

# **REGULATIONS FOR VISITING RZESZÓW CELLARS AN INTERACTIVE CULTURAL INSTITUTION**

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### **I. GENERAL INFORMATION**

1. The following regulations apply to visiting the underground tourist route, hereinafter referred to as the 'route', of the Rzeszów Cellars institution managed by Estrada Rzeszów - a cultural institution of the city of Rzeszów.
2. Touring takes place during fixed opening hours.
3. It is forbidden to be on the route outside the opening hours of the institution.
4. The tour takes place with a guide or independently, depending on the planned tour.
5. The tour takes place according to the schedule available on the website.
6. Visitors are required to have a document confirming their identity.
7. It is forbidden to consume food and drinks on the tour route.
8. It is prohibited to bring any items that may pose a threat to safety and life, in particular weapons of any type, ammunition, items considered by security as potentially dangerous, explosives, pyrotechnics, flammable, toxic materials and large luggage.
9. Due to the natural conditions in Rzeszów Cellars associated with the presence of damp loess (sedimentary) rock shoes and clothing may get slightly dirty. Visitors are responsible for any potential destruction or contamination.
10. When visiting, it is recommended to wear shoes suitable for walking around basements, i.e. full footwear, sports shoes or another footwear that protects the foot.
11. Taking photographs and videos for reproduction purposes and sale without written consent management is prohibited.
12. Both adults and children can participate in the tour. Children under the age 18 must be accompanied by a guardian - this applies to every variant of the route.
13. Unauthorized people are prohibited from entering the stage in the institution's hall.
14. Minors must be supervised by an adult in the multifunctional space (institution's hall).
15. Entry to the tour is prohibited to anyone in a state of alcohol intoxication or under the influence of drugs with similar effects or psychoactive substances. If the visitor is in the above-mentioned states, the tour guide may refuse or interrupt the route.
16. It is strictly forbidden to touch electrical, mechanical and hydraulic devices and installations, with the exception of display systems therefor intended.

17. During the visit, smoking and the usage of open sources of fire are strictly prohibited.
18. Minors must be supervised by an adult in the multifunctional space (institution's hall).
19. The route administrator reserves the right to suspend or introduce restrictions in sightseeing without prior notice.
20. The tour administrator is not responsible for: accidents resulting from failure to comply to these Regulations, accidents on the route resulting from poor health of visitors, for items left or lost on the premises.
21. Purchasing a ticket constitutes acceptance of these regulations.

## **II. VARIANTS OF TOURS ROUTES IN RZESZÓW CELLARS**

### **Guided tours**

1. The tour takes place in groups of 6 people on the Interactive Legend tour path and 8-people group for the Pictures of History tour path.
2. Each group enters the route at a time interval of 20 minutes.
3. Visiting time is approximately 1.5 hours.
4. The last entry to the tour according to the schedule is set for 5:20 p.m. (unless changes due to other planned events in the institution's space).
5. If only one person buys a ticket for a given entry, the cashier informs the buyer about it and offers the option of choosing an entry with more people if available.

### **self-guided tour "Pictures of History"**

1. The tour takes place in groups of a maximum of 20 people.
2. Each group enters the cellars at an interval of 15 minutes.
3. The tour begins with a short 5-minute introduction to the history of the Cellars led by guide.
4. the average visit time is approximately 45 minutes.
5. The time of the last tour to is limited due to the institution's opening hours and it is 1 hour 20 minutes.

### **Tours for organized groups with a tour guide.**

1. The maximum number of people in a guided group is 12 adults. In the case of group of minors, the maximum number is 11 children plus the group's guardian. A group of minors without a guardian cannot visit the Rzeszów Cellars. People taking care of a given group are obliged to supervise the remaining people under their care, and in particular the count of the participating children entering and leaving premises of Rzeszów Cellars. The Rzeszów Cellars tour guide has no guardian role over group.

2. Organized groups, especially school trips, enter the route in the above-mentioned conditions. groups, one group after another at 20-minute intervals. Guardians open and close the first and last groups.
3. Free entry is granted to a maximum of two guardians belonging to one group.
4. If the group also includes guardians of disabled people, they are entitled to: free entry.
5. Tour is approximately 1.5 hours for each group.
6. It is forbidden to separate from the group during the tour.
7. Visitors are obliged to strictly follow the guides' instructions and employees of Rzeszów Cellars regarding safety and the course of visiting the route.
8. Any irregularities should be immediately reported to the guide.
9. In the case of organized trips, please arrange and book adequate number of dates in advance to coordinate the division of the trip into max. groups of 12 people.
10. Each guide monitors the number of people they have in their group of visitors.
11. In a situation when the group's behaviour prevents or threatens the property of the Institution the tour guide may interrupt the tour and ask the group to leave.

### **Silent hours**

1. The tours are mainly aimed at highly sensitive people or those on the autism spectrum or for those who seek peace in a cultural institution.
2. Tour time is approximately 40 minutes.
3. Tour takes place according to the schedule, on each second Wednesday of the month.
4. The tour takes place at 40-minute intervals.
5. The group can consist of maximum 10 people.
6. The tour begins with a short 5-minute introduction to the history of the Cellars made by the tour guide.
7. Guided group tours are possible after prior reservation by phone.

### **Tour for disabled people**

1. People with physical, visual and intellectual disabilities make decisions to complete the route at their own risk.
2. Guardian of the disabled person is granted free entry.
3. Information for people with individual needs is available on the website of Rzeszów Cellars: [Zwiedzanie dla osób z niepełnosprawnościami \(rzeszowskiepiwnice.pl\)](http://zwiedzanie.dla.osob.z.niepełnosprawnościami.rzeszowskiepiwnice.pl).
4. For people with individual needs that prevent visiting the Rzeszów Cellars, Virtual tours with guide commentary are available. Point for virtual tours are located in a multi-functional space.
5. If a guide is unavailable, the virtual tour is free of charge.

### **III. MEDICAL IMPEDIMENTS FOR VISITORS**

1. The tour is not intended for people with claustrophobia, rodentophobia, peristerophobia, epilepsy or limited functionality preventing movement. Moreover,

because of the increased humidity of the route it may cause problem for people with reduced immune of the respiratory.

2. People with respiratory problems or other medical conditions that require special medical supplies (e.g. inhalers) are asked to have the appropriate medications with them.

#### **IV. TOUR PRICE LIST**

Detailed ticket prices are as follow:

- normal ticket – PLN 30
- reduced ticket PLN 25
- family ticket - PLN 84
- the nationwide Big Family Card / Rzeszów Family Card ticket – PLN 15
- group ticket – PLN 20 - for more than 8 people
- regular ticket for touring with an English-speaking guide – PLN 40
- reduced ticket for touring with an English-speaking guide – PLN 35
- group ticket for touring with an English-speaking guide – PLN 25

#### **self-guided tour and Silent hours ticket prizes**

- Normal ticket without tour guide – PLN 20
- Reduced ticket without tour guide – PLN 15
- the nationwide Big Family Card / Rzeszów Family Card ticket – PLN 15
- group ticket – PLN 15- for more than 8 people

#### **Sightseeing for disabled people at a virtual stand**

- Ticket – PLN 10

#### **Cinema / "Film about Rzeszów"**

- regular ticket - multisensory film – PLN 5
- reduced ticket – multi-sensory film – PLN 3

#### **V. STATUTORY DISCOUNTS AND RELIEFS**

1. Reduced ticket – available, to students of primary, middle and high schools, students up to 26 years old, retirees and pensioners, people over 65 years old, veterans and disabled people, upon presentation of a document confirming validity of relief. Documents confirming eligibility include school and student ID cards,

pensioner ID cards; ID cards documenting disability or degree of disabilities; certificates or ID cards confirming veteran's rights; documents confirming age; other documents confirming the right to benefit from the discount. The guardian of a disabled person is entitled to free entry to the tour Rzeszów Cellars.

2. Family ticket - valid only in a package for a family of 4 (i.e. 2 parents + 2 children) up to 18 years of age).
3. Large Family Card ticket - valid upon presentation of a valid nationwide Large Family Card or a valid Rzeszów Family Card. Every holder of the above card is obliged to show a valid card to the employee at the Rzeszów Cellars cash desk along with your ticket and ID.
4. Holders of a War Veteran ID card have free entry to Rzeszów Cellars.
5. The guardian of a disabled person is entitled to free entry.
6. In the case of organized groups, free entry is granted to a maximum of two guardians of the group.

## **VI. FINAL PROVISION**

1. The Director of Estrada Rzeszów may introduce changes to the Regulations for visiting Rzeszów Cellars - an interactive cultural institution.
2. The Regulations come into force on November 1, 2023.