

APPROVED
by the Director of the Lithuanian Sea Museum
on 9 March 2021, order No. VI-24

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 Dolphinarium and the Sun Bay. The Regulations are applied to all staff members of the Museum and those who volunteer at the Museum as well as the visitors.

2. The following terms are used in the Regulations:

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

2.2. An **annual ticket** is a document, including an annual e-ticket, which confirms the contract between a customer and a service provider and validates the payment for the service for a set period (one year) under set conditions.

3. Other terms used in the Regulations are defined in the Law on Museums 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 Consumers While Providing These Services", "On Approval of Discounts for Visiting Museums" approved by the Minister of Culture of the Republic of Lithuania, 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.

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 is not changed, 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 may visit the Museum exposition and (or) events during time other than the opening hours when agreed in advance after coordination with a person who is responsible and (or) authorised for visitor services.

8. Visitors must independently estimate the time required to arrive at the Lithuanian Sea Museum. A ferry runs on a set timetable available at the ferry website at www.keltas.lt.

CHAPTER 3 VISITOR TICKET

9. Visitors are permitted to enter the expositions, the Aquarium, the Dolphinarium and the Sun Bay of the Lithuanian Sea Museum during the opening hours. Ticket offices are closed 30 minutes before the closing time of the Museum.

10. Tickets to visit the expositions, the Aquarium, the Dolphinarium and the Sun Bay of the Lithuanian Sea Museum can be purchased from the Museum ticket offices, a ticket vending machine and an on-line vending system at www.ljm.lt (hereinafter referred to as the ticket vending

system).

11. Payment for the tickets and other services is available in cash, by bank card, using e-banking services in the ticket vending system or via bank transfer.

12. When buying tickets for the events taking place in the Dolphinarium, the ticket vending system selects seats automatically.

13. The ticket vending system at www.ljm.lt is adjusted to purchase the visitor tickets by using mobile devices. The tickets bought on-line can be scanned directly from a visitor's mobile device. Not more than 10 tickets purchased in this way can be scanned. When more than 10 tickets are purchased, the tickets must be printed out and presented in a paper format. The access to the Internet must be provided by a visitor himself/ herself.

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

15. A ticket to enter the expositions and the Aquarium of the Lithuanian Sea Museum shall be purchased for one-time admission on a particular date.

16. A ticket to the events taking place in the Dolphinarium and the Sun Bay shall be purchased for a particular date and a particular show time.

17. A free-of-charge ticket to visit the expositions and the Aquarium of the Lithuanian Sea Museum for the last Sunday of a month can be purchased from the ticket office on the day of the visit only.

18. Individuals who have an annual visitor ticket, tourist guides, group leaders, individuals with severe disability and (or) special needs and their attendants are allowed to purchase tickets in ticket offices of the Museum without waiting in a regular queue.

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

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

CHAPTER 4 DISCOUNTS AND CONCESSIONS

21. 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 discounts. Information on the ticket prices and discounts is available in Museum ticket offices and the website at www.muziejus.lt.

22. Individuals who wish to purchase a discounted ticket to visit the Lithuanian Sea Museum or to visit it for free must present a valid document granting the right to a discount to a Museum ticket office staff. If such document is not available, the discount does not apply.

23. A visitor shall present a document granting the right to a discount together with a ticket during the ticket check.

24. Applicable ticket discounts:

24.1. the discounts to visit the expositions and the Aquarium of the Lithuanian Sea Museum:

24.1.1. 50 per cent discount for a ticket is applied in the following cases:

24.1.1.1. school students, citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area who study comprehensive education programmes (except for adults who study primary, basic, secondary education programmes for adults) in a group form of learning on a daily teaching process basis and in an individual form of learning on an independent teaching process basis, students of comprehensive education schools who attend specialised education field programmes;

24.1.1.2. students of higher education institutions who study in a full-time study form, citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area who study at higher education institutions of member states of the European Union

and the European Economic Area in a full-time study form, also school students who study according to formal professional training programmes in a group learning form on a daily teaching process basis and in an individual form of learning on an independent teaching process basis, upon presenting a Lithuanian student (school student) identity card, an ISIC international student (school student) identity card;

24.1.1.3. the Family Card holders: adults, children, school students, senior people, students. After applying the 50 per cent discount in September–May, the ticket price for children, school students, students, senior people is rounded up to a larger part of the currency unit, Euro;

24.1.1.4. individuals who are assessed to hold the 30–55 per cent employability level, applied to citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area;

24.1.1.5. individuals who have reached the age of the state social insurance for the old-age pension (under 80 years), applied to citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area;

24.1.1.6. soldiers of compulsory military service, volunteer soldiers;

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

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

24.1.1.9. participants of the resistance against occupations in 1940–1990 who were volunteer soldiers and participants of fights for freedom;

24.1.2. organised groups of visitors may purchase discounted tickets if the group contains 15 and more individuals who buy tickets;

24.1.3. the following individuals are allowed to visit the expositions and the Aquarium of the Museum for free:

24.1.3.1. pre-school age children up to 5 years (including the fifth year);

24.1.3.2. 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);

24.1.3.3. individuals who are assessed to hold the 25 per cent and less employability or severe special needs, including an attendant, keeping the ratio of 1:1 (one attendant for one person with disability) and children with disabilities under 18 years, including an attendant, keeping the ratio of 1:1 (one attendant for one child with disability under 18);

24.1.3.4. individuals aged 80 and over;

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

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

24.1.3.7. adults who are attendants of groups of children and school students, keeping the ratio 10:1 (one attendant for ten children, school students);

24.1.3.8. tourist guides;

24.2. discounts to events in the Dolphinarium:

24.2.1. a discount of 50 per cent for a ticket is applied to:

24.2.1.1. children over 4 years;

24.2.1.2. school students, citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area who study comprehensive education programmes (except for adults who study primary, basic, secondary education programmes for adults) in a group form of learning on a daily teaching process basis and in an individual form of learning on an independent teaching process basis, students of comprehensive education schools who attend specialised education field programmes;

24.2.1.3. students of higher education institutions who study in a full-time study form, citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area who study at higher education institutions of member states of the European Union and the European Economic Area in a full-time study form, also school students who study according to formal professional training programmes in a group learning form on a daily teaching process basis and in an individual form of learning on an independent teaching process basis, upon

presenting a Lithuanian student (school student) identity card, an ISIC international student (school student) identity card;

24.2.1.4. the Family Card holders: adults, children, school students, senior people, students. After applying the 50 per cent discount in September–May, the ticket price for children, school students, students, senior people is rounded up to a larger part of the currency unit, Euro;

24.2.1.5. individuals who are assessed to hold the 30–55 per cent employability level, applied to citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area;

24.2.1.6. individuals who have reached the age of the state social insurance for the old-age pension (under 80 years), applied to citizens of the Republic of Lithuania, other member states of the European Union and the European Economic Area;

24.2.2. organised groups of visitors may purchase discounted tickets if the group contains 15 and more individuals who buy tickets;

24.2.3. the following individuals are allowed to visit the events at the Dolphinarium for free:

24.2.3.1. children up to 3 years (including the third year), without taking a separate seat;

24.2.3.2. 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);

24.2.3.3. individuals who are assessed to hold the 25 per cent and less employability or severe special needs, keeping the ratio of 1:1 (one attendant for one person with disability) and children with disabilities under 18 years, keeping the ratio of 1:1 (one attendant for one child with disability under 18);

24.2.3.4. individuals aged 80 and over;

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

24.2.3.6. adults who are attendants of groups of children and school students, keeping the ratio 10:1 (one attendant for ten children, school students);

24.2.3.7. tourist guides;

24.3. discounts to events in the Sun Bay:

24.3.1. the following individuals are allowed to visit for free:

24.3.1.1. children up to 3 years (including the third year);

24.3.1.2. 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);

24.3.1.3. individuals who are assessed to hold the 25 per cent and less employability or severe special needs, keeping the ratio of 1:1 (one attendant for one person with disability) and children with disabilities under 18 years, keeping the ratio of 1:1 (one attendant for one person with disability under 18);

24.3.1.4. individuals who aged 80 and over;

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

24.3.1.6. adults who are attendants of groups of children and school students, keeping the ratio 10:1 (one attendant for ten children, school students);

24.3.1.7. tourist guides.

25. The 5 per cent discount is applied to all tickets purchased on-line via the ticket vending system at www.ljm.lt.

CHAPTER 5 VISITING CONDITIONS

26. Parents, foster parents, group leaders or attendants are responsible for behaviour and safety of children, school students while visiting the Lithuanian Sea Museum.

27. A visitor shall:

27.1. keep the admission ticket throughout entire time of visiting the Lithuanian Sea Museum;

27.2. maintain discipline while visiting exhibitions, territory and events of the Museum,

behave in a safe manner, not cause threat to oneself and other visitors, their property and environment;

27.3. comply with warning signs, instructions or other indicator signs and verbal directions of Museum staff in relation to visiting expositions, territory and events of the Museum;

27.4. take care of safety of own and attended individuals' health and property. The Lithuanian Sea Museum is not responsible for items left unattended. The found belongings are stored at the visitor information centres for a period no longer than 14 days, information on the finds is provided via e-mail: aptarnavimas@muziejus.lt;

27.5. comply with the requirements of the legal acts of the Republic of Lithuania valid while visiting the Museum.

CHAPTER 6 RESTRICTIONS

28. Visitors under the effect of alcohol or psychoactive substances shall not be served at the ticket offices and not admitted to the Lithuanian Sea Museum.

29. Prohibited activities for a visitor:

29.1. to play loud music or otherwise disturb staff and other visitors;

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

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

29.4. to smoke on the territory of the Museum, except for the places indicated with a special sign;

29.5. to litter;

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

29.7. to carry in or take along animals to Museum expositions, the Aquarium, the Dolphinarium, the Sun Bay;

29.8. to carry in weapons, sharp or dangerous items and other means of self-defence that might cause threat to health of visitors, Museum staff, volunteers and (or) exhibits, inventory;

29.9. to consume snacks, drinks and other food products while visiting Museum expositions, the Aquarium, the Dolphinarium show theatre, the Sun Bay arena;

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

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

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

CHAPTER 7 FINAL STATEMENTS

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

31. 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.

32. 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.

33. 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 is not returned.

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

35. All disputes occurring between the Lithuanian Sea Museum and a visitor are 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.

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