

APPROVED BY
Order No. VI-21 of the Director
of the Lithuanian Sea Museum
dated 28 February 2017

LITHUANIAN SEA MUSEUM VISITOR REGULATIONS

I. GENERAL PROVISIONS

The Lithuanian Sea Museum (hereinafter referred to as the Museum) Visitor Regulations (hereinafter referred to as the Regulations) are prepared in accordance with the provisions of the Law on Museums of the Republic of Lithuania, Resolution No. 623 of the Government of the Republic of Lithuania "Re: Approval of regulations on the provision of sporting, cultural and entertainment services and related consumer information", Order No. IV-556 of the Minister of Culture of the Republic of Lithuania dated 31 August 2015, the Statute of the Lithuanian Sea Museum approved on 23 November 2011 by Order No. IV-718, other legal acts of the Republic of Lithuania and Orders of the Director of the Museum.

The Regulations govern the procedure of visitor servicing, provision of services and visitor behaviour within the premises and territory of the Museum located in Smiltynės Str. 3, Klaipėda.

II. TICKET ACQUISITION RULES

1. The visitors are admitted to the Museum during the opening hours of the Museum only, upon acquisition of tickets in the Ticket office of the Museum and/or online. The Ticket office is closed 30 minutes before the closing time of the Museum.
2. It is possible to pay for tickets and/or other services in cash, by bank card and/or by bank transfer (if agreed separately) or by using the electronic sales and administration system of the Museum.
3. A visitor should keep his/her ticket at all times until the end of his/her visit to the Museum and, upon request, provide the ticket to a responsible staff member of the Museum.
4. Ticket prices and respective discounts are approved by a separate order of the Director of the Museum. Upon the Director's written consent, target groups may be admitted to the Museum free of charge. The Museum shall be entitled to apply short-term discounts (campaigns). Respective information is provided in the Ticket office and the website of the Museum. Also, information is provided by phone.
5. A ticket is acquired for a single visit only. It is valid for the acquisition date. The duration of validity of a ticket may be extended for 30 days following its acquisition date by marking a ticket with a special mark.
6. A visitor should not spoil, fold, tear, stain or otherwise damage a ticket. The Museum shall be entitled to refuse entrance to visitors with damaged tickets which are not recognized by a scanner.
7. Persons wishing to acquire tickets with discount or visit the Museum free of charge should provide a cashier with a respective certificate granting such right. If a person refuses to provide a respective document, the discount is not applied. During the control of tickets and/or visit to the Museum a visitor may be asked to provide a respective document together with a discount ticket. Discount tickets should be used by persons having acquired the same only. It is prohibited to hand over a ticket with discount to other persons.
8. Acquired tickets are not exchanged and/or refunded except for the cases when services are not provided through the fault of the Museum.
9. However, tickets are not refunded in the event of force majeure circumstances (Item 1, Article 6.212 of the Civil Code of the Republic of Lithuania).
10. Lost, damaged and/or otherwise unusable tickets are not refunded as well.

III. MUSEUM OPENING HOURS

11. The opening hours of the Museum are specified in Annex "The opening hours of the Lithuanian Sea Museum in 2017."
12. Special events could be held in the Museum outside normal opening hours of the Museum. Respective information for visitors is provided in newsletters, posters and/or otherwise.
13. The Museum reserves the right to change the working time and/or to close a part of exposition (due to handling, arrangement and/or other activities or events). If this is the case, visitors are informed in advance in the Museum website www.muziejus.lt
14. The closing of a part and/or parts of any exposition shall not affect the ticket price.

IV. VISITING RULES

15. Visitors should use the specifically marked routes of the Museum. It is prohibited to step outside the barriers and/or to enter non-public areas of the Museum.
16. Parents and/or educators should look after children during the visit to the Museum.
17. A visitor is required:
 - 17.1. to respect discipline, to act safely, to not endanger himself/herself and/or other visitors, their property and environment;
 - 17.2. to respect warning signs, instructions or other references related to visiting the territory of the Museum, fire alarms and/or oral instructions of the staff of the Museum concerning his/her staying in territory of the Museum and using its devices;
 - 17.3. to take care of his/her health and safety or personal items, including the health of those accompanied by him/her and safety of their personal items. The Museum shall not be held liable for unattended items. The found items shall be kept within Visitor Information Centres for maximum 30 days;
 - 17.4. to immediately notify a responsible member of the staff of the Museum about any actions and/or events that could result or resulted in damage to human health, life or property, as well as about any circumstances preventing a visitor from visiting the territory of the Museum and/or use its devices in accordance with the established procedure;
 - 17.5. to discontinue his/her visit in the territory of the Museum, if his/her further staying may pose threat to his/her health and life or to the health and life of those accompanied by him/her.

IV. RESTRICTIONS

18. Persons intoxicated with alcohol, drugs and/or other psychotropic substances shall not be admitted to the Museum. If a cashier suspects that a person is intoxicated, he/she is entitled to refuse to sell him/her a ticket.
19. It is prohibited:
 - 19.1. to touch the exhibits and display cabinets of the Museum, as well as electrical and other switchboards;
 - 19.2. to spoil, destroy and arbitrary transfer devices, information indexes, stands and/or other signs; to play loud music and to otherwise disturb other visitors;
 - 19.3. to bring alcoholic drinks, drugs or psychotropic substances and/or use them within the territory of the Museum;
 - 19.4. to enter the Museum in particularly dirty clothes and/or shoes that could make obvious damage to the premises, exhibits and/or other persons' property;
 - 19.5. to smoke, except for designated areas marked with special signs;
 - 19.6. to litter in the premises and surrounding territory of the Museum;
 - 19.7. to break, spoil, damage or otherwise destroy movable and/or immovable property within the Museum and surrounding territory, including visitors' property;
 - 19.8. to bring animals into the Museum;
 - 19.9. to bring guns, knives, firearms, other weapons and self-defence devices, gas dispensers and/or other sharp and dangerous objects to the premises and/or territory of the Museum that may pose threat to the visitors' or employees' health or to the exhibits;

- 19.10. to eat and drink within the premises of the Museum, except for designated areas (Café and outdoors);
- 19.11. to bring food or drinks in closed or open tare to the expositions of the Museum;
- 19.12. to film and/or make photographs for commercial purposes without a prior consent. The Museum shall be entitled to fix additional price for such consent. Visitors are permitted to film and make photographs without using a flash bulb and/or a stand.
- 19.13. Visitors with rollerskates, scooters, bicycles and/or skateboards are not permitted to enter the inner premises of the Museum.

VI. FINAL PROVISIONS

20. The Regulations are applied for all visitors of the Museum.
 21. The Museum shall not be held liable for the damage incurred by a visitor or third persons if a visitor violates the current Regulations and/or legal acts of the Republic of Lithuania.
 22. The payment for services and issue of a ticket or another document to a visitor in exchange for payment as well as access to the Museum and surrounding territory by any other established means shall be considered a visitor's unconditional consent to respect the provisions contained therein and to comply with them.
 23. The Security staff of the Museum shall be entitled to request the visitors that do not follow the present Regulations to leave the premises, to discipline orally or to call the Police in case of infringement of legal provisions. If this is the case, a ticket is not refunded.
 24. A visitor shall be fully liable for the damage caused by him/her due to violation of the Regulations. The Museum shall be entitled to seek compensation for damage in accordance with the procedure established by the legal acts of the Republic of Lithuania.
 25. Visitors are entitled to make complaints and claims in writing by specifying the related circumstances explicitly and clearly. Such claims and complaints must be dealt with within maximum 10 working days.
 26. All disputes that may arise between the Museum and a visitor shall be settled by negotiation between the parties.
 27. If the parties fail to settle the dispute amicably, a visitor is entitled to apply to a respective state institution.
 28. The Regulations shall be approved, amended, supplemented and/or cancelled by the Order issued by the Director of the Museum.
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