

# 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 and the Dolphinarium. The Regulations apply to all staff members of the Museum, 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** is a document, including an e-ticket, that 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, that 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”, 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 may visit the Museum exposition and (or) events during time other than the opening hours when agreed in advance after coordinating with a person who is responsible and (or) authorised for visitor services.

8. Visitors shall independently estimate the time required to arrive at the Lithuanian Sea Museum. A ferry runs on a set timetable available on the ferry website at [www.keltas.lt](http://www.keltas.lt).

## CHAPTER 3 VISITOR TICKET

9. Visitors are permitted to enter the expositions, the Aquarium, the Dolphinarium 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 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](http://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 via the ticket vending system or, in exceptional cases, via bank transfer which shall be coordinated with administrative staff of the Museum in advance.

12. When buying tickets for the events taking place in the Dolphinarium, if a particular sector and seats are not indicated on the tickets, visitors shall freely choose seats available in the show theatre.

13. The ticket vending system at [www.ljm.lt](http://www.ljm.lt) is adjusted to purchase the visitor tickets by using mobile devices. Not more than 10 tickets purchased in this way can be scanned from a visitor's mobile device. When more than 10 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 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 made inappropriate for 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 shall be purchased for a particular date and a particular show time.

17. A ticket with a 100% discount to visit the expositions and the Aquarium of the Lithuanian Sea Museum on the last Sunday of each month can be purchased via the ticket vending system 3–6 days in advance, also from the ticket offices on the day of the visit.

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

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

20. The purchased tickets or gift coupons 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 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 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).

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;

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 vocational 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. individuals who are assessed to hold the 30–55 per cent employability level;

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

24.1.1.5. soldiers of compulsory military service, volunteer soldiers (citizens of the Republic of Lithuania);

24.1.1.6. victims of occupations of 1939–1990, political prisoners and exiles who were prisoners of ghettos, concentration or other type forced camps (citizens of the Republic of Lithuania);

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

24.1.1.8. participants of the resistance against occupations in 1940–1990 who were volunteer soldiers and participants of fights for freedom (citizens of the Republic of Lithuania).

**24.1.2. other discounts are applied in the following cases:**

24.1.2.1. organised groups of visitors, if the group contains 15 and more individuals who buy tickets;

24.1.2.2. the Family Card holders (citizens of the Republic of Lithuania).

**24.1.3. 100 per cent discount is applied in the following cases:**

24.1.3.1. pre-school age children (up to 7 years): attendance without a ticket, though tracking the number of visits at the ticket check points for the purpose of monitoring Museum visitor flows;

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

24.1.3.5. individuals aged 80 and over;

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

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

24.1.3.8. tourist guides;

24.1.3.9. POLA card holders;

24.1.3.10. Ukrainian citizens, by presenting at the ticket office a valid ID document or any other document proving Ukrainian citizenship. Free tickets are not available on-line! Valid until 31 May.

**24.2. discounts to attend regular events in the Dolphinarium are applied in the following cases:**

24.2.1. children from 4 to 7 years;

24.2.2. school students;

24.2.3. 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 vocational 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;

24.2.4. the Family Card holders (citizens of the Republic of Lithuania);

24.2.5. individuals who are assessed to hold the 30–55 per cent employability level;

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

24.2.7. organised groups of visitors, if the group contains 15 and more individuals who buy tickets.

24.2.8. Ukrainian citizens, by presenting at the ticket office a valid ID document or any other document proving Ukrainian citizenship. Discount not available on-line! Valid until 15 May.

24.2.1.1. **100 per cent discount is applied in the following cases:**

24.2.1.2. children under 4 years;

24.2.1.3. 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);

24.2.1.4. 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);

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

24.2.1.6. individuals aged 80 and over;

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

24.2.1.8. tourist guides;

24.2.1.9. POLA card holders.

## **CHAPTER 5 VISITING CONDITIONS**

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

26. A visitor shall:

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

26.2. maintain discipline while visiting expositions, territory and events of the Museum, behave in a safe manner, not cause threat to oneself and other visitors, their property and environment;

26.3. 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;

26.4. 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;

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

## **CHAPTER 6 RESTRICTIONS**

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

28. Prohibited activities for a visitor:

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

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

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

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

28.5. to litter;

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

28.7. to carry in or take along animals to Museum expositions, the Aquarium, the Dolphinarium;

28.8. 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;

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

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

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

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

## **CHAPTER 7**

### **FINAL STATEMENTS**

29. 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.

30. 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.

31. 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.

32. 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.

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

34. 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.

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

---