

RULES OF SERVICE FOR THE VISITORS OF M. K. ČIURLIONIS NATIONAL MUSEUM OF ART

I. GENERAL PROVISIONS

The Rules for Visiting M. K. Čiurlionis National Museum of Art (hereinafter the Museum) (hereinafter the Regulations) are prepared in accordance with the Law on Museums of the Republic of Lithuania, Government Resolution No. 623 “Approval of the rules for the provision of sports, cultural and entertainment services and the provision of information to consumers, in the provision of these services” (*Approval of the rules governing the provision of sports, cultural and entertainment services and the provision of information to consumers in the provision of these services*) and the 31-08-2015 Order No. ĮV-5 56 of the Minister of Culture of the Republic of Lithuania, and the regulations of M. K. Čiurlionis National Museum of Art, approved by 05-01-2012 Order No. ĮV-4, as well as other applicable legal acts of the Republic of Lithuania and orders of the Director of the Museum.

The Rules regulate the procedure of visitors' service, behaviour and services in the premises and territory of the following subdivisions of the Museum: M. K. Čiurlionis National Museum of Art and M. K. Čiurlionis Gallery (V. Putvinskis str. 55, Kaunas), A. Žmuidzinaičius Museum of Works and Collections (V. Putvinskis str. 64, Kaunas), Kaunas Picture Gallery (K. Donelaičio str. 16, Kaunas), M. Žilinskas Art Gallery (Nepriklausomybės sq. 12, Kaunas), Historical Presidential Palace of the Republic of Lithuania (Vilniaus str. 33, Kaunas), A. and P. Galaunė House (Vydūnas av. 2, Kaunas), L. Truikys Memorial House (E. Fryko str. 14, Kaunas), J. Zikaras Memorial House (J. Zikaras str. 3, Kaunas), Druskininkai branch (M. K. Čiurlionio str. 35, Druskininkai).

II. TICKET PURCHASE PROCEDURE

1. Visitors to the Museum shall be admitted only during the Museum's opening hours with tickets, purchased prior to the exhibition. Ticket offices are closed 30 minutes until the end of the Museum's opening hours.
2. Tickets and other services shall be paid by cash, bank card, bank transfer or e-banking (in some cases, under contracts).
3. The visitor must keep a ticket for the entire duration of the visit to the Museum and shall be required to present it at any time to the Museum Officer responsible.
4. The rates and discounts for visiting the Museum shall be approved by a separate order of the Director. The Museum has the right to apply special short-term discounts (actions), which are formalized by the Director's order and disseminated through the Museum's information channels (social networks, Museum's website, telephone).

5. People, wishing to obtain a discounted or free admission to the Museum must present a document to the Museum's cashier, confirming their membership of the discounted target group before purchasing the ticket. Refusal to provide the relevant document shall not provide a discount. When checking tickets and / or visiting the Museum, the visitor may be asked to provide the relevant document along with the ticket sold at a discount. Discounted tickets are valid only for the person who purchased the ticket and are not transferable.
6. Guides and other additional services are not included in the ticket price.
7. Tickets purchased are not accepted back and non-refundable, unless the service cannot be rendered to the visitors due to the Museum's fault.
8. Money for the tickets shall not be refunded in cases of force majeure (Article 6.212 CC, part I).
9. Information about services and rates is available at the Museum box offices, telephone (+370) 37 22 94 75 or e-mail: mkc.info@ciurlionis.lt and published on the website www.ciurlionis.lt. Information about services and rates at the Historical Presidential Palace of the Republic of Lithuania is available at the Box Office of the Presidential Palace (directly and by telephone), telephone (+370 37) 20 17 78 or e-mail: info@istorineprezidentura.lt and published on the website www.istorineprezidentura.lt

III. OPENING HOURS

10. The opening hours of the Museum shall be approved by order of the Director of the Museum.
11. The Museum reserves the right to change the opening hours, to close part of the exposition (due to the management, exhibitions, exposition installation works, events, etc.). Visitors are informed about it in advance on the Museum's website www.ciurlionis.lt, while visiting the Museum - at the ticket offices and information notes in the Museum premises.

IV. THE RIGHTS AND OBLIGATIONS OF THE MUSEUM

12. The Museum undertakes:

- 12.1. to provide the visitor the correct, complete, accurate and clear information about the services provided, their price and other information, that influences the visitor's decision to receive the service, before providing the tour guide or educator's service;
- 12.2. to provide the Visitor the purchased service in accordance with the requirements of legal acts and the provisions of these Rules;
- 12.3. visitors to the Museum shall comply with the requirements of the Internal Rules of Procedure, without prejudice to the rights of the visitors.

13. The Museum is entitled to:

- 13.1. If the life or health of visitors is endangered, the staff of the Museum and of the services providing security shall have the right to apply the measures, provided for in the laws and regulations of the Republic of Lithuania.
- 13.2. to ask visitors who do not adhere to the premises to abandon the premises, to be disciplined verbally and to call the police or security in case of violation of law. In this case the money for the tickets to the Museum visitors shall not be refunded;

13.3. due to the obstruction of the tour, failure to follow the instructions of the Museum staff or any other improper behavior of the visitor, the tour may be terminated, the visitors asked to leave the Museum, money paid for visiting the Museum shall not be refunded;

13.4. if the customer does not announce the delay in the pre-order of services, wait 20 minutes for visitors from the agreed time of arrival; if visitors fail to arrive by that time, the service will no longer be provided;

13.5. to stop visiting the Museum if the health or life of the visitor and / or accompanying persons is or could be in danger;

13.6. The Museum reserves the right to charge an additional fee for permitting professional equipment for photography, filming in the Museum's premises and expositions.

V. THE RIGHTS AND OBLIGATIONS OF THE VISITORS

14. Museum visitors have the right to:

14.1. to receive information on the opening hours of the Museum, the services offered and their rates;

14.2. to visit exhibitions during the Museum's opening hours after purchasing the Museum ticket;

14.3. pre-book and receive tour guide and educator's services;

14.4. for non-commercial photography and filming without the use of a flash and / or professional photographic equipment, additional lighting, stands and tripods. Filming or photographing other visitors without their consent is not appropriate.

14.5. to report to the Museum administration about inappropriate behavior of the Museum staff, inadequate quality of services;

14.6. to make suggestions, comments on the Museum visitation procedure, etc.; the proposals are made in writing in the feedback books at the Museum ticket offices or by email: mkc.info@ciurlionis.lt;

14.7. if due to illness or disability the visitor is unable to move around the Museum independently, the accompanying person shall visit the Museum free of charge.

15. Duties of visitors to the museum expositions:

15.1. respect the concentration of those around them, treat exhibits and the environment safely;

15.2. not to leave children under the age of 12 unattended;

15.3. it is the responsibility of the parents or accompanying persons to take care of the children during their visit to the Museum in order to ensure their safety, and safety of the Museum exhibits;

15.4. to promptly inform the Museum Officer of any action and / or event that may / may cause damage to the Museum's exhibits, the health, life or property of the visitor or any other person, and any circumstances that prevent the visitor from visiting the Museum and / or using its facilities in the established order;

15.5. observe warning signs, instructions, or other directions related to visiting the Museum, fire alarms, as well as verbal instructions from Museum personnel, regarding the Museum, its presence, facilities and use thereof.

VI. ACTIVITIES, NOT SUITABLE FOR THE MUSEUM VISITORS

16. Visitors who are intoxicated with alcohol, drugs or other psychotropic substances are not admitted to the Museum. A cashier who suspects a visitor to be intoxicated has the right not to sell a Museum ticket, and the attendant staff has the right not to serve intoxicated visitors and ask them to leave the Museum premises.

17. Persons possessing weapons or other dangerous objects, explosives, flammable substances or alcoholic beverages, as well as persons who behave aggressively, brutally and may pose a threat to other visitors shall not enter the Museum's exhibitions and territory. Museum staff has the right to refuse the service to such visitors; ask to go outside the Museum or summon a guard.

18. Persons with roller skates, scooters, bicycles or skateboards shall not be admitted to the Museum premises.

19. Museum visitors are not allowed to:

19.1. touch the Museum exhibits that are not adapted to touching, showcases, electrical and other panels;

19.2. to organize self-guided tours of the Museum's exhibits, which can only be provided by the staff of the Museum or private guides, who have a signed contract with the Museum;

19.3. bypass security fences, accessing the auxiliary premises of the Museum staff or other spaces not reserved for visitors;

19.4. to bring food and drinks in closed or open containers to the Museum exhibits;

19.5. to eat and / or drink on the premises of the Museum other than for the purpose;

19.6. It is prohibited to bring handbags or bags larger than A4 size in the Museum premises. Larger bags, backpacks, umbrellas should be left in the wardrobe or locker;

19.7. enter the premises of the Museum wearing extremely dirty clothes and / or footwear that may cause damage to the exhibit space, exhibits, and other property;

19.8. smoke in the Museum premises;

19.9. litter the Museum premises;

19.10. to break, spoil, damage or otherwise destroy the movable and immovable property inside the Museum, as well as the property of other visitors;

19.11. to bring animals to the premises of the Museum.

20. It shall be prohibited in the territory of the Museum:

20.1. to break, spoil, damage or otherwise destroy movable and immovable property, including property of other visitors;

20.2. to litter and pollute the environment;

20.3. to destroy and damage greenery - arbitrarily cut, destroy, damage trees, shrubs, flower beds;

20.4. to bring and / or consume alcoholic beverages, narcotic and psychotropic substances;

20.5. smoke when there are signs prohibiting smoking in the area;

20.6. damage, obliterate, or arbitrarily move information pointers, billboards, landmarks, fire-fighting equipment;

20.7. to use fireworks (except in cases previously agreed with the administration of the Museum (branch)), confetti and other products that pollute and endanger the environment;

20.8. endanger the safety of others;

20.9. to bring dogs and pets other than guide dogs;

20.10. arbitrarily hang any temporary advertisements, posters, references without permission of the Museum Directorate (except in cases agreed with the Museum (branch) administration);

20.11. destroy and contaminate building walls, fences, and other structures within the Museum area, particularly those on the Cultural Heritage Register, memorials, and sculptures.

VII. FINAL PROVISIONS

21. These Rules shall apply to all visitors of the Museum.

22. The Museum's administration, ticket offices, ticket controllers, exhibition keepers, and other Museum staff shall control the visitation of the Museum.

23. For security purposes, the Museum's expositions and common areas shall be monitored by video cameras.

24. The Visitor shall be liable for any damage resulting from non-compliance with these Rules. The Museum shall have the right to claim compensation in accordance with the procedure established by the legal acts of the Republic of Lithuania.

25. The Museum shall not be liable for any damage caused to the visitor or third persons, if the visitor has not complied with these Rules or the legal acts of the Republic of Lithuania.

26. The issue of a payment for the services and receipt of money (a ticket or other document) to the visitor or entry into the Museum and surrounding area by any other means shall express the visitor's unconditional consent to and compliance with the terms and conditions set forth in these Rules.

27. If the visitor lodges a written complaint with a detailed and clear statement of the circumstances, the Museum undertakes to reply within 10 working days.

28. These Rules shall be approved, amended, completed and canceled by order of the Director of the Museum.