

RULES AND REGULATIONS
for the use of the Cloakroom at the Palace of Culture and Science

The Rules and Regulations for the use of the Cloakroom at the Palace of Culture and Science (hereinafter referred to as the “Regulations”) set out the terms and conditions for the provision and use of the Cloakroom administered by Zarząd Pałacu Kultury i Nauki sp. z o.o. (hereinafter respectively: the “Cloakroom” and the “Company”), located in the Palace of Culture and Science building in Warsaw (hereinafter: “PKiN”).

§ 1

1. The Cloakroom service is provided on the basis of an order from the Client (the entity providing services or organizing an event at PKiN). Outside the time specified in the Client’s order, the Cloakroom service is unavailable.
2. A user of the Cloakroom (hereinafter: “User”) may be any person who, during the time covered by the Client’s order, uses the Client’s services or participates in the event organized by the Client. If the User is under age 13, their legal guardian is considered the User.
3. The User (an individual person) does not bear any fee for the Cloakroom service. Payment is made by the Client. The Cloakroom staff has the right to refuse to accept items from persons other than those referred to in section 2.
4. The Cloakroom is operated exclusively by persons employed by the Company (hereinafter: the “Employee”) who are equipped with an identification badge.
5. Items may be deposited only up to the limit of hangers (storage spaces) currently available in the Cloakroom.
6. Items deposited in the Cloakroom are the responsibility of the Employee, who is obliged to exercise due diligence in their safekeeping.
7. The Company is not liable for items handed over to any person other than an Employee equipped with an identification badge.
8. The User is obliged to collect their items immediately after using the services or attending the event connected with the Client’s order (i.e. immediately after the end of e.g. a performance, concert, class, etc.).
9. Users are prohibited from entering behind the Cloakroom counter or using the Cloakroom independently.

§ 2

1. Only outer garments and umbrellas may be deposited in the Cloakroom – subject to section 2 below.
2. Hats, scarves, and gloves may only be deposited if attached to the outer garment in such a way that prevents them from becoming detached (e.g. placed in a pocket or sleeve).
3. The Company and its Employees shall not be liable for:
 - a) valuable items such as cash, jewelry, or other valuables, bills of exchange, checks, securities, or any documents,
 - b) electronic devices or accessories, in particular laptops, cameras, mobile phones, multimedia players, e-cigarettes,
 - c) items of clothing that may become detached from the main garment.
4. It is strictly forbidden to leave or deposit in the Cloakroom:
 - a) backpacks, handbags, travel bags, or any other items used for carrying things,
 - b) items or substances prohibited by law or requiring a license or permit,
 - c) items or substances that may cause harm to third parties or their property, or that may soil or damage the Cloakroom,

- d) items or substances that are foul-smelling, flammable, explosive, or otherwise hazardous,
 - e) items that evoke disgust,
 - f) animals – whether loose, in cages, or in carriers (including all pets such as dogs, cats, and rodents),
 - g) items whose storage is difficult due to their size or nature, such as baby strollers, luggage carts, suitcases, bicycles, scooters, or other transport devices.
5. Any animals, items, or substances mentioned above that are left in the Cloakroom without staff knowledge shall be immediately removed. Items not posing a danger to life or health shall be handled according to § 5; others, including animals, shall be handed over to the relevant authorities.
 6. Any User leaving prohibited items or animals in violation of these Regulations does so at their sole legal and financial responsibility and may be charged for the cost of their removal, including service fees. The Company shall bear no liability for loss or damage to such items.
 7. During the deposit process, both the User and the Employee must point out any visible damage or soiling of the item. The Employee may document the condition of the item photographically if deemed necessary.

§ 3

1. Items are accepted for safekeeping in the Cloakroom upon their physical handover by the User to the Employee (directly or by placing them visibly on the Cloakroom counter).
2. The only confirmation of acceptance for safekeeping is a numbered tag (the “Token”) issued by the Employee to the User. The Token is the sole proof of deposit. Collection of the Token constitutes acknowledgment and acceptance of these Regulations.
3. Items are returned upon the User’s surrender of the Token to the Employee. The Employee may place returned items on the counter.
4. For practical reasons, the Employee does not verify that the person presenting the Token is the same individual who deposited the item.
5. If the User loses the Token, the item may be released — subject to sections 7 and 8 — only after all of the following steps are completed:
 - a) the User reports the loss of the Token and requests return of their item, indicating the hanger/storage number,
 - b) the Employee successfully identifies the item based on the User’s description,
 - c) the Employee prepares a “Return Protocol” (template attached as Appendix No. 1), including:
 - protocol number,
 - name of the Employee,
 - name, surname, and ID/passport number of the User (school ID acceptable for minors),
 - summary of conversation and description of the item’s features,
 - list of items returned,
 - User’s comments on condition (“no remarks” if none),
 - date and time,
 - User’s acknowledgment of the Privacy Notice (Appendix No. 2),
 - d) the Employee collects a cash fee of PLN 80.00 (gross) for loss of the Token, issuing a written receipt,
 - e) both parties sign the Protocol legibly.
6. If the User cannot describe the item or indicate its hanger number, or if the returned item includes items listed in § 2 section 3, the return may take place only in the presence of a second Employee, after all Token holders have been served. The assisting Employee’s name and list of returned items shall be noted in the Protocol.
7. The User agrees that a copy of the Protocol may be made available to authorities or institutions if another person claims ownership of the released item.

8. The Protocol shall be kept for one month from its date. After that, a designated Employee destroys it and notifies the Company's Data Protection Officer by email, providing the numbers and dates of the destroyed documents.

§ 4

The Company provides a separate baggage storage service in a designated area under the terms defined by the baggage zone operator.

§ 5

1. Items not collected within the time specified in § 1 section 8 shall be stored by the Company for one month together with a Protocol describing the item's characteristics (including damages, soiling, and pocket contents) and the hanger number.
2. The User may collect such items by prior email notification to: zarzad@pkin.pl, sent before one month has passed since deposit.
3. The email must include: the date of deposit, hanger number, a description of the item, and a contact phone number. A printed copy of the message is attached to the Protocol.
4. The return procedure follows § 3 accordingly.
5. Items not collected within one month from deposit shall be transferred to the Lost and Found Office of the City of Warsaw, ul. Dzielna 15.
6. At least 7 days before the end of this period, the Company shall post a public notice at www.pkin.pl inviting Users to collect their items.
7. If the Lost and Found Office refuses to accept an item, it shall be permanently disposed of. The Company reserves the right to discard or donate such items to charity, noting the action in the Protocol.

§ 6

1. Each User is required to read and comply with these Regulations.
2. It is deemed that every User, before depositing an item, has read and accepted the Regulations and agrees to abide by them.
3. The Company shall not be liable for any consequences of the User's failure to comply with these Regulations.
4. Any matters not regulated herein are governed by the provisions of the Civil Code and the Act of 20 February 2015 on Found Property.
5. The Data Controller is Zarząd Pałacu Kultury i Nauki sp. z o.o. in Warsaw. The full Privacy Notice is displayed in a visible place in the Cloakroom and available upon request when preparing the Protocol.
6. Complaints or comments regarding the Cloakroom's operation may be sent by email to zarzad@pkin.pl.
7. These Regulations shall enter into force on 19th February 2026.