Muzeum Pałacu
Króla Jana III
w Wilanowie

**REGULATIONS FOR VISITORS TO THE MUSEUM OF KING JAN III'S PALACE AT WILANÓW**

1. You are welcome to visit us:
   a) on Mondays, Wednesdays, Fridays, Saturdays and Sundays between 10.00 a.m. and 4.00 p.m. (last admission: 3.00 p.m.), with a timed-entry ticket;
   b) on free-entry Thursdays between 10.00 noon and 4.00 p.m. (last admission: 3.00 p.m.), after you collect a limited free admission ticket.
2. Tickets to the palace can be purchased by online, in the ticket office, located at Stanisława Kostki Potockiego St. 10/16 (open every day from 9:00 a.m. to 3:00 p.m., except for selected holidays) and in ticket machines located in the palace cloakroom (card payment only).
3. On Thursdays, admission to the Palace is free for individual visitors. You're welcome to collect a free timed-entry ticket. Please note that:
   a) we issue a limited number of tickets;
   b) we offer one free ticket per person;
   c) guided group tours are forbidden (this does not apply to educational groups that pay the applicable admission fee).
4. The purchased or collected admission ticket to the palace entitles you to visit the park.
5. Tickets are available in the time slots and dates specified in the system.
6. Visits with a museum educator (for groups as well as for individual visitors) are possible daily after making an advance booking for a specific time (according to the valid price list).
7. Organised groups consist of no more than 30 people (for their safety and out of concern for the monuments in small historical rooms and narrow and steep passages).
8. Luggage lockers are provided outside the Palace in a marked area.
9. You can leave your outer garments in the palace in the cloakroom.
10. Carrying firearms and sharp, dangerous objects is strictly prohibited in Museum premises. Under the Protection of Persons and Property Act of 22 August 1997 (references to Polish Journal of Laws: Dz.U. z 2021 poz. 1995, z 2024 r. poz. 1907, z 2025 r. poz. 179), qualified security staff may intervene and ask anyone in breach of these Regulations to leave the Museum. Such interventions do not create an entitlement to any claims.
11. Anyone who enters Museum premises may, with their consent, be asked to undergo a security check; you and your bags might be searched or screened by means of electronic devices intended for detecting hazardous materials and items.
12. Bags larger than 30 x 22 x 15 cm are not permitted into the Palace. Please leave any larger bags in the deposit lockers located outside the Palace, next to the Rose Garden.
13. Organized groups of more than 9 people are only admitted into the palace with an educator or a guide.
14. Organized groups of persons under 18 years of age and children are allowed in the museum only if accompanied by guardians.
15. When visiting the Palace, please follow the established route. This does not apply to educational tours.
16. The Palace tour route starts at the turnstiles. Place your valid museum admission ticket close to the reader on the turnstiles.
17. Baby carriers are available for visitors to use at the Palace. Museum supervisory staff are responsible for issuing the carriers and providing visitors with guidance on their correct fitting and safe use.
18. Once a month, on a designated day, the Palace offers "Quiet Hours" from 4.00 pm to 6.00 pm. During these hours, visitors can experience the Palace in a quieter and more peaceful environment. The last admission is at 5.00 pm.
19. **We kindly ask Palace visitors to**:
    a) leave coats, umbrellas, briefcases, backpacks, large handbags and parcels in the deposit lockers, along with any other objects which might damage or destroy historic objects or harm other visitors;
    b) leave baby carriages in the designated location outside the Palace;
    c) remain quiet and calm, and keep order;
    d) follow the instructions and advice of the Museum staff responsible for historic object and tourist safety, including not allowing guests under the influence of alcohol or drugs to enter the exhibition area;
    e) respect the ban on smoking, eating, and drinking;
    f) respect the ban on touching walls, historic objects, technical equipment and any exhibition surfaces;
    g) refrain from talking over mobile phones and remember to keep sound signals muted throughout your visit; please do not to use sound amplifying devices.
20. Please note that:
    a) **you may take photographs and film in Palace interiors, if**:
       - you are not blocking or disturbing other visitors,
       - you are not putting historic objects and museum equipment at risk of damage,
       - you are not causing physical damage to other visitors or infringing on their personal interests.
    b) you must refrain from using your photographs and film recordings for commercial purposes until you obtain the Museum's consent;
    c) you must observe the ban on photographing and filming elements of the Museum's security systems;
    d) you cannot use flash or additional lighting, tripods (booms) or other devices in Palace interiors. This restriction follows from the requirements related to museum property conservation and physical protection;
    e) exemptions from points b) and d) require an individual consent granted by the Museum Director;
    f) the Museum is not liable for any third-party infringements on visitor personal interests or any other damage caused to visitors as a result of photographing or filming;
    g) if the owner of a historic object on display has not consented to its photographing or filming, the Museum may prohibit its photographing and filming;
    h) for reasons of facility security, it is strictly prohibited to photograph and film the Warehouse Art Gallery display area;
    i) The Museum reserves the right to refuse to a photo session inside the Palace due to tourist traffic and the safety of the collections.
21. Events held on Museum premises may be photographed and filmed by the event organizer for the purposes of providing information about, documenting, and promoting Museum activity. Photographs and film recordings may be published on the Museum website, in social media and other informational materials prepared and distributed by the Museum.
22. Visitors who damage or destroy a historic object will be charged with restoration costs.
23. We are committed to ensuring that all visitors and historic objects are safe at all times. To this end, animals are not allowed into the palace except for specially marked guide dog to help the blind and the visually impaired, hearing dog to help the deaf and hard of hearing and medical response dog – in accordance with the provisions of the Act on Vocational Rehabilitation and Social Affairs of August 27, 1997.
24. Please be advised that anyone who disturbs peace and order or fails to abide by these Regulations may be banned from visiting the Palace without refund.
25. Please be aware that Museum interiors are constantly monitored by Museum staff, as well as security systems and cameras.
26. Please respect the role of Museum guards. The main focus of our security staff is on protecting historic objects and keeping all visitors safe, not on providing information.

We wish you an enjoyable visit!

Director of the Museum of King Jan III's Palace at Wilanów

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