

Grand Lobby Cloakroom at ZAMEK Culture Centre

Terms and Conditions of Service

1. The Terms and Conditions of Service concerning the Cloakroom in the Grand Lobby, subsequently referred to as Terms and Conditions, set out the rules for the safekeeping of outerwear at the Cloakroom as well as the rules to be observed by Persons in charge and Persons who deposit their outerwear there while visiting ZAMEK Culture Centre.
2. The Cloakroom at ZAMEK Culture Centre is located in the Grand Lobby of the Castle and it is shared with the Theatre of Animation, for the convenience of its patrons during performances and other events organized by the latter. The right-hand section of the Cloakroom belongs to ZAMEK Culture Centre, and the left-hand section to the Theatre of Animation (during large events, the entire Cloakroom may be allocated to serve patrons of either institution).
3. The staff of the Cloakroom belonging to the ZAMEK Culture Centre remain responsible for the outerwear deposited there for the duration of an event.
4. ZAMEK Culture Centre Cloakroom is open only on selected days when large events gathering more than 150 people are held at ZAMEK Culture Centre. Persons who participate in less numerous events (e.g. visiting exhibitions and attending film screenings) may use mobile cloakrooms, usually located at the venue or in its immediate vicinity. Garments left in the mobile cloakrooms are not supervised. Visitors to Zamek are advised to use the lockable, self-service lockers located in the vestibules of the Grand Lobby (Entrance A).
5. The opening hours of the ZAMEK Culture Centre Cloakroom in the Grand Lobby are strictly linked to the schedule of large events (gathering more than 150 people). Most often, the Cloakroom opens 1 hour before the start of an event and closes 30 minutes after the event has ended (corresponding to the time required to issue patron's outerwear). Information about the opening hours of the Cloakroom on a given day may be found on the information stand on the Cloakroom counter.
6. The Cloakroom is available free of charge.
7. Only outerwear such as coats and jackets may be left in the cloakroom. We do not store luggage or other items. These may be placed in lockable, self-service lockers. Umbrellas can be placed in a special container in front of the Cloakroom; however, the container is not supervised.
8. The following items (including items in the pockets of outer garments) and animals will not be accepted at the Cloakroom for safekeeping:
 - a) money, securities, bills of exchange, cheques, other items of value;
 - b) documents
 - c) jewellery and valuables of other kinds;
 - d) electronic equipment, in particular portable computers, cameras, mobile phones/smartphones and portable media players;
 - e) high-value elements of outer clothing that may be detached from a garment without causing damage
 - f) objects that may cause harm to third persons or their property, by means of damage or soiling, as well as items that may result in damage or affect cleanliness of the cloakroom area
 - g) firearms;
 - h) inflammable, combustible, explosive items and substances, as well as other hazardous materials
 - i) animals, including any pets in cages or containers.

9. Each person leaving their outerwear at the Cloakroom receives a token with a number (the number corresponds to the number in the cloakroom under which the garment has been hung).
10. In the event of losing a token, CK ZAMEK staff should be advised of the fact and a fee of PLN 100 paid at the CK ZAMEK ticket office or using the ticket machine located in the Grand Lobby by the Information Desk (by choosing the "DZISIAJ[TODAY]" tab and subsequently "ZAGUBIONY ŻETON/KLUCZ [LOST TOKEN/KEY]). Afterwards, having confirmed that the garment in question belongs to the Person who has lost the token (by requesting a detailed description of the garment, identifying features, pocket contents, if any), cloakroom attendant will hand over the garment, once the Person who has lost the token signs a Protocol of return. If such a Person is not able to accurately describe the garment they have left at the cloakroom, they have to wait until all garments have been issued so that the cloakroom attendants may be certain of the ownership of the item in question.
11. Items that are not collected from the Cloakroom after an event remain on the hangers until 12.00 p.m. the following day, during which time they are unattended. After 12.00 p.m., they will be placed in deposit and kept for 3 working days (contact: Programme Support Department at obsługa.prog@ckzamek.pl). Afterwards, the items will be donated to charity organizations.
12. CK ZAMEK reserves the right to make the cloakroom temporarily unavailable at their discretion.
13. ZAMEK Culture Centre, with registered office in Poznań, is the Controller of personal data processed in connection with the cloakroom service. Such personal data is processed in order to deliver contractual obligations. The Controller has appointed a Data Protection Officer, who may be contacted at iod@ckzamek.pl. You also have the right to access, rectify, and erase your data, restrict processing and data portability, object to data processing, and to file a complaint regarding data processing. For more information on the processing of personal data, please refer to the Privacy Policy, which may be found at ckzamek.pl.
14. By using the cloakroom, Visitors accept these Terms and Conditions and agree to abide by them.

These Terms and Conditions are effective as of 15 March, 2024.