

# Regulations for visitors to the Royal Garden of Light of the Museum of King Jan III's Palace at Wilanów



The Royal Garden of Light is a temporary outdoor exhibition made up of the following parts: the King's Winter Garden, the Lower Terrace, the Rose Garden, and the Illuminated Carousel, and is located in the historic gardens of Wilanów, and will be open to visitors from 13 October 2023 to 3 March 2024 (hereinafter: 'the Exhibition'). We kindly request that all Museum guests observe the principles adopted to ensure a pleasant and safe visit for everyone.

## ADMISSION AND FEES

1. The exhibition will be open from 13 October 2023 to 3 March 2024.

Opening hours:

- 13–31 October 2023: 5.00 p.m.–9.00 p.m. (last admissions at 8.30 p.m.),
- 2 November 2023 – 4 February 2024: 4.00 p.m.–9.00 p.m. (last admissions at 8.30 p.m.),
- 5 February 2023 – 3 March 2024: 5.00 p.m.–9.00 p.m. (last admissions at 8.30 p.m.),
- 1 November, 24 and 31 December 2023 – exhibition closed.

2. **The Exhibition may be closed due to sudden weather changes** (e.g. strong gusts of wind, rapid precipitation or ice). Information on such decisions will be provided in Museum premises, as well as on the Museum website at [www.wilanow-palac.pl](http://www.wilanow-palac.pl), and in social media. Should a sudden weather change occur, please comply with the instructions of the guards, including the request to immediately leave Museum premises.

3. The Exhibition may be closed under a decision of the Council of Ministers of the Republic of Poland arising from a force majeure event related to the COVID-19 pandemic declared in the Republic of Poland.

4. **Visitors to the Exhibition must buy admission tickets.** On Fridays, Saturdays and Sundays, and also on: 11 November, 6, 25–28 December 2023; 1, 6 January, 14 February 2024, ticket prices are higher as they include mapping shows.

5. **Ticket prices:**

- Monday – Thursday: regular ticket – PLN 30, reduced ticket – PLN 20,
- Friday – Sunday: regular ticket – PLN 49, reduced ticket – PLN 30,
- Admission is free for children up to 6 years of age (no ticket required),
- 11 November, 6, 25–28 December 2023, 1 and 6 January, and 14 February 2024: regular ticket – PLN 49, ticket – PLN 30,

6. The list of ticket discount entitlements is presented in Article 10(3a) of the Museum Act of 21 November 1996 (references to Polish Journal of Laws: Dz.U. z 2020 r. poz. 902).

7. Groups from orphanages, social welfare centres, social care centres, and social therapeutic centres are entitled to special tickets priced one Polish zloty per person. Please contact us at [dop@muzeum-wilanow.pl](mailto:dop@muzeum-wilanow.pl) at least one day in advance to receive a one-zloty ticket.

8. Once you book your special tickets priced one Polish zloty per person, you can pay for them and collect them at the ticket office between 9.00 a.m. and 3.00 p.m. You will be requested to present a document confirming your entitlement to a reduced-price ticket.

9. You can buy tickets to the Exhibition:

- online, at the Museum website: [ticket.wilanow-palac.pl](http://ticket.wilanow-palac.pl),
- at the ticket office in the foreground of the Wilanów Palace: daily between 9.00 a.m. and 3.00 p.m.,
- at the ticket machines in the foreground of the Wilanów Palace: from Mondays to Thursdays during the admission hours of the Royal Garden of Light – on October: 5.00 p.m.–8.30 p.m., since November the 2<sup>nd</sup>: 4.00 p.m.–8.30 p.m..

10. For online tickets, please provide a print-out or the original PDF file, or display the ticket on the screen of your mobile device. Please note that the screen should be set to maximum brightness. Presenting a ticket in any other form will not grant entry to the Exhibition.

11. **Tickets are valid only for the date and time specified on the ticket.**

12. **All tickets are single admission tickets.** There is no re-entry into the Exhibition after exiting. Tickets become invalid upon exiting and cannot be reused.

13. Owing to the restrictions introduced due to the COVID-19 pandemic, **we issue a limited number of tickets.** This limit has been calculated for the Exhibition surface, which amounts to approx. 25,000. i.e. we provide more than 5 m<sup>2</sup> per person). Exhibition space has been divided into six zones where visitor traffic is supervised by event staff. **You may enter the Exhibition only within the time slot specified on the ticket. There is no time limit for your visit, but you must leave by the Exhibition's closing time (9.00 p.m. at latest).**

14. **Subject to Section 15, purchased tickets are non-refundable and non-changeable.**

15. You are eligible for a **refund** only if the Exhibition is closed down on the date specified on your ticket. If that is the case, contact us at [dop@muzeum-wilanow.pl](mailto:dop@muzeum-wilanow.pl) to get reimbursed.
16. Parking spaces are located at Stanisława Kostki Potockiego 6A, accessible from the intersection with Vogla Street. Parking meter fees apply.

### PHOTOGRAPHING AND FILMING

1. You may take photographs and make video recordings at the Exhibition **for private purposes**, as long as you are not blocking or disturbing other visitors, causing damage to plants, monuments of garden architecture and park equipment, causing physical harm to other visitors or violating their personal rights. Visitors who comply with the above rules do not need to notify the Museum of their intention to take photographs or make video recordings.
2. You may **use a tripod to take photographs**, but please take extra care not to impair the safety or comfort of other visitors present at the Exhibition.
3. It is prohibited to use **drones or trikes** within Museum premises.
4. You may take photographs and make video recordings **for commercial purposes** only upon the Museum Director's prior written consent.
5. It is not permitted to photograph or film elements of the Museum's security systems.
6. The Museum is not liable for any third-party infringements on visitor personal interests or any damage caused to visitors as a result of photographing or filming;

### CHILDREN

1. Children up to seven years of age **must be accompanied by an adult**.
2. Adults bear legal liability for the behaviour of the minors in their care.

### PETS

1. To ensure the safety of visitors, historic monuments, and fauna and flora, **we do not allow any pets other than guide dogs** assisting the blind and visually impaired onto Exhibition and Park premises.
2. It is not permitted to catch, scare or feed the wild animals living in the Park.

### SAFETY

1. For safety reasons, it is prohibited to run, bring and ride bicycles (incl. bicycles for children), or use skateboards, scooters, roller-skates, sledges, etc. in Museum premises.
2. We have made several Exhibition elements available for visitors. You are welcome to enter these elements and take photographs of yourself there. These are: the illuminated sleigh in the Main Courtyard, the gazebo in the Upper Terrace, the illuminated carousel in the Lower Terrace, the Tunnel in the Palace Foreground, and the Tunnel in the North Garden. **It is prohibited to enter or climb onto decorations surrounded by railings. It is also not permitted to displace the decorations.**
3. Please do not touch any electrical devices, cables, cords or other elements which power the decorations.
4. Please be particularly careful when visiting the Exhibition under unfavourable atmospheric conditions, e.g. when black ice or heavy snowfall occur.
5. Security guards, cameras and systems ensure ongoing monitoring of the Exhibition.
6. Please note that the Exhibition is held in a public space, hence it is **not permitted to consume alcoholic beverages or tobacco products, use electronic cigarettes or use oppressive aromatic substances** within Exhibition premises.
7. Anyone who disturbs peace and order or fails to abide by these Regulations, including the provisions of Section 7, may be banned from visiting the Exhibition without refund.
8. Under the Protection of Persons and Property Act of 22 August 1997 (references to Polish Journal of Laws: Dz.U. z 2020 r. poz. 838), qualified security staff may intervene and ask anyone in breach of these Regulations to leave the Museum premises. Such interventions do not create an entitlement to any claims.
9. Anyone who enters Museum premises may be asked to go through a security check, i.a. you and your bags might be searched or screened by means of electronic devices intended for detecting hazardous materials and items, and you may be subjected to a personal inspection.
10. Anyone who refuses to undergo a security check will not be allowed onto Museum premises.
11. We kindly request that visitors to the Exhibition comply with the instructions and directions of the Museum staff.

**Thank you for observing these Regulations. Enjoy your visit to the Royal Garden of Light!**  
**Director of the Museum of King Jan III's Palace at Wilanów**