

Museum Regulations

- Please, wear comfortable shoes - the Tour requires a lot of walking. Also, take an umbrella or a raincoat with you in order to be prepared in case of rain (the majority of the tour will take place outside)
- Please bear in mind that there are hundreds of tourists visiting the Museum every day and keeping your own pace of sightseeing is not possible.
- You will be asked to leave your bigger belongings in a car (don't worry, they will be locked and supervised by our driver). The allowed dimensions of a bag you can take with you are 30x20x10 (A4 size)
- You will get a headset to hear the guide clearly throughout the whole Auschwitz tour
- Eating and smoking, as well as acting in a loud manner are forbidden at the site
- Taking photos in the buildings with the use of flash is forbidden. You are allowed to take photos only in selected parts of the Museum
- Participants are required to provide ID, as this will be checked before the entrance. The name provided on the booking should be exact with the name on the ID provided.

Terms & Conditions

- Free cancellation up to 24 hours before the start of the tour
- Please arrive at the designated pick-up point minimum of 5 minutes before the departure time
- Minor delays (circa 20 minutes) are possible due to traffic conditions
- The pick-up time of the tour can change due to the low availability of the Museum. Your chosen start time may not be final! In such case, we will inform You about it at least one day before the tour however money refund is not possible.