.

30. Visitors to the Museum territory have to:

- 30.1. protect and preserve the environment and nature;
- 30.2. observe the safety requirements for themselves and others;
- 30.3. protect their property during mass events and not leave it unattended;
- 30.4. not to leave children unattended;
- 30.5. park their vehicles in designated and marked areas and parking lots only at the times indicated on the signs;
- 30.6. extinguish a fire if they notice it, and if this is not possible, to immediately report the fire to the fire protection services (tel. 112) or the Museum administration (tel. +370 665 90645);
- 30.7. report any observed cases of destruction of nature or other objects in the Museum and its territory to the Museum administration (tel. +370 665 90645).

CLAUSE V

ACTIVITIES PROHIBITED FOR THE MUSEUM VISITORS

31. Visitors who are under the influence of alcohol, drugs or other psychotropic substances are not allowed to enter the Museum. A cashier at the ticket office, suspecting that a visitor is intoxicated, shall have the right not to sell a ticket to the Museum, and the staff member serving visitors shall have the right not to provide services to intoxicated visitors and to ask them to leave the Museum premises, and if they refuse to do so, to call the police.

32. It is forbidden to enter the Museum expositions and territory to persons who are in possession of weapons or other dangerous objects, explosives, psychotropic substances, flammable substances or alcoholic beverages, as well as to persons who behave in an aggressive or brutal manner and who may pose a threat to other visitors. Museum staff have the right to refuse service to such visitors, to ask them to leave the Museum and to call the police if necessary.

33. Persons on roller skates, skateboards, scooters, bicycles or skateboards are not allowed in the Museum exhibitions.

34. It is forbidden for Museum Visitors to:

- 34.1. touch the Museum's cultural property, showcases, electrical and other panels;

- 34.2. conduct self-guided tours of the Museum exhibitions as only Museum staff or accredited guides with permits may provide services in the Museum;
- 34.3. smoke in the Museum premises and in the vicinity of the Museum's buildings, except in specially designated and marked areas;
- 34.4. bypass security fences, go into the Museum's staff rooms or other areas not intended for visitors;
- 34.5. leave children unattended;
- 34.6. run around, make noise, play loud music or otherwise disturb other visitors and staff;
- 34.7. bring alcoholic beverages, narcotic and psychotropic substances and/or use them in the Museum and its territory;
- 34.8. enter the Museum premises wearing extremely dirty clothes and/or footwear which may cause significant damage to the exhibition premises, exhibits, property of other persons;
- 34.9. litter in the Museum premises and territory or pollute water bodies;
- 34.10. break, damage, mutilate or otherwise destroy movable and immovable property inside the Museum and its territory, as well as the property of other visitors;
- 34.11. bring animals, except guide dogs, into the Museum premises;
- 34.12. eat and/or drink in the Museum exhibitions;
- 34.13. destroy and damage natural objects in the Museum territory: cut down, destroy and damage trees, bushes or flower beds;
- 34.14. make bonfires or build tents in the Museum territory;
- 34.15. climb on the roofs of the Museum and the monument in memory of the victims of Nazism and the memorial plaques;
- 34.16. damage, destroy or move recreational facilities, information signs, stands, boundary markers or fire-fighting equipment;
- 34.17. use fireworks, confetti and other polluting and hazardous products;
- 34.18. endanger the safety of others;
- 34.19. swim in the fire-fighting water body in the Museum territory;
- 34.20. walk dogs and other pets in the Museum territory;
35. It is allowed to film and take photographs on the premises of the Museum for personal purposes. It is forbidden to distribute this material for payment. The Museum has the right to charge an additional fee for filming and photography.
36. Filming and/or photography using professional equipment for commercial or other non-personal purposes is prohibited without prior permission.

CLAUSE VI RIGHTS AND OBLIGATIONS OF THE MUSEUM

37. The Museum undertakes to:
 - 37.1. before providing the service of a tour guide or an educator, to provide the visitor with the necessary correct, complete, accurate and clear information concerning the conditions of service provision, the price of the service, the terms of service provision, possible consequences and other information that may affect the visitor's decision to receive the service;
 - 37.2. provide the service purchased by the visitor in accordance with the requirements of the legislation and the provisions of these Rules;
 - 37.3. the Museum's employees providing services to visitors must comply with the requirements of the Internal Working Procedures, without violating the rights of visitors.
38. **The Museum has the right to:**
 - 38.1. refuse admission to persons whose behaviour may disturb the order of the Museum or endanger the safety of other visitors;

38.2. ask visitors who do not comply with the rules of visiting to leave the premises, to discipline them verbally, and, in case of violation of the law, to call the police (in this case, the money for the tickets shall not be refunded to the Museum visitors);

38.3. for disturbing the guided tour, failure to comply with the instructions of the Museum staff or any other inappropriate behaviour of the visitor, the guided tour may be terminated, the visitors may be asked to leave the Museum, and the money paid for the service and admission tickets shall not be refunded;

38.4. wait for visitors for 20 minutes from the agreed time of arrival in the event of a prior reservation of services and in the absence of the customer's notification of the delay, services may be provided to other visitors without prior reservation.

CLAUSE VII FINAL PROVISIONS

39. The Visitor Services Department and the Education Department control the order of visiting the Museum exhibitions. All Museum staff shall control the order of visits to the Museum territory.

40. For security purposes, the Museum territory, exhibitions and common areas are monitored by video cameras.

41. The Museum is not responsible for objects left unattended by visitors. Found personal documents shall be handed over to the police in accordance with the procedure established by the legislation of the Republic of Lithuania, and found objects shall be stored in the Museum Information Centre (ticket office) for no longer than 14 days; information about found objects shall be provided by e-mail muziejus@9fortomuziejus.lt;

42. The visitor shall be fully responsible for any damage resulting from non-compliance with these Rules. The Museum has the right to claim compensation in accordance with the procedure established by the legislation of the Republic of Lithuania.

43. The Museum shall not be liable for any damage caused to the visitor or to third parties if the visitor has not complied with these Rules or the legislation of the Republic of Lithuania.

44. Payment for services and issuance of a document confirming receipt of money (a ticket or other document) or access to the Museum and the surrounding territory in other specified ways shall express the visitor's unconditional compliance to the conditions set out in these Rules and his/her promise to comply with them.

45. These Rules shall be approved, amended, supplemented and cancelled by the order of the Director of the Museum.