

## **Rules of Service for the Visitors of the Cold War Exposition**

### **I. GENERAL PROVISION**

1. The Rules of visiting the Cold War Exposition (hereinafter - the Exhibition) (hereinafter - the Rules) are prepared in accordance with the regulations of the Žemaitija National Park Directorate (hereinafter - the Directorate) approved by the Director of the State Protected Areas Service under the Ministry of Environment in 2019. July 4 Order No. V-91, resolution of Government of the Republic of Lithuania No. 623 “Approval of the rules for provision of sports, cultural and entertainment services and the provision of information to consumers, in the provision of this services“, as well as other applicable legal acts of the Republic of Lithuania and orders of the Director of the Žemaitija National Park.

2. These Rules regulate the procedure of visitor`s service, behavior and provision of services at the Exposition and are mandatory for all Visitors of the Exposition.

### **II. EXPOSITION OPENING HOURS**

3. The opening hours of the Exposition shall be approved by order of the Director of the Žemaitija National park. The working hours are specified in the Rules (Annex 1).

4. Special events at the Exposition may also take place outside working hours. Visitors are informed about it in advance by information notes, events posters and other ways.

5. The Directorate reserves the right to change the opening hours, to close part of the exposition (due to the management, exposition installation works, events, etc.). Visitors are informed about it in advance on the Directorate website [www.zemaitijosnp.lt](http://www.zemaitijosnp.lt).

### **III. TICKET PURCHASE PROCEDURE**

6. Visitors shall be admitted to the Exposition only during the Exposition`s opening hours with tickets, purchased at the Exposition Visitor center ticket office. Ticket offices are closed 30 minutes before the end of the Exposition's opening hours.

7. The ticket for the Exposition visit includes a guide service.

8. No more than 40 exposition tickets are sold during the hours of the tour (including pre-school children traveling in non-organized groups, which are free of charge).

9. When the tickets for a given hour sold out, the tickets are sold for the next hour. Tickets for other hours of the same day can be purchased at the Exposition Visitor Center Ticket office. The ticket is valid for a specific date and hour only and is a one-time ticket.

10. The Visitor should not damage, bend, rob, lubricate or otherwise damage the ticket. The Exhibition employees reserves the right not to allow visitors with damaged tickets that are not recognized by the scanning system.

11. Tickets once purchased cannot be returned. If not used at a specified date and time, the services are not provided and the money for the tickets is non-refundable (unless the services cannot be rendered to the visitors due to the Exposition fault).

12. Tickets reservation:

12.1. Tickets for the Exposition may be reserved for organized groups (10 or more persons) for a specific time agreed in advance.

12.2. Managers of organized groups, when booking tickets for groups and planning to pay for the services by bank transfer, at least 3 business days in advance by e-mail:

ilona.urnikiene@zemaitijosnp.lt, must provide a Letter of Guarantee (Annex 2) committing to pay for the services according to the submitted invoice, except in the case of long-term service contracts.

12.2.1. Invoices are provided at the e-mail address given in the Letter of Guarantee of the recipient of the service (paper invoices are not mailed).

12.3. The service is available for groups of up to 40 people. In a group of more than 40 persons, but not more than 50 and with the consent of the group leader, the service is provided to the whole group at the same hour. If the group leader does not agree to a group of 50 people or if there is more than 50 people in the booked group, the group is divided into 2 parts. For one group service is provided one hour and the other one - hour later.

12.4. If the organized group has less than 40 participants, the Exhibition employees have the right to join individual visitors, but the group size may not exceed 40 persons.

13. Tickets and other services shall be paid by cash, bank card, bank transfer or e-banking (in the case of a separate agreement or in the case provided for in paragraph 12.2).

14. The rates and discounts for visiting the Exposition shall be approved by a separate order of the Director. Current rates can be found on the website and the Visitor center of Exposition.

15. People, wishing to obtain a discounted admission to the Exposition, must present a document to the Exposition 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 Exposition, 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. The provisions of this clause shall also apply to arrivals of Lithuanian and foreign visitors by organized groups.

16. A Family ticket is sold to families of 3 or more persons, including one or two parents/guardians and 1 or more children under the age of 18.

#### **IV. GUIDED TOURS**

17. The guides of the Exposition are guided tours in Lithuanian, English and Russian. Audio guides have been recorded in Lithuanian, English, Russian and German.

18. Guided tour is 1 hour long.

19. Except as provided in paragraph 12.3, guided tours are led at fixed and approved hours for groups of up to 40 people.

20. Guided tours in English are led at fixed times or in advance for groups of at least 10 people.

20.1. Other times, foreign visitors can join Lithuanian-led groups and take part in a guided tour using an audio guide.

20.1.1. The audio guide is provided free of charge, when the Visitor participates in the tour with the group and guided tour is in Lithuanian. Visiting the Exposition independently (during the period set out in the paragraph 23 or with the permission of the Exposition employee), the Visitor shall pay the fee of the audio guide equipment at the set rate.

#### **V. MAIN CONDITIONS**

21. Visitors tour the Exposition along specially marked routes.

22. Inside and outside territories of Exposition are monitored by video cameras.

23. Visitors can tour the Exposition independently and using the audio guide, with the permission of the Exposition staff *from 1<sup>st</sup> of September until 31<sup>st</sup> of May*, from 1<sup>st</sup> of June until 30<sup>th</sup> of August tours in the Exposition are only permitted with an employee.

24. The rules of Audio guide device use approved by the order of the Director of Žemaitija National Park.

25. During the period referred in paragraph 23 or with the permission of the Exposition employee, independent tour in the Exposition shall not exceed 2 hours.

26. At a time of tour in the Exposition and within its territory, Visitors are always responsible for their own safety.

27. Children shall only be admitted to the Exposition together with the accompanying persons responsible for them (parents/guardians, teachers, group leaders, etc.)

27.1. Accompanying persons are responsible for the behavior of children and their safety.

27.2. Accompanying persons shall ensure that the children do not disturb other visitors at the Exposition.

27.3. The employees of the Exposition are not responsible for children left unattended.

28. Persons with disabilities, who require the assistance of other person, must come with the accompanying persons, who are responsible for the safety and behavior.

29. People with movement disability, may only enter the part of the Exposition (Visitor Center, outside territory of Exposition). Underground part of the Exposition is not adapted for people with disabilities

30. Pets are not allowed at the Exposition. Staff is not responsible for animals left unattended in the Exposition territory.

31. Visitors are entitled:

31.1. to visit the Exposition in accordance with the established procedure;

31.2. to receive information about the Exposition and other objects, services and etc. managed by the Directorate;

31.3. to report to the Directorate about inappropriate employee behavior;

31.4. to make suggestions, comments on the procedure of visiting the Exposition, etc.;

31.5. to provide additional information about the Exposition.

## VI. LIMITATIONS

32. Visitors who are intoxicated with alcohol, drugs or other psychotropic substances are not admitted to the Exposition. A cashier, who suspects a visitor to be intoxicated, has the right not to sell a Exposition ticket.

33. Visitors are required to comply with any instructions given by the Guide regarding behaviour in the Exposition.

34. For disturbance of the tour, failure to follow the instructions of the Guide or other inappropriate behaviour of the visitor, the tour may be terminated, visitors removed from the Exposition, money paid for the tickets shall not be refunded.

35. Forbidden for Visitors:

35.1. to be in the territory of Exposition during non-working hours without the permission of the employees of the Exposition;

35.2. touch the exhibits of the Exposition and their display cases, electrical and other panels;

35.3. damage, destroy or arbitrarily move devices, information pointers, info stands, other signs; play music loudly or otherwise disturb other visitors, litter;

35.4. bypass security fences, accessing the auxiliary premises of the Exposition staff or other spaces not reserved for visitors.

35.5. bring alcoholic beverages, narcotics and psychotropic substances and/or consume them throughout the territory of the Exposition;

35.6. smoking inside the premises of the Exposition;

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

35.8. bring weapons, knives, firearms, other self-defense equipment, gas dispensers into the Exposition premises and/or territory, as well as other sharp or dangerous objects that could endanger the health of the visitors or employees and/or exhibits;

35.9. eat and/or drink on the premises of the Exposition;

35.10. during the guided tour and at a time of independent visiting in the Exposition, forbidden to leverage over the rocket launch shaft barrier, to enter or exit into the rocket launch shaft without the permission of the employee;

35.11. film and/or photography for commercial purposes without specific permission. The Directorate has the right to charge an additional fee for permission to film and photograph.

36. Premises of Exposition is not adapted for baby strollers, roller skates, scooters, bicycles or skateboards, so persons with these facilities must leave them outside or in their cars.

## **VI. FINAL PROVISIONS**

37. These Rules shall apply to all visitors of the Exposition.

38. The Exposition staff 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

39. The issue of a payment for the services and receipt of money (a ticket or other document) to the Visitor or entry into the Exposition 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.

40. The employees of Exposition have a right to ask visitors who do not adhere to the premises to abandon the premises, to be disciplined verbally and to call the police in case of violation of law. In this case the money for the tickets to the Exposition shall not be refunded;

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

42. If the Visitor lodges a written complaint with a detailed and clear statement of the circumstances, the Exposition undertakes to reply within 10 working days.

43. All disputes between the Exposition and the Visitor shall be settled by negotiations.

44. If the Exposition and/or the Directorate and the Visitor fail to resolve the dispute amicably, the Visitor shall have the right to apply to the relevant Public Authority.

45. These Rules shall be approved, amended, completed and cancelled by order of the Director of Žemaitija National Park.

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<b>EKSPozICIJOS LANKYMO LAIKAS</b>	<b>VISITING TIME OF THE EXPOSITION</b>
<b><i>Turizmo sezono metu ( Gegužės 1 d. – Rugsėjo 30 d.):</i></b>	<b><i>During tourism season ( 1<sup>st</sup> of May – 30<sup>th</sup> of September):</i></b>
ekskursijos vedamos kiekvieną dieną: <b>10<sup>oo</sup>, 11<sup>oo</sup>, 13<sup>oo</sup>, 14<sup>oo</sup>, 15<sup>oo</sup>, 17<sup>oo</sup>, 18<sup>oo</sup> val.</b> (lietuvių kalba); <b>12<sup>oo</sup> ir 16<sup>oo</sup></b> (anglų kalba)	guided tours every day: <b>10<sup>oo</sup>, 11<sup>oo</sup>, 12<sup>oo</sup>, 13<sup>oo</sup>, 14<sup>oo</sup>, 15<sup>oo</sup>, 16<sup>oo</sup>, 17<sup>oo</sup>, 18<sup>oo</sup> h.</b> (in Lithuanian); <b>12<sup>oo</sup> and 16<sup>oo</sup></b> (in English)
<b><i>Ne turizmo sezono metu ( Spalio 1 d. – Balandžio 30 d.):</i></b>	<b><i>During not tourism season (1<sup>st</sup> of October – 30<sup>th</sup> of):</i></b>
ekskursijos vedamos kiekvieną dieną <b>10<sup>oo</sup>, 12<sup>oo</sup>, 14<sup>oo</sup>, 16<sup>oo</sup> val.</b>	guided tours every day <b>10<sup>oo</sup>, 12<sup>oo</sup>, 14<sup>oo</sup>, 16<sup>oo</sup> h.</b>
<b><i>Ekspozicija nedirba:</i></b>	<b><i>Museum is closed:</i></b>
Lietuvos valstybės atkūrimo diena (Vasario 16 d.); Visų Šventųjų dieną ir Vėlinės ( Lapkričio 1-2 d.); Kūčias (Gruodžio 24 d. ), Kalėdas (Gruodžio 25 d., 26 d.); Naujuosius metus (Sausio 1 d.); Velykas. <i>(Visų kitų Valstybinių švenčių dienomis dirbama įprastu grafiku).</i>	Day of Restoration of the State of Lithuania (16 <sup>th</sup> of February); All Saint`s Day and the Day of Dead (1 <sup>st</sup> -2 <sup>nd</sup> of November); Christmas Eve (24 <sup>th</sup> of December); Christmas (25 <sup>th</sup> -26 <sup>th</sup> of December), New year (1 <sup>st</sup> of January), Easter (first and second Easter day). <i>(During all other Public Holidays, the Museum works on a regular schedule)</i>

## The Company/Organization name

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To Director of Žemaitija National Park

### LETTER OF GUARANTEE

Date

Place

THE COMPANY/ORGANIZATION (*write name*) undertakes to pay for a visit to the Cold War Exposition (*insert date of visit*) within 10 working days, according to the email sent Invoice.

Head of the Company

Name, Surname, signature

A. V.

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Contact of the Company (email, phone number and ect.)