

Guidelines for Visitors to the
Kortosfera Center for the Popularization of Science and
Innovation
of the University of Warmia and Mazury in Olsztyn

Mission

The mission of the Kortosfera Center for the Popularization of Science and Innovation is to demonstrate that science is an integral part of daily life, and that education involving scientific tools and self-experimentation is a natural response to the dynamic development of the surrounding world.

These goals are achieved by promoting lifelong learning among visitors of all ages and by increasing the visitors' awareness that they can improve the quality of life by taking good care of themselves and the planet.

§ 1 General Information

1. The Kortosfera Center for the Popularization of Science and Innovation (hereinafter referred to as Kortosfera or the Center) operates on the campus of the University of Warmia and Mazury in Olsztyn at 11A Dybowskiiego St. Kortosfera is a modern and interactive permanent exhibition with specialist laboratories.
2. Kortosfera is open to visitors between 9 a.m. and 7 p.m. on Monday to Friday, and between 10 a.m. and 6 p.m. on Saturday and Sunday. The Center is closed on bank holidays. Laboratory visiting hours are indicated in the schedule of laboratory activities on Kortosfera's website.
3. Detailed information about opening days and hours, temporary exhibitions, and special events is available on Kortosfera's website at www.kortosfera.uwm.edu.pl and in the Center's ticket office.
4. In justified cases, the Center reserves the right to:
 - a) temporarily modify access to selected attractions,
 - b) close down attractions that are malfunctioning or have been damaged,
 - c) close down the Center if visitors cannot be admitted due to a force majeure event. The relevant information will be communicated immediately on Kortosfera's website at www.kortosfera.uwm.edu.pl.The visitors will be not be entitled to a full or partial ticket refund in the circumstances described in points a and b hereinabove .
5. All visitors must hold a valid ticket to access Kortosfera's premises. Tickets can be purchased in the ticket office, the ticket machine by the main entrance, or on Kortosfera's website at www.kortosfera.uwm.edu.pl by clicking the "Buy ticket" button (admission is free for children younger than 2 years). Ticket rules are described in detail in the *Terms and Conditions for the Sale of Tickets to the Kortosfera Center for the Popularization of Science and Innovation (Appendix 1)*.
6. The ticket office opens on the same hours as Kortosfera and closes 60 minutes before Kortosfera's closing time. For safety reasons, the Center reserves the right to suspend ticket sales if the number of visitors admitted to the building exceeds the limit (for more information, refer to the *Terms and Conditions for the Sale of Tickets in Appendix 1*).

§ 2 Visiting rules

1. The number of visitors admitted to Kortosfera is limited. All visitors must follow the instructions of the Center's staff or other personnel members appointed by the Center.
2. Backpacks, suitcases, large bags, coats, and umbrellas must be left in the cloakroom or in lockers which are available during Kortosfera's opening hours.
3. Visitors will be charged a replacement fee of PLN 40 for a lost locker key or lost cloakroom tag.
4. Kortosfera will not be held liable for any items left in the cloakroom or public areas in the Center.
5. Visitors are admitted to Kortosfera's ticket zone via entrance gates equipped with QR code readers. To enter the premises, visitors must scan the QR code printed on the ticket. The duration of the visit is indicated on the ticket, and every ticket entitles the visitor to enter Kortosfera once and exit through the gates on level 0. Visitors who have left the ticket zone will not be readmitted.
6. Children younger than 12 years must be accompanied by adult guardians during their visit to the Center. Parents or guardians will be held liable for the children's conduct and any property damage caused by the children.
7. Minors older than 12 years who purchase a single ticket may be admitted without supervision to the ticket zone, but their parents or legal guardians will assume sole liability for the children's conduct and any property damage caused by the children. These provisions do not apply to group tours.
8. All exhibits will be used in accordance with the attached instructions or the instructions of the Center's staff or appointed personnel. Visitors will follow all warning messages and alerts. All exhibits must be used solely for the intended purpose.
9. Kortosfera will not be held liable for any accidents resulting from the visitors' failure to follow instructions or failure to use the exhibits, instruments, and laboratory reagents according to their intended purpose. Detailed rules for visitors attending laboratory activities can be found in the *Laboratory Work Rules for Participants (Appendix 2)*, *Rules of the High Energy Laboratory (Appendix 3)*, and the instructions attached to the exhibits.
10. Any failure, malfunction, or damage to Kortosfera's exhibits or equipment must be immediately reported to the Center's staff or other appointed personnel.
11. Food and beverages may be consumed only outside the ticket zone (level 0, in front of the entrance gates). Visitors are not allowed to consume beverages in the exhibition area and laboratories.
12. Photography and filming for professional/commercial use requires prior written consent of Kortosfera's manager or the authorities of the University of Warmia and Mazury in Olsztyn.
13. Visitors who have been admitted to Kortosfera may not engage in any behaviors that pose a safety risk, disrupt the visitor experience of fellow visitors, or violate generally acceptable social norms. In particular, visitors may not:
 - a) remove exhibits and equipment from Kortosfera's premises, damage or displace exhibits and equipment from their designated location;
 - b) bring animals onto the premises, excluding guide dogs and assistance dogs;
 - c) bring and consume alcoholic beverages and illegal drugs on the premises, smoke cigarettes or e-cigarettes on the premises;
 - d) bring weapons, explosives, and any other items and substances that pose a threat to human health and life onto the premises;

- e) bring or ride bicycles, kick scooters, skating boards, or similar equipment on the premises;
 - f) conduct commercial or advertising activities on the premises without the prior written consent of Kortosfera's manager.
14. Visitors who violate the rules indicated in point 13 hereinabove will be asked to leave the Center immediately and will not be entitled to a ticket refund.
 15. By buying an entrance ticket, visitors accept the provisions of these Guidelines and the appendices hereto.
 16. Visitors may submit claims, questions, or requests by post to Kortosfera's postal address or by e-mail to: kortosfera@uwm.edu.pl

§ 3 Guidelines for organized groups

1. An organized group is defined as a group of minimum 16 visitors (including one guardian) and maximum 60 visitors (including up to 4 guardians).
2. During their visit to Kortosfera, organized groups that include minors younger than 18 years must be supervised by at least one adult guardian.
3. Guardians will be held liable for the behavior of minors and any damage inflicted by minors on the Center's premises.
4. Group tickets are available online or in the ticket office. Tickets are sold subject to availability.
5. Group reservations can be made according to the provisions of §5 of the *Terms and Conditions for the Sale of Tickets to the Kortosfera Center for the Popularization of Science and Innovation (Appendix 1)*.

§ 4 Laboratory zone

1. The Laboratory zone in Kortosfera (hereinafter referred to as Labosfera) consists of:
 - a) Biological-Chemical Laboratory;
 - b) Food Laboratory;
 - c) High Energy Laboratory;
2. Information about visiting days, opening hours, and the schedule of activities in each laboratory (for individuals and organized groups) is available on Kortosfera's website at www.kortosfera.uwm.edu.pl, in the ticket office, and on display screens by the main entrance.
3. The laboratory zone on the second floor is accessible to both individual visitors and organized groups. The number of laboratory visitors is limited. Laboratory activities and presentations may be attended by up to 30 visitors and 2 guardians.
4. Laboratory activities are addressed to primary school students. The Biological-Chemical Laboratory and the Food Laboratory organize activities for two age groups: grades 1-5 and grades 6 and older. The number of visitors is limited during laboratory activities. Visitors must purchase a separate ticket to participate in laboratory activities and presentations. A single ticket entitles one visitor to participate in laboratory activities or presentations on the specified day and hour.
5. Children aged 7-12 years must be accompanied by an adult guardian during individual laboratory activities. The guidelines for organized groups are provided in §3 hereof. If there is any doubt as to the visitor's age, the Center's staff may ask for an identification document to confirm the visitor's age. Visitors who do not meet age criteria may be denied access to laboratory activities or presentations.
6. Visitors will arrive at the laboratory 5 minutes before the beginning of laboratory activities or presentations. Individuals, organized groups, and group members who arrive late will not be admitted. Visitors who leave the High Energy Laboratory during a presentation will not be

readmitted.

7. All activities, instructions, and presentations are delivered in Polish. Laboratory activities can be also organized in English. Foreign visitors who would like to attend English-language activities should consult the activity manager ahead of time. If there is any doubt as to the visitors' ability to comprehend laboratory instructions, use laboratory materials, or perform experiments, such visitors may not be admitted by the Center's staff for safety reasons to avoid situations that may endanger other participants.
8. The High Energy Laboratory uses high-voltage electrical equipment. Children aged 7-12 years must be supervised by adult guardians during the entire presentation. This requirement applies to both individual visitors and members of organized groups. Children younger than 7 years will not be admitted to the High Energy Laboratory.
9. Activities in the "Lab without barriers" are designed for persons with disabilities:
 - a) All activities last 90 minutes;
 - b) The number of active participants is limited to 15 persons;
 - c) Laboratory space is adapted to the needs of disabled visitors (up to 15 work stations);
 - d) There is no admission charge for personal assistants (without access to a work station);
 - e) Activities are tailored to the visitors' specific needs.
10. Laboratory visitors will unconditionally observe these rules and instructions, as well as the instructions and guidance of the Center's staff or other appointed personnel. Detailed guidelines for visitors attending laboratory activities can be found in the *Laboratory Work Rules for Participants (Appendix 2)*, *Rules of the High Energy Laboratory (Appendix 3)*, and the instructions attached to the exhibits.

§ 5 Visitor safety and personal data protection

1. The Kortosfera building and the surrounding premises are equipped with a video surveillance system.
2. Kortosfera reserves the right to immediately terminate its services under circumstances that pose a direct threat to the visitors' health or life, including a force majeure event. Visitors who hold valid tickets for events that have been cancelled due to the above circumstances will be entitled to a full refund. To claim a refund, visitors must attach a cash receipt, a VAT invoice, or another document confirming ticket purchase to the refund application form, and submit the form within 14 calendar days after the cancelled event. Applications submitted past the above date will not be processed. Refund guidelines are described in detail in the *Terms and Conditions for the Sale of Tickets (Appendix 1)*.
3. During an evacuation alert, all visitors present on the Center's premises will immediately leave the building using the nearest emergency exit and will unconditionally follow the instructions of the Center's staff.
4. Personal data protection statement:
 - a) The visitors' personal data will be processed and administered by the University of Warmia and Mazury in Olsztyn with its registered seat at 2 Oczapowskiego St., 10-719 Olsztyn;
 - b) The Data Protection Officer of the University of Warmia and Mazury (UWM) in Olsztyn can be contacted at (89) 523 36 78 or bkw@uwm.edu.pl;
 - c) Detailed information about personal data protection is available on the website of the UWM in Olsztyn at <https://uwm.edu.pl/universytet/rodo>.

§ 6 Final provisions

1. These Guidelines are available on Kortosfera's website at www.kortosfera.uwm.edu.pl and in the Center's ticket office.

2. By buying an entrance ticket, visitors accept and undertake to observe the provisions of these Guidelines.
3. Visitors who violate the provisions of these Guidelines will be asked by the Center's staff to leave the building. These visitors will not be readmitted to the Center on the same day and will not be entitled to a ticket refund.
4. The Center reserves the right to interpret and resolve issues that are not addressed in these Guidelines and are not regulated by generally applicable laws.
5. The Center has the right to amend these Guidelines. The amended Guidelines will be made available to the public within 30 days on Kortosfera's website at www.kortosfera.uwm.edu.pl, in the Center's ticket office, and on level 0 in the Kortosfera building.
6. These Guidelines shall come into effect as of the day they are made available in the above locations.