

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, the ship-museum M52 *Sūduvis*, the Dolphinarium, and the Baltic Sea Animal Rehabilitation Center. 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** (including an e-ticket) is a document, that confirms the contract between a customer and a service provider and validates the payment for the service.

2.2. **Ticket vending machine** (ATM) is a vending machine that produces tickets and accepts payment only by card.

2.3. **Ticket sales system** is an online self-service ticket sales system www.ljm.lt.

3. Other terms used in the Regulations are defined in the Law on Museums of the Republic of Lithuania, the Law on the Social Integration of Persons with Disabilities 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. ĮV-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.

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 estimate the specifics of arrival to the Lithuanian Sea Museum (a ferry transfer, distance, traffic-jams, air conditions) themselves and do time-planning accordingly.

CHAPTER 3 VISITOR TICKET

9. Visitors are permitted to enter the expositions, the Aquarium, and the Dolphinarium of the Lithuanian Sea Museum during the opening hours. Ticket offices close 30 minutes before the closing time of the Museum and ship-museum M52 *Sūduvis*. Doors to the dolphin performance hall open not earlier than 20-40 minutes before the start of a performance.

10. Tickets for visiting the Lithuanian Sea Museum's expositions, the Aquarium, the Dolphinarium, ship-museum M52 *Sūduvis*, and the Baltic Sea Animal Rehabilitation Center at a certain time on the certain date can be purchased from the Museum ticket offices, ticket vending machines and online at www.ljm.lt. Re-entrance to the Museum's expositions and the Aquarium on the same day is allowed upon noticing the ticket controller before leaving (re-entering does not grant a priority against waiting line).

11. Payment for the tickets and other services is available in cash, by bank card, using e-banking services via the ticket sales system or, in exceptional cases, via bank transfer which shall be coordinated with administrative staff of the Museum in advance.

12. The ticket sales system automatically assigns seats for the dolphin performance, there is no possibility to choose a row or a seat.

13. The ticket sales system at 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. Free tickets to visit the Lithuanian Sea Museum's expositions, the Aquarium, and ship-museum M52 *Sūduvis* on the last Sunday of each month can be obtained via the ticket sales system www.ljm.lt 3–6 days in advance and from the Museum's and the ship-museum's ticket offices on the day of the visit.

16. Individuals with severe disability and (or) special needs and their attendants, clients of the Dolphin Assisted Therapy Center, tourist guides, and group leaders are allowed to purchase tickets from the Museum's ticket offices without waiting in a queue.

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

18. The purchased tickets 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

19. 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, and ticket sales system www.ljm.lt.

20. Individuals applicable to a discounted or free ticket to visit the Lithuanian Sea Museum must present a valid document granting the right to the Museum's ticket office staff. If the document is not available, the discount is not applied.

21. A visitor shall present a document granting the right to a discount together with a ticket during the ticket check.

22. Applicable ticket discounts:

22.1. discounts to visit the expositions, the Aquarium, and the ship-museum M52 *Sūduvis* of the Lithuanian Sea Museum:

22.1.1. 50 per cent discount is applied in the following cases:

22.1.1.1. school students;

22.1.1.2. 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;

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

22.1.1.4. soldiers of compulsory military service, volunteer soldiers, members of the Lithuanian Riflemen's Union;

22.1.1.5. 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);

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

22.1.1.7. 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).

22.1.2. 100 per cent discount is applied in the following cases:

22.1.2.1. pre-school age children (under 7 years): attendance without a ticket;

22.1.2.2. 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);

22.1.2.3. individuals who are assessed to hold disability or 55 per cent and less employability or severe special needs, including their attendants, keeping the ratio of 1:1 (one adult attendant or personal assistant for one person with disability) and children with disabilities under 18 years, including an attendant, keeping the ratio of 1:1 (one attendant or personal assistant for one child with disability under 18 years). The discount is applied for the citizens of the Republic of Lithuania, the European Union, the European Economic Area, and the aliens holding a residence permit in the Republic of Lithuania.

22.1.2.4. adults who lead groups of school students, keeping the ratio 10:1 (one attendant for ten school students). Purchasing tickets online for more than 10 school students, the number of tickets should be entered manually; attendants choose a ticket category “Adult”.

22.1.2.5. individuals aged 80 and over;

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

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

22.1.2.8. tourist guides;

22.1.2.9. POLA card holders;

22.1.3. other discounts are applied for visiting the expositions of the Lithuanian Sea Museum and the Aquarium, only:

22.1.3.1. organised groups of visitors of 15 and more individuals, applicable to hold tickets;

22.1.3.2. the Family Card holders (citizens of the Republic of Lithuania, the Republic of Estonia, and the Republic of Latvia).

22.2. discounts to attend regular events in the Dolphinarium and the Baltic Sea Animal Rehabilitation Center are applied in the following cases:

22.2.1. children from 4 years of age;

22.2.2. school students;

22.2.3. 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;

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

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

22.2.6. soldiers of compulsory military service, volunteer soldiers, members of the Lithuanian Riflemen's Union;

22.2.7. 100 per cent discount is applied in the following cases:

22.2.7.1. children under 4 years: attendance without a ticket and not occupying a separate seat;

22.2.7.2. 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 adult attendant for ten children);

22.2.7.3. individuals who are assessed to hold the 25 per cent and less employability or severe special needs, keeping the ratio of 1:1 (one adult attendant or personal assistant for one person with disability) and children with disabilities under 18 years, keeping the ratio of 1:1 (one adult attendant or personal assistant for one child with disability under 18). The discount applies for the citizens of the Republic of Lithuania, the European Union, the European Economic Area, and the aliens holding a residence permit in the Republic of Lithuania;

22.2.7.4. adults who lead groups of children (4 years and above) and school students, keeping the ratio 10:1 (one attendant for ten children or school students). Purchasing tickets online for more than 10 children or school students, the number of tickets should be entered manually; attendants choose a ticket category "Adult";

22.2.7.5. individuals aged 80 and over;

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

22.2.7.7. tourist guides;

22.2.7.8. POLA card holders;

22.2.7.9. personal assistants, accompanying persons who are assessed to hold disability or 55 per cent and less employability or severe special needs, keeping the ratio of 1:1 (one personal assistant for one person);

22.2.8. other discounts to attend regular events in the Dolphinarium, only:

22.2.8.1. organised groups of visitors of 15 and more individuals, applicable to hold tickets;

22.2.8.2. the Family Card holders (citizens of the Republic of Lithuania, the Republic of Estonia, and the Republic of Latvia).

CHAPTER 5 VISITING CONDITIONS

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

24. A visitor shall:

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

24.2. 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;

24.3. 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;

24.4. take care of safety of own and attended individuals' health and property. The Lithuanian

Sea Museum is not responsible for items left unattended. The lost and found belongings are stored at the visitor information centres for a period no longer than 14 days, enquiries regarding lost items should be addressed to e-mail: info@muziejus.lt;

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

CHAPTER 6

RESTRICTIONS

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

26. Prohibited activities for a visitor:

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

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

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

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

26.5. to litter;

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

26.7. to carry in or take along animals to the Museum expositions, the Aquarium, the Dolphinarium, the ship-museum M52 *Sūduvis*, and Baltic Sea Animal Rehabilitation Center;

26.8. 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;

26.9. to bring in and consume snacks, drinks and other food products while visiting Museum expositions, the Aquarium, the Dolphinarium show theatre, the ship-museum M52 *Sūduvis*, and Baltic Sea Animal Rehabilitation Center;

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

26.11. 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;

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

CHAPTER 7

FINAL STATEMENTS

27. 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.

28. 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.

29. 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.

30. 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.

31. Upon official submission of a visitor's claim in writing, the Lithuanian Sea Museum

undertakes the obligation to provide a response within 20 workdays.

32. 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.

33. For the reasons of safety and security of the staff and the visitors of the Museum and their belongings, the territory of the Museum is under video surveillance following the Regulations on Video Surveillance of the Lithuanian Sea Museum.

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