

APPROVED BY
Order No. VĮ-7 of the Director
of the Lithuanian Sea Museum
issued on 18 January 2019

LITHUANIAN SEA MUSEUM VISITOR REGULATIONS

I. GENERAL PROVISIONS

1. The Visitor Regulations (hereinafter referred to as the Regulations) of the Lithuanian Sea Museum (hereinafter referred to as the Museum), comprising expositions, Aquarium, Dolphinarium and Sun Bay, 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 “On approval of regulations on the provision of sporting, cultural and entertainment services and related consumer information” issued on 25 June 2008, Order No. ĮV-556 of the Minister of Culture of the Republic of Lithuania “On establishment of benefits for museum visitors” issued on 31 August 2015, Order No. ĮV-797 of the Minister of Culture of the Republic of Lithuania “On approval of the model of visiting museums by schoolchildren and people experiencing social exclusion free of charge and implementation of the concept” issued on 8 November 2018, Order No. ĮV-718 of the Minister of Culture “On approval of the Statute of the Lithuanian Sea Museum” issued on 23 November 2011, other valid legal acts of the Republic of Lithuania and Orders of the Director of the Museum.
2. 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. MUSEUM WORKING HOURS

3. The working hours of the Museum are approved by a separate Director’s Order.
4. Special events could be held in the Museum outside normal working hours of the Museum. Respective information for visitors is provided additionally.
5. The Museum reserves the right to change the working hours, to close a part of an exposition and/or limit the access to the Museum (due to handling, arrangement and/or other activities or events, or management of visitor flows). That shall not affect the prices of the Museum tickets.
6. Organized visitor groups may visit expositions and/or animal shows outside normal working hours of the Museum if only agreed beforehand with the Administration.

III. TICKET ACQUISITION RULES

7. The visitors are admitted to the Museum during the working hours of the Museum only. The Ticket office is closed 30 minutes before the closing time of the Museum.
8. The tickets to the expositions of the Museum, Aquarium, Dolphinarium and Sun Bay can be acquired in the Ticket offices and/or online ticketing system www.ljm.lt.
9. It is possible to pay for the tickets and/or other services in cash, by bank card, by using online banking system on www.ljm.lt and/or by bank transfer on the basis of the issued invoice.
10. When acquiring tickets to the Dolphinarium on www.ljm.lt and in Ticket office, the seats are selected automatically by the system.
11. The ticketing system www.ljm.lt is designed for the acquisition of tickets using mobile devices. The tickets acquired online can be scanned from the visitor’s mobile device (maximum 10 tickets; however if more than 10 tickets are acquired, these should be printed). It is the duty of the visitor to ensure access to the internet.
12. Lost, damaged and/or otherwise unusable tickets are not refunded.
13. A ticket to the expositions of the Museum and Aquarium is acquired for a single visit

only and for the specific date.

14. A ticket to the Dolphinarium and Sun Bay is acquired for the specific date and the specific show.

15. A free ticket to the expositions of the Museum and Aquarium may be acquired on the last Sunday of the month in the Ticket office of the Museum on the visiting day only.

16. Acquired tickets are not exchanged and/or refunded except for the cases when services are/cannot be provided through the fault of the Museum.

17. A visitor should take into consideration the time required to arrive to the Lithuanian Sea Museum. The time-table of ferries is available on www.keltas.lt.

18. 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).

19. Holders of annual visitor's tickets, guides, group leaders and persons with severe disability and/or special needs may acquire tickets in the Ticket office of the Museum out of their turn.

IV. DISCOUNTS

20. Ticket prices and respective discounts are approved by the Order of the Director of the Museum. The Museum shall be entitled to apply special discounts. Respective information is provided in the Ticket office and on the website of the Museum www.muzejus.lt. Also, information is provided by phone and/or e-mail.

21. Persons wishing to acquire tickets with discount or visit the Museum free of charge should provide a cashier with a relative certificate granting such right. The clear person's photo should be affixed and the validity date specified on the said certificate. If a person refuses to provide an appropriate document, the discount is not applied.

22. During the control of tickets a visitor should provide a relative document proving his/her right for discount.

23. The following discounts are applied:

23.1. Discounts for the tickets to the expositions of the Museum and Aquarium:

23.1.1. Tickets at a half price are available for:

- schoolchildren of general secondary education (except for adults receiving primary, basic or secondary schooling) the training process of whom is arranged daily and/or independently; schoolchildren of general secondary education receiving specialised education. A relevant certificate or other document evidencing the age of 6-18 years should be produced at the Ticket office and/or during the control;

- students of full-time studies; nationals of the Republic of Lithuania, other Member States of the European Union and the states of the European Economic Area – students of full-time studies of higher education institutions of the Member States of the European Union or the states of the European Economic Area, as well as students of full-time studies studying in vocational training establishments the training process of whom is arranged daily and/or independently. A relevant certificate should be produced at the Ticket office and/or during the control;

- nationals of the Republic of Lithuania, the Member States of the European Union and the states of the European Economic Area with disabilities of 30-55 percent of work ability. A relevant certificate should be produced at the Ticket office and/or during the control;

- retired old age nationals of the Republic of Lithuania, the Member States of the European Union and the states of the European Economic Area. If retirement certificate is not available, another document evidencing the age of 65-79 years should be produced at the Ticket office and/or during the control;

- soldiers of compulsory military service and volunteers – nationals of the Republic of Lithuania, the Member States of the European Union and the states of the European Economic Area. A relevant certificate should be produced at the Ticket office and/or during the control;

- victims of 1939-1990 occupation – political prisoners and deportees, prisoners of ghettos, concentration and/or other repression camps – nationals of the Republic of

Lithuania. A relevant certificate should be produced at the Ticket office and/or during the control;

- defenders of the independence of the Republic of Lithuania – victims of the events of 11-13 January 1991 and the soviet aggression. A relevant certificate should be produced at the Ticket office and/or during the control;
- members of resistance to 1940-1990 occupation – volunteers and Lithuanian Freedom fighters. A relevant certificate should be produced at the Ticket office and/or during the control.

23.1.2. Tickets with discounts are available for organized visitor groups of more than 15 persons acquiring tickets.

23.1.3. The following visitors are admitted to the expositions of the Museum and Aquarium free of charge:

- children of pre-school age (up to and/including the fifth year of age);
- orphans and children from boarding-schools or care institutions and their accompanying persons (ten children – one accompanying person), upon producing relative documents attesting their status at the Ticket office (a formal letter signed by the manager of the respective institution, whereby the number of the arriving visitors is specified by stipulating children and accompanying persons);
- persons with disabilities of 0-25 percent of work ability and/or with high special needs, and disabled children up to 18 years of age and accompanying persons (one disabled – one accompanying person). A relevant certificate should be produced at the Ticket office and/or during the control;
- 80 year-old and older persons. A relevant certificate should be produced at the Ticket office and/or during the control;
- employees of all museums of the Republic of Lithuania and members of International Council of Museums (ICOM). A relevant certificate should be produced at the Ticket office and/or during the control;
- all visitors on the last Sunday of the month;
- adults accompanying organized children's and schoolchildren's groups (ten children – one accompanying person);
- a guide, upon producing a relative certificate.

23.2. Discounts for tickets to the Dolphinarium:

23.2.1. Tickets at a half price are available for:

- children from 4 years of age;
- schoolchildren of general secondary education (except for adults receiving primary, basic or secondary schooling) the training process of whom is arranged daily and/or independently; schoolchildren of general secondary education receiving specialised education. A relevant certificate or other document evidencing the age of 6-18 years should be produced at the Ticket office and/or during the control;
- students of full-time studies; nationals of the Republic of Lithuania, other Member States of the European Union and the states of the European Economic Area – students of full-time studies of higher education institutions of the Member States of the European Union or the states of the European Economic Area, as well as students of full-time studies studying in vocational training establishments the training process of whom is arranged daily and/or independently. A relevant certificate should be produced at the Ticket office and/or during the control;
- nationals of the Republic of Lithuania, the Member States of the European Union and the states of the European Economic Area with disabilities of 30-55 percent of work ability. A relevant certificate should be produced at the Ticket office and/or during the control;
- retired old age nationals of the Republic of Lithuania, the Member States of the European Union and the states of the European Economic Area. If retirement certificate is not available, another document evidencing the age of 65-79 years should be produced at the Ticket office and/or during the control.

23.2.2. Tickets with discounts are available for organized visitor groups of more than

15 persons acquiring tickets.

23.2.3. The following visitors are admitted to the Dolphinarium free of charge:

- children under 3 years of age (including the third year of age and without providing them with a separate seat);
- orphans and children from boarding-schools or care institutions and their accompanying persons (ten children – one accompanying person), upon producing relative documents attesting their status at the Ticket office (a formal letter signed by the manager of the respective institution, whereby the number of the arriving visitors is specified by stipulating children and accompanying persons);
- persons with disabilities of 0-25 percent of work ability and/or with high special needs, and disabled children up to 18 years of age and accompanying persons (one disabled – one accompanying person). A relevant certificate should be produced at the Ticket office and/or during the control;
- 80 year-old and older persons. A relevant certificate should be produced at the Ticket office and/or during the control;
- employees of all museums of the Republic of Lithuania and members of International Council of Museums (ICOM). A relevant certificate should be produced at the Ticket office and/or during the control;
- adults accompanying organized children's and schoolchildren's groups (ten children – one accompanying person);
- a guide, upon producing a relative certificate.

23.3. Discounts for the tickets to the Sun Bay:

23.3.1. The following visitors are admitted free of charge:

- children under 3 years of age (including the third year of age);
- orphans and children from boarding-schools or care institutions and their accompanying persons (ten children – one accompanying person), upon producing relative documents attesting their status at the Ticket office (a formal letter signed by the manager of the respective institution, whereby the number of the arriving visitors is specified by stipulating children and accompanying persons);
- persons with disabilities of 0-25 percent of work ability and/or with high special needs, and disabled children up to 18 years of age and accompanying persons (one disabled – one accompanying person). A relevant certificate should be produced at the Ticket office and/or during the control;
- 80 year-old and older persons. A relevant certificate should be produced at the Ticket office and/or during the control;
- employees of all museums of the Republic of Lithuania and members of International Council of Museums (ICOM). A relevant certificate should be produced at the Ticket office and/or during the control;
- adults accompanying organized children's and schoolchildren's groups (ten children – one accompanying person);
- a guide, upon producing a relative certificate.

23.3.2. other discounts for the tickets shall not be applied.

IV. VISITING RULES

24. Parents and/or accompanying educators are responsible for the children's behaviour and their safety during the visit to the Museum.

25. A visitor is required:

- 25.1. to respect discipline, to act safely, to not endanger himself/herself and/or other visitors, their property and environment within the territory of the Museum;
- 25.2. 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;
- 25.3. 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 14 days. Further information on aptarnavimas@muziejus.lt;

25.4. to keep the ticket and cheque during the entire stay within the Museum.

IV. RESTRICTIONS

26. Tickets shall not be sold to persons intoxicated with alcohol and/or other psychotropic substances neither such persons shall be admitted to the Museum.

27. A visitor is prohibited:

27.1. to play loud music and to otherwise disturb other visitors;

27.2. to bring alcoholic drinks or psychotropic substances and/or use them within the entire territory of the Museum;

27.3. 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;

27.4. to smoke, except for designated areas marked with special signs;

27.5. to litter in the premises and surrounding territory of the Museum;

27.6. to break, spoil, damage or otherwise destroy movable and/or immovable property within the Museum and surrounding territory, including visitors' property;

27.7. to bring and/or take animals into the Museum;

27.8. to bring guns, sharp or dangerous items and other self-defence devices to the premises and/or territory of the Museum that may pose threat to the visitors' or employees' health and/or to the exhibits;

27.9. to bring food or drinks to the expositions of the Museum and/or animal shows;

27.10. to film and/or make photographs for commercial purposes without a prior consent;

27.11. to use and/or leave mobility or sports means, such as roller-skates, scooters, and/or skateboards, within non-designated places, expositions and areas of animal shows.

VI. FINAL PROVISIONS

28. The Regulations are applicable to all visitors of the Museum.

29. 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.

30. 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.

31. By acquiring a ticket in the Ticket office and/or online, a visitor agrees with the Visitor Regulations of the Lithuanian Sea Museum.

32. The staff of the Museum shall be entitled to request the visitors that do not follow the present Regulations to leave the premises. If this is the case, a ticket is not refunded.

33. Visitors' written complaints must be dealt by the Museum within the period of 20 working days.

34. All disputes that may arise between the Museum and a visitor shall be settled by negotiation between the parties. When being within the territory of the Museum, a visitor should apply to the administrator in charge of the visitor servicing, otherwise applications should be sent by e-mail to aptarnavimas@muziejus.lt. If the parties fail to settle the dispute amicably, a visitor is entitled to apply to a respective state institution.

35. The Regulations shall be approved, amended, supplemented and/or repealed by the Order issued by the Director of the Museum.
