

# THE LITHUANIAN SEA MUSEUM VISITOR SERVICE REGULATIONS

## CHAPTER 1 GENERAL STATEMENTS

1. The Lithuanian Sea Museum Visitor Service Regulations (hereinafter referred to as the Regulations) regulate the procedure of the services provided to the Museum visitors, the conduct on the territory of the Museum and visiting the expositions, the Aquarium, the ship-museum M52 *Sūduvis*, the Dolphinarium and the Baltic Sea Animal Rehabilitation Centre. The Regulations apply to all staff members of the Museum, volunteers, students on their internship here, individuals who carry out commercial activities on the territory of the Museum as well as to the visitors of the Museum.

2. The following terms are used in the Regulations:

2.1. A **ticket** (including an e-ticket) is a document that confirms the contract between a customer and a service provider and validates the payment for the service.

2.2. A **ticket vending machine** is a vending machine that produces tickets and accepts payment only by card.

2.3. A **ticket sales system** is at the website at [www.ljm.lt](http://www.ljm.lt).

2.4. EEA – European Economic Area;

2.5. EU – European Union;

2.6. EE – Republic of Estonia;

2.7. LT – Republic of Lithuania;

2.8. LV – Republic of Latvia.

3. Other terms used in the Regulations are defined in the Law on Museums of the Republic of Lithuania, the Law on the Social Integration of Persons with Disabilities of the Republic of Lithuania, the decree of the Government of the Republic of Lithuania approved on 25 June 2008, No. 623, “On Approval of the Regulations for Provision of Sports, Cultural and Entertainment Services and Informing Customers while Providing These Services”, order No. IV-556 “On Approval of Discounts for Visiting Museums” approved by the Minister of Culture of the Republic of Lithuania on 31 August 2015, the Regulations of the Lithuanian Sea Museum and other legal acts.

## CHAPTER 2 OPENING HOURS OF THE MUSEUM

4. The time for visiting the Lithuanian Sea Museum (hereinafter referred to as the opening hours) is approved by the Museum Director’s order and is officially publicly available on the website of the Museum at [www.muziejus.lt](http://www.muziejus.lt).

5. The Museum holds the right to change the opening hours, to close some of the expositions or limit admission of people due to construction, installation, maintenance work, events and management of flows of visitors and other local circumstances at the Museum. In such cases, the price of the Museum visitor ticket does not change, except for the exceptions listed in the legal acts.

6. Special events at the Lithuanian Sea Museum can take place during the time other than the opening hours. Visitors shall be informed about it additionally.

7. Organised groups of visitors can visit the exposition and (or) events regardless regular closing time only having arranged with the appointed staff of the Museum in advance.

8. Visitors shall estimate the specifics of arrival at the Lithuanian Sea Museum (a ferry transfer, distance, traffic-jams, weather conditions) themselves, choose the means of arrival and do the time-planning accordingly.

9. The last visitors are admitted to visit the expositions 25 min. before closing the Museum.

10. In the exhibition halls dedicated to the history of navigation, electronic devices are turned off 20 minutes before the closing time of the Museum.

### CHAPTER 3 VISITOR TICKET

11. Visitors are permitted to enter the expositions, the Aquarium and the Dolphinarium of the Lithuanian Sea Museum during the opening hours. Ticket offices close 30 min. before the closing time of the Museum and the ship-museum M52 *Sūduvis*. Visitors are allowed to enter the dolphin performance hall 20–40 min. before the start of the performance.

12. Tickets for visiting the Dolphinarium and the Baltic Sea Animal Rehabilitation Centre can be purchased for a particular date and a particular time; tickets for visiting the expositions and the Aquarium of the Museum, the ship-museum M52 *Sūduvis* and the temporary exhibition “Rowing across the Atlantic” can be purchased for a single-entrance on a particular date from the Museum’s ticket offices, ticket vending machines and online at [www.ljm.lt](http://www.ljm.lt). Re-entrance to the Museum’s expositions and the Aquarium on the same day is permitted upon noticing the ticket controller before leaving (re-entering does not grant a priority against waiting in a queue).

13. Children under 4 are allowed to enter the dolphin show (a separate seat is not allocated) and the event in the Baltic Sea Animal Rehabilitation Centre without a ticket.

14. Pre-school age children are allowed to enter Museum’s expositions, aquarium, ship-museum M52 *Sūduvis* and the temporary exhibition “Rowing across the Atlantis” without a ticket.

15. Payment for the tickets and other services is available in cash, by bank card, using e-banking services via the ticket sales system or, in special cases, via bank transfer which shall be coordinated with administrative staff of the Museum in advance.

16. The ticket sales system automatically assigns seats for the dolphin performance, there is no possibility to choose a wanted seat.

17. The ticket sales system is adjusted allow purchasing the visitor tickets by using mobile devices. Not more than 14 tickets purchased in this way can be scanned from a visitor’s mobile device. When more than 14 tickets are purchased, the tickets must be printed out in high quality. Tickets in mobile devices shall be opened in an original format they were received; the Internet access by a visitor’s device shall be provided by a visitor himself/ herself.

18. When purchasing tickets on-line for more than 10 school students or children, a buyer shall enter a number of attendants by selecting the category “adult”. Otherwise, free-of-charge tickets for group attendants will not be automatically generated.

19. The money paid for the tickets that have been lost, damaged or in any other way made inappropriate for use is not returned.

20. Free-of-charge tickets to visit the Lithuanian Sea Museum’s expositions, the Aquarium and the ship-museum M52 *Sūduvis* on the last Sunday of each month can be obtained via the ticket sales system at [www.ljm.lt](http://www.ljm.lt) 3–6 days in advance as well as from the Museum and the ship-museum’s ticket offices on the day of the visit.

21. Individuals whose participation (employability or disability) level is 25 percent and below, children with disability under 18 and their attendants, clients of the dolphin-assisted therapy division, tourist guides, leaders of organised groups of visitors, if the group consists of 15 or more individuals, may purchase tickets at the Museum’s ticket offices without waiting in a queue.

22. Museum vouchers or invitations shall be exchanged to the tickets at the ticket offices of the Lithuanian Sea Museum.

23. The purchased tickets shall not be exchanged, and the money shall not be returned, except for the cases when services were not or cannot be provided to visitors due to force majeure circumstances (Civil Code of the Republic of Lithuania, article 6.212, p. 1) or other requirements set in regulations of legal acts.

24. Visitors who hold the right to the 100 percent discount for a ticket cannot purchase it on-line or in any other ways, also there is no possibility to book such a ticket in advance. Free-of-charge tickets are issued only at the Museum's ticket office, upon presenting the document that proves the right to get the discount (see article 18 for exceptions).

#### **CHAPTER 4 DISCOUNTS AND CONCESSIONS**

25. The prices and ticket discounts for visiting the Museum are approved by the Director of the Lithuanian Sea Museum. The Museum holds the right to apply special prices: for events, occasional shows, concerts etc. Information on approved ticket prices and discounts is available on the website of the Museum at [www.muziejus.lt](http://www.muziejus.lt) and the ticket sales system at [www.ljm.lt](http://www.ljm.lt).

26. Individuals granted the right to get a discounted or a free-of-charge ticket to visit the Lithuanian Sea Museum shall present a valid document with a photo granting the right to get the discount or concession to the Museum's ticket office staff. If the document is not available, the discount or concession shall not be applied.

27. A visitor shall also present a document granting the right to a discount or a concession together with a ticket during the ticket check.

28. Applicable ticket discounts:

**28.1. discounts to visit the expositions, the Aquarium, and the ship-museum M52 Sūduvis of the Museum:**

**28.1.1. 50 percent discount for a ticket shall be applied to:**

28.1.1.1. school students;

28.1.1.2. students of higher education institutions (citizens of EU, EEA member states) who study in a full-time form at higher education institutions of the member states of the EU and the EEA, also school students who study formal vocational training programmes, upon presenting a Lithuanian student (school student) identity card, the international student (school student) identity card ISIC;

28.1.1.3. individuals who have reached the age of the state social insurance for the old-age retirement (under 80 years);

28.1.1.4. soldiers of compulsory military service, volunteer soldiers (citizens of the Republic of Lithuania), members of the Lithuanian Riflemen's Union;

28.1.1.5. victims of the occupations throughout 1939–1990, political prisoners and exiles who were prisoners of ghettos, concentration or other type forced camps;

28.1.1.6. defenders of the independence of the Republic of Lithuania who were victims of the USSR aggression executed on 11–13 January 1991 and later;

28.1.1.7. participants of the resistance movement against occupations throughout 1940–1990 who were volunteer soldiers and participants of fights for freedom.

**28.1.2. 100 percent discount shall be applied to:**

28.1.2.1. orphans and children who lost the care of their parents as well as attendants leading groups of them, keeping the ratio of 10:1 (one attendant for ten children);

28.1.2.2. individuals who are assessed as people with disabilities or whose participation (employability or special needs) level is assessed as 55 percent and below and their attendants, keeping the ratio of 1:1 (one adult attendant or personal assistant for one person) and children with disabilities under 18 and their attendants, keeping the ratio of 1:1 (one adult attendant or personal assistant for one child with disability under 18), citizens of EU, EEA member states and foreigners holding documents validating or granting their residence permit to live in the Republic of Lithuania;

28.1.2.3. adults who lead groups of school students, keeping the ratio 10:1 (one attendant for ten school students);

28.1.2.4. individuals aged 80 and over;

28.1.2.5. all visitors on the last Sunday of each month;

28.1.2.6. staff of museums of the Republic of Lithuania and members of the International Council of Museums (ICOM);

28.1.2.7. tourist guides;

28.1.2.8. POLA card holders.

28.1.3. other discounts are applied to visit the Museum's expositions only:

28.1.3.1. organised groups of visitors, if the group consists of 15 or more individuals who purchase a ticket;

28.1.3.2. "Family Card" holders (citizens of LT, LV, EE);

28.1.3.3. citizens of Ukraine who and hold a permission based on temporary protection to temporarily live in the Republic of Lithuania.

**28.2. discounts to attend regular events in the Dolphinarium and the Baltic Sea Animal Rehabilitation Centre shall be applied to:**

28.2.1. children from 4 years of age;

28.2.2. school students;

28.2.3. students of higher education institutions (citizens of EU, EEA member states) who study in a full-time form at higher education institutions of the member states of the EU and the EEA, also school students who study formal vocational training programmes, upon presenting a Lithuanian student (school student) identity card, the international student (school student) identity card ISIC;

28.2.4. individuals whose participation (employability or special needs) level is assessed as 30–55 percent, citizens EU, EEA member states and foreigners holding documents validating or granting their residence permit to live in the Republic of Lithuania;

28.2.5. individuals who have reached the age of the state social insurance for the old-age retirement (under 80);

**28.2.6. 100 percent discount for a ticket shall be applied to:**

28.2.6.1. orphans and children who lost the care of their parents as well as attendants leading groups of them, keeping the ratio of 10:1 (one adult attendant for ten children);

28.2.6.2. individuals whose participation (employability or special needs) level is assessed as 25 percent and below and their attendants, keeping the ratio of 1:1 (one adult attendant or personal assistant for one person) and children with disabilities under 18 and their attendants, keeping the ratio of 1:1 (one adult attendant or personal assistant for one child with disability under 18); citizens of EU, EEA member states and foreigners holding documents validating or granting their residence permit to live in the Republic of Lithuania;

28.2.6.3. adults who lead groups of children (from 4 years of age) and school students, keeping the ratio 10:1 (one attendant for ten children or school students);

28.2.6.4. individuals aged 80 and over;

28.2.6.5. staff of museums of LT and members of the International Council of Museums (ICOM);

28.2.6.6. tourist guides;

28.2.6.7. POLA card holders;

28.2.6.8. personal assistant of a person with disability who is assessed with a level of disability or whose level of participation (employability) is 55 percent and below, keeping the ratio of 1:1 (one personal assistant for one person).

28.2.6.9. Other discounts are applied to permanent events in the Dolphinarium only:

28.2.6.9.1. organised visitor groups consisting of 15 and more individuals who purchase tickets;

28.2.6.9.2. the Family Card holders (citizens of the Republic of Lithuania, the Republic of Estonia and the Republic of Latvia).

29. other discounts are applied by the order of the Director of the Lithuanian Sea Museum.

## **CHAPTER 5 VISITING CONDITIONS**

30. Parents, foster parents, individuals leading groups or attendants are responsible for behaviour and safety of children, school students while visiting the Lithuanian Sea Museum.

31. Children under 14 are permitted to enter only together with adults accompanying them.

32. A person with disability who uses a guide dog shall inform the Visitor Service Division via e-mail [info@muziejus.lt](mailto:info@muziejus.lt) or phone +370 659 61497 in advance about the date and time of the planned visit. During the person's visit at the Museum's expositions and the Aquarium, the Dolphinarium or the Baltic Sea Animal Rehabilitation Centre, the guide dog can be left in a specifically designated premise where safety and welfare (a dog's lie and a bowl) will be provided to the dog, whereas the person will be assisted and guided to the object by a Museum staff member. The service is provided only in a case when the person's certificate of disability and a document of accreditation of the guide dog are presented.

33. Presence of the guide dog together with a person with disability at the Museum's expositions and the Aquarium, the Dolphinarium and the Baltic Sea Animal Rehabilitation Centre may cause danger to the health of other people, threat to kept wild animals and cause unfavourable conditions for arranged events; therefore, the person is not allowed to use the guide dog's support.

34. A visitor shall:

34.1. keep the entrance ticket and payment receipt for the duration of entire visit;

34.2. be self-disciplined, behave in a safe manner, not cause threat to themselves and other visitors, their belongings and environment when visiting Museum's expositions, its territory and events;

34.3. to regard warning signs, instructions and other signs, oral instructions of Museum staff related to the visiting of the Museum's expositions, territory and events;

34.4. take care of own and assisted individuals' health and safety of belongings.

35. The Museum bears no responsibility for belongings left unattended. The found items are kept at the visitor information centre for a period no longer than 14 days; the information on found items is provided via e-mail address [info@muziejus.lt](mailto:info@muziejus.lt);

36. to comply with the requirements of legal acts of the Republic of Lithuania valid for the duration of the visit of the Museum.

## **CHAPTER 6**

### **RESTRICTIONS**

37. Visitors under the effect of alcohol or psychoactive substances shall not be served and admitted to the Lithuanian Sea Museum. The money paid for tickets bought despite this restriction shall not be returned.

38. Prohibited activities for a visitor:

38.1. to tease and feed animals;

38.2. to play loud music or otherwise disturb animals, staff and other visitors;

38.3. to carry in alcohol and psychoactive substances and (or) consume them on the entire territory of the Museum;

38.4. to enter the Museum premises wearing dirty clothes and (or) footwear which may cause damage to exposition premises, exhibits, property of other individuals;

38.5. to smoke any type of substances on the territory of the Museum, except for the places indicated with a special sign;

38.6. to litter;

38.7. to break, damage or otherwise destroy both movable and immovable property, also the property belonging to other visitors;

38.8. to carry in or take along animals to the Museum's expositions, the Aquarium, the Dolphinarium, the ship-museum M52 *Sūduvis* and Baltic Sea Animal Rehabilitation Centre;

38.9. to carry in any kind of weapons and/ or potentially dangerous items, including but not

limited to items that can be used to cut or stab, items that can be used to throw, also any other item that can cause discomfort to visitors, pose threat to safety of an event, health of animals and people and (or) exhibits, inventory;

38.10. to consume drinks and other food products while visiting the Museum exhibitions, the Aquarium, the Dolphinarium show theatre, the ship-museum M52 *Sūduvis*, the Baltic Sea Animal Rehabilitation Centre;

38.11. to film and (or) take photos for commercial purposes without a special permission;

38.12. to use and (or) leave sports, motion means, such as bicycles, roller-skates, scooters, skate-boards, trolleys, segways etc., in the places not intended for them;

38.13. to violate provisions of health protection regulations, visiting regulations, public order, to cause unsafe environment to other visitors and staff of the Museum;

38.14. to demonstrate attributes of racial, xenophobic, radical political, gender discrimination;

38.15. to climb constructions or mechanisms (facades, partitions, walls, fences, barriers, lamp posts, platforms for video cameras, roofs etc.) that are not intended for that, slopes of the ramparts, grass;

38.16. to enter areas fenced off or designated with special barriers or signs, to ascend the scene or be present in other places not intended for visitors;

38.17. to enter premises for staff only or territories that are closed for visitors;

38.18. to climb and stand on seats and/ or their frames.

## **CHAPTER 7 FINAL STATEMENTS**

39. When purchasing a ticket on-line, from a ticket machine or Museum's ticket offices, a visitor consents with the Lithuanian Sea Museum Visitor Service Regulations.

40. The Museum is not responsible for the damage experienced by a visitor or third parties if a visitor did not comply with the provisions of the legal acts of the Republic of Lithuania or the present Regulations.

41. The Museum holds the right to require compensation for the damage caused by breaching the provisions of the Regulations in compliance with the process set in the legal acts of the Republic of Lithuania.

42. The staff of the Museum hold the right to ask visitors to leave the territory of the Lithuanian Sea Museum if they do not comply with the requirements of the Regulations. In such cases, the money paid for the ticket will not be returned.

43. Upon official submission of a visitor's claim in writing, the Lithuanian Sea Museum undertakes the obligation to provide a response within 20 workdays.

44. All disputes occurring between the Lithuanian Sea Museum and a visitor shall be settled on the basis of negotiations. If the dispute is not resolved by peaceful means, both parties have the right to address a state institution in an appropriate field of interest.

45. For the reasons of safety and security of the staff and the visitors of the Museum, their property and health, the territory of the Museum is under video surveillance following the Regulations on Video Surveillance of the Lithuanian Sea Museum. Surveillance, filming and recording are carried out in compliance with the Privacy Policy Regulations.

46. Visitors may be filmed or photographed at the Museum's events, exhibitions. Photos or video recordings of events may be uploaded to the Museum's website and social media accounts, disseminated via mass media means. If a visitor does not consent with being filmed or photographed, one shall inform a person who is filming or taking photos about such objection.

47. The Lithuanian Sea Museum Visitor Service Regulations shall be approved, amended, supplemented and terminated by the Lithuanian Sea Museum Director's order.