

TERMS AND CONDITIONS GUIDED TOURS FOR INDIVIDUAL VISITORS

State Museum at Majdanek, Museum and Memorial in Bełżec and Museum and Memorial in Sobibór

§1 Definitions

Definitions used in the Terms and Conditions have the following meaning:

1. “PMM” – The State Museum at Majdanek located at Droga Męczenników Majdanka 67, 20-325 Lublin, Poland
2. “Terms and Conditions” – Terms and Conditions concerning Guided Tours for Individual Visitors of the State Museum at Majdanek
3. “Service” – Guided Tours for Individual Visitors of the State Museum at Majdanek

§2 General Provisions

1. The Terms and Conditions apply to guided tours for individual visitors of PMM.
2. To make use of the Service, the visitors accept the Terms and Conditions, the General Rules and Regulations of Visiting the State Museum at Majdanek and its branches in Bełżec and Sobibór, which are available at the PMM’s website (www.majdanek.eu) and in the Visitor Service Centre.

§3 General Information

1. PMM offers guided tours for individual visitors. The number of visitors participating in one tour must not exceed 30.
2. The Service is provided on condition that at least five payment obligations are fulfilled within one tour.
3. The Service is scheduled by PMM exclusively.
4. The Service is provided in the Polish and English language exclusively.
5. The estimated time of the Service is approximately 2.5 hours.

§4 Purchase and Payment Regulations

1. The Service is available for visitors on the condition of their fulfilling the payment obligation.
2. The fees must be paid in the bookstore located in the Visitor Service Centre of PMM or, in exceptional circumstances, at the parking fee booth.
3. The details concerning the prices are available in the Visitor Service Centre and on the PMM’s website (www.majdanek.eu).
4. The payment obligation must be fulfilled no later than 5 minutes before start of the tour. The visitors who arrive late or do not fulfill the payment obligation are not allowed to make use of the Service.

§5 Cancellation and Rescheduling of the Service

1. The visitors who cancel their participation in the Service due to personal reasons cannot demand a refund.
2. PMM reserves the right to cancel the Service due to reasons beyond its control, in particular resulting from force majeure and security reasons. In such circumstances the visitors who fulfilled the payment obligation can demand a refund.



3. PMM reserves the right to reschedule the Service due to reasons beyond its control, in particular resulting from force majeure and security reasons. Should the visitors who fulfilled the payment obligation find the new time schedule inconvenient, they can demand a refund.

§6 Final Provisions

1. PMM reserves the right to alter the Terms and Conditions. PMM is obliged to announce all the alterations on the PMM's website (www.majdanek.eu).
2. The Terms and Conditions and the General Rules and Regulations of Visiting the State Museum at Majdanek and its branches in Bełżec and Sobibór constitute a coherent legal system that both the visitors and PMM are obliged to obey.
3. To all matters not settled herein shall apply the Law of Poland, in particular, the Polish Civil Code.