

APPROVED

by the Director of the Lithuanian Sea Museum
on 12th March 2026, order No. VĮ-2026/23

THE LITHUANIAN SEA MUSEUM VISITOR SERVICE REGULATIONS

CHAPTER 1 GENERAL STATEMENTS

1. The Lithuanian Sea Museum (hereinafter referred to as the 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 Centre. The Regulations apply to staff members of the Museum, volunteers, students on their internship here, 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. **A ticket vending machine** is a machine that directly sells a ticket. The payment is accepted by bank card only.

2.3. **A ticket sales system** is at the website 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 Fundamentals of Protection of the Rights of Persons with Disabilities of the Republic of Lithuania, the Civil Code of the Republic of Lithuania, the Law on Consumer Protection of the Republic of Lithuania, the decree of the Government of the Republic of Lithuania “On Approval of the Regulations for Provision of Sports, Cultural and Entertainment Services and Informing Customers while Providing These Services”, order of the Minister of Culture of the Republic of Lithuania “On Approval of Concessions for Visiting Museums” (including later amendments), the Regulations of the European Parliament and of the Council (EU) 2016/679 (General Data Protection Regulation) issued on 27 April 2016, the Regulations of the Museum and other valid legal acts.

CHAPTER 2 OPENING HOURS OF THE MUSEUM

4. The time for visiting the Museum (hereinafter referred to as the opening hours) is approved by the Museum director’s order and is 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 carried out works, events and management of flows of visitors and other circumstances of the Museum’s performance. In such cases, the price of the Museum visitor ticket does not change, except for the cases listed in the legal acts.

6. Special events at the Museum can take place during the time other than the opening hours. Visitors shall be informed about it additionally.

7. Organised groups of visitors can visit the exposition and (or) events regardless regular closing time only having arranged it with the authorised staff of the Museum in advance.

8. Visitors shall estimate the specifics of arrival at the Museum (a ferry transfer, distance, traffic-jams, weather conditions) themselves, choose the means of arrival and plan the time accordingly.

9. The last visitors are admitted to visit the expositions 25 min. before closing the Museum.
10. In the exhibition halls dedicated to the history of navigation, electronic devices are turned off 20 minutes before the closing time of the Museum.

CHAPTER 3 VISITOR TICKET

11. Tickets shall not be sold at the ticket offices 30 min. before the closing time of the Museum and the ship-museum M52 *Sūduvis*. Visitors are allowed to enter the dolphin show theatre 20–40 min. before the start of the performance.

12. Tickets for visiting the Dolphinarium and the Baltic Sea Animal Rehabilitation Centre can be purchased for a particular date and a particular time; tickets for visiting the Museum's expositions and the Aquarium, the ship-museum M52 *Sūduvis* and the temporary exhibitions can be purchased for a single-entrance on a particular date from the Museum's ticket offices, ticket vending machines and the ticket sales system online. Re-entrance to the Museum's expositions and the Aquarium on the same day is permitted upon informing the ticket controller before leaving (re-entering does not grant a priority against waiting in a queue).

13. Children under 4 are allowed to enter the dolphin show (a separate seat is not allocated) and a tour in the Baltic Sea Animal Rehabilitation Centre without a ticket.

14. Pre-school age children are allowed to enter the Museum's expositions, the Aquarium, the ship-museum M52 *Sūduvis* and temporary exhibitions without a ticket.

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

16. The ticket sales system automatically assigns seats for the dolphin show, there is no possibility to choose a desired seat.

17. Not more than 14 tickets purchased online can be scanned from a visitor's mobile device. When more than 14 tickets are purchased, the tickets shall be printed out, each on a separate sheet, the bar code and digits below it must be clearly seen. Tickets in mobile devices shall be opened in an original format they were received; the Internet access for a visitor's device shall be provided by a visitor himself/ herself.

18. When purchasing tickets online for more than 10 school students or children, a buyer shall enter a number of group attendants by selecting the category "adult". Otherwise, free-of-charge tickets for group attendants will not be automatically generated.

19. The money paid for the tickets that have been lost, damaged or in any other way made impossible to use is not returned.

20. Free-of-charge tickets to visit the Museum's expositions, the Aquarium and the ship-museum M52 *Sūduvis* on the last Sunday of each month can be obtained via the ticket sales system online, the ticket offices and ticket vending machines of the Museum and the ship-museum on the day of the visit.

21. Individuals whose level of participation is 25 percent and lower, children with disability under 18 and their attendants, clients of the dolphin-assisted therapy division, tourist guides, leaders of organised groups of visitors, if the group consists of 15 or more individuals, may purchase tickets at the Museum's ticket offices skipping the queue.

22. Museum vouchers or invitations shall be exchanged to the tickets at the ticket offices of the Museum.

23. The purchased tickets shall not be exchanged, 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 legal acts.

24. Visitors who hold the right to the 100 percent discount for a ticket cannot purchase it online or in any other ways, also there is no possibility to book such a ticket in advance. Free-of-charge tickets are issued only at the Museum's ticket office, upon presenting the document that proves the right to get the discount (see article 18 for exceptions).

25. The prices and ticket concessions for visiting the Museum are approved by the director of the Museum. The Museum holds the right to apply special prices to events, occasional shows, concerts etc. Information on approved ticket prices and concessions is available on the website of the Museum at www.muziejus.lt.

26. Individuals aiming to purchase a discounted or a free-of-charge ticket to visit the Museum shall present a valid document with a photo granting the right to get the discount or concession to the Museum's ticket office staff. If the document is not available, the discount or concession shall not be applied.

27. A visitor shall also present a document granting the right to a discount or a concession together with a ticket during the ticket check.

CHAPTER 4 VISITING CONDITIONS

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

29. Children under 14 are permitted to enter only together with adults accompanying them.

30. A person with disability who uses a guide dog shall inform the Visitor Service Division via e-mail info@muziejus.lt or phone +370 659 61497 in advance about the date and time of the planned visit. During the person's visit at the Museum's exhibitions and the Aquarium, the Dolphinarium or the Baltic Sea Animal Rehabilitation Centre, the guide dog shall be left in a specifically designated premise where safety and welfare (a dog's lie and a bowl) will be provided to the dog, whereas the person will be assisted and guided to the objects by a Museum staff member. The service is provided only in a case when the person's certificate of disability and a document of accreditation of the guide dog are presented.

Presence of the guide dog together with a person with disability at the Museum's exhibitions and the Aquarium, the Dolphinarium and the Baltic Sea Animal Rehabilitation Centre may cause danger to the health of other people, threat to kept wild animals and cause unfavourable conditions for arranged events; therefore, the person is not allowed to use the guide dog's support.

31. A visitor shall:

31.1. keep the entrance ticket and payment receipt for the duration of entire visit to the Museum;

31.2. be self-disciplined, behave in a safe manner, not cause threat to themselves and other visitors, their belongings and environment when visiting the Museum's exhibitions, its territory and events;

31.3. regard warning signs, instructions and other signs, oral instructions of Museum staff related to the visiting of the Museum's exhibitions, territory and events;

31.4. take care of own and assisted individuals' health and protect belongings.

32. The Museum bears no responsibility for belongings left unattended. The found items are kept at the Visitor Information Centre for a period no longer than 14 days; the information on found items is provided via e-mail address info@muziejus.lt.

33. A visitor shall comply with the requirements of legal acts of the Republic of Lithuania

applicable to visiting the Museum.

CHAPTER 5

RESTRICTIONS

34. Visitors under the effect of alcohol or other substances shall not be served and admitted to the Museum. The money paid for tickets bought despite this restriction shall not be returned.

35. Prohibited activities for a visitor:

35.1. to tease and feed animals;

35.2. to play loud music or otherwise disturb animals, staff and other visitors;

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

35.4. to enter the Museum's premises wearing dirty clothes and footwear which may cause damage to expositions, property of other visitors;

35.5. to smoke any type of substances on the territory of the Museum, except for the places indicated with special signs;

35.6. to litter;

35.7. to break, damage or otherwise destroy both movable and immovable property of the Museum, as well as the property belonging to other visitors;

35.8. to bring in or take along animals to the Museum's expositions, the Aquarium, the Dolphinarium, the ship-museum M52 *Sūduvis* and Baltic Sea Animal Rehabilitation Centre;

35.9. to bring in any kind of weapons and/ or potentially dangerous items, including but not limited to items that can be used to cut or stab, items that can be used to throw, also any other item that can cause discomfort to visitors, pose threat to safety, health of animals and people and (or) exhibits, inventory;

35.10. to consume drinks and other food products while visiting the Museum's expositions, the Aquarium, the Dolphinarium show theatre, the ship-museum M52 *Sūduvis*, the Baltic Sea Animal Rehabilitation Centre;

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

35.12. to use and (or) leave sports or motion means, such as bicycles, roller-skates, scooters, skate-boards, trolleys, segways etc., in the places not intended for them;

35.13. to violate provisions of health protection regulations, visiting regulations, public order, to cause unsafe environment to visitors and staff of the Museum;

35.14. to demonstrate symbols or attributes of racism, xenophobia, discrimination, evoking violence or hatred;

35.15. to climb constructions or mechanisms (facades, partitions, walls, fences, barriers, lamp posts, platforms for video cameras, roofs etc.) that are not intended for that, slopes of the ramparts, grass;

35.16. to enter areas fenced off or designated with special barriers or signs, to ascend the stage or be present in other places not intended for visitors;

35.17. to enter premises for staff only or territories that are closed for visitors;

35.18. to climb and stand on seats and/ or their frames.

36. The Museum holds the right to refuse providing services to an individual who violates these Regulations or poses threat to safety of animals, visitors or staff.

CHAPTER 6

FINAL STATEMENTS

37. When purchasing a ticket online, from a ticket machine or Museum's ticket offices, a visitor

consents with the Museum Visitor Service Regulations.

38. The Museum is not responsible for the damage experienced by a visitor or third parties if the damage occurred due to visitor's actions or violation of the Regulations.

39. The Museum holds the right to claim 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.

40. The staff of the Museum hold the right to ask visitors to leave the territory, expositions of the Museum if they do not comply with the requirements of the Regulations. In such cases, the money paid for the ticket shall not be returned.

41. Upon official submission of a visitor's claim in writing, the Museum undertakes the obligation to provide a response within 20 workdays after the date of receiving the claim. Complaints are processed in accordance with the procedure established by the Law on Public Administration of the Republic of Lithuania.

42. All disputes occurring between the Museum and a visitor shall be 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.

43. For the reasons of property and health safety and security of the staff and the visitors of the Museum, the territory of the Museum is under video surveillance following the Regulations on Video Surveillance of the Museum. Surveillance, filming and recording are carried out in compliance with the Privacy Policy Regulations.

44. Visitors may be filmed or photographed at the Museum's events, expositions. Photos or video recordings of events may be uploaded to the Museum's website and social media accounts, disseminated via mass media means. If a visitor does not consent with being filmed or photographed, one shall inform a person who is filming or taking photos about such objection.

45. The Museum's Regulations shall be approved, amended, supplemented and terminated by the Museum director's order.
