

APPROVED
The National Museum
of the Republic of Kazakhstan
of the Committee of Culture
of the Ministry of Culture
and Information
of the Republic of Kazakhstan
director

 **Abdigaliuly B.**
(signature, seal)

«_»_____ 2025

Visiting Rules

RSBSE«National Museum of the Republic of Kazakhstan» of the Committee of Culture of the Ministry of Culture and Information of the Republic of Kazakhstan

1. General Provisions

These rules are aimed at ensuring order and safety when visiting the Republican State Budget-Supported Enterprise «National Museum of the Republic of Kazakhstan» of the Committee of Culture of the Ministry of Culture and Information of the Republic of Kazakhstan (hereinafter referred to as the Museum) and are mandatory for all persons present on the territory of the Museum.

The territory of the Museum includes: ramps, the lobby and its area, coatroom area, hallways, stairways, escalators, elevators, the lifting platform for people with disabilities, exhibition halls, restrooms, the cafe, the restaurant, the conference-hall and the library.

The work procedure and responsibility of Museum officials for ensuring the safety and culture of service to visitors is determined by the current legislation and local regulations of the museum.

The last Tuesday of every month is a sanitary day, and therefore the museum is closed to the public.

The Museum is open to the public every day, except Mondays and sanitary days, on weekends and holidays.

Museum opening and closing times: 09:30 – 18:00.

The museum ticket office closes at 17:00.

The opening times of the Museum and the closing times of visitors are indicated on the official website (<https://nmrk.kz/>);

An entrance ticket to the Museum entitles you to a single visit on the date indicated on the ticket.

In the event of an emergency need to return to the entrance area after passing through the turnstile, the visitor must contact the administrator to agree on the procedure for re-entering the Museum.

An unused (with unread barcode) entrance ticket or service ticket can be returned to the box office.

Refunds for unused entrance tickets or tickets for services are carried out only upon presentation of a document proving the identity of the visitor based on a personal statement and the signature of the Museum administrator on the ticket (or check), confirming the fact that the ticket was not used.

Visitors are required to: when visiting the museum, purchase an entrance ticket in an organized queue at the box office, on the days and hours when the Museum is open to the public, or by pre-booking on the Museum's website, treat the Museum's property with care, since it is state property, and observe cleanliness, public order and the requirement of these rules.

2. Procedure and requirements for visiting the museum

2.1. Requirements for visiting the Museum include:

- 1) following the instructions of museum staff;
- 2) compliance with these Rules and the requirements of quarantine measures during a pandemic (wearing masks, using disinfectants, etc.);
- 3) Entrance to the Museum is only through the door marked "ENTRANCE", and exit from the complex is only through the door "EXIT";
- 4) Entrance to the Museum's exhibitions is carried out by crossing the automated control line, passing through inspection equipment (introscope) and special equipment (metal detectors). If necessary, a visual inspection of personal belongings (ladies', sports and shopping bags, packages, folders, etc.) is carried out, and a personal inspection may also be carried out;
- 5) Putting outerwear into the coatroom;
- 6) check-in to the coatroom for placement in hand luggage storage cells, the dimensions of which do not exceed 40 x 20 x 20 cm: bags, backpacks, cases, umbrellas, etc.; hand luggage whose dimensions exceed 40 x 20 x 20 cm cannot be checked into a storage locker; entry into the Museum territory with such hand luggage is prohibited;
- 7) passage for preferential categories of visitors provided for by local regulations of the Museum (the list of these categories is posted in the information block of the Museum ticket office) is carried out on the basis of a discounted/free ticket for the right to a preferential/free visit, issued upon presentation of a document certifying the right to a preferential/free service (passport, ID, student cards and other documents);
- 8) passage through the turnstile upon presentation at the checkpoint of a ticket giving the right to visit the exhibition complex. Re-entry with this ticket is not possible;
- 9) keeping the ticket until the end of viewing the exhibition (until the end of the time spent in the Museum), presenting it at the request of the administration;
- 10) keeping the ticket until the end of viewing the exhibition (until the end of the time spent in the Museum), presenting it at the request of the administration;
- 11) in the event of smoke or fire, as well as situations that may affect the safety of visitors or the Museum, immediately notify the Museum employees;

- 12) in case of discovery of unattended items and objects, immediately inform the Museum staff about this and do not take independent actions to move them;
- 13) when using stairs, you must observe safety measures, you must hold onto the handrail, do not hang over the handrail, hold young children by the hand or in your arms and monitor their behavior on the stairs;
- 14) children under 14 years old can only visit the museum if accompanied by an adult;
- 15) presentation of any other documents (gift certificate, ticket, etc.) not purchased at the Museum box office is not grounds for entry into the museum;
- 16) children's and school groups without prior registration:
 - a) Each children's and school organized group (up to 16 years old) must have at least 1 adult accompanying the group;
 - b) parents and accompanying persons must familiarize children with the visiting rules and be responsible for their compliance;
- 17) registration for a visit to the museum is made ahead of time by phone: +7 (7172) 91-90-35, 91-90-36; (from 10:00 to 18:00) **Monday is a day off, the last Tuesday of the month is a cleaning day.**

2.2. Visitors are prohibited from:

- 1) passing in outerwear, hats, scarves, fur vests and sunglasses;
- 2) passing with backpacks of any size, large bags;
- 3) entering the Astana hall with baby strollers in order to maintain the safety and integrity of the hall's media equipment and floor monitors;
- 4) Passing and being without shoes or clothing;
- 5) carrying large children's toys, balloons, flowers, branches, umbrellas of any size;
- 6) passing the turnstile without ticket(s);
- 7) unauthorized entry into service, production and technical facilities;
- 8) entering with food and drinks (including ice cream). For their consumption, the Museum has specially organized places (coffee shops, canteens, etc.)
- 9) Drinking any drinks brought with them (alcoholic and non-alcoholic), entering the museum in a state of intoxication, as well as the influence of drugs or toxic substances;
- 10) Bringing pyrotechnics, flammable, poisonous, toxic or venomous substances, objects and liquids, household gas cylinders;
- 11) Using any open fire, pyrotechnics devices (fireworks, firecrackers, etc.);
- 12) bringing firearms, piercing, cutting and easily breakable objects, as well as their components and related objects;
- 13) Bringing and/or carrying any animals into the Museum;
- 14) smoking on the Museum premises (including electronic cigarettes);
- 15) touching models and display cases, placing any objects on the model;
- 16) entering the sub-layout space;
- 17) placing children on handrails, turnstiles, railings, fences;
- 18) causing damage to any object and equipment of the Museum, as well as its property, in case of violation of this clause, the person causing the damage is

obliged to compensate for the damage in full, this fact is recorded, a property damage report is drawn up about this, the materials are submitted for consideration in accordance with the current legislation;

- 19) littering and contaminating the premises of the Museum;
- 20) Writing on the surface of items, objects, etc;
- 21) Running on the premises, talking loudly, singing, playing, talking on the phone in the exhibition halls and during tours;
- 22) jumping in the elevator to avoid emergency situations;
- 23) fighting, insulting workers and other visitors of the Museum;
- 24) bringing skateboards and skates, scooters, bicycles and all similar sports equipment, as well as visiting the Museum in roller skates;
- 25) listening to audio equipment through the speakers, using amplification and playing a musical instrument (without a special permit);
- 26) using the Museum premises without the written permission of its administration to engage in commercial, advertising and other activities;
- 27) carrying out propaganda activities of any nature;
- 28) using a lifting platform (except for disabled people, accompanied by an employee of the Museum) and toilet for people with disabilities;
- 29) conducting photo and video shootings in all halls of the Museum (without a special permit);
- 30) taking photos with flash;
- 31) conduct photo sessions without the consent of the Museum administration;
- 32) being in the Museum after working hours;
- 33) conducting unauthorized tours, lectures and other activities in exhibition halls (without special permission);

To avoid injuries on escalators, it is prohibited to:

- 1) lean on or against railings while moving;
- 2) step outside the boundary line at the edge of the step;
- 3) lingering around while leaving the escalator;
- 4) run and (or) walk along the escalator, sit down on a step or a handrail, put hand luggage on a step or a handrail;
- 5) use switches intended for emergency stop unnecessarily;
- 6) go through the escalator moving in the opposite direction;
- 7) use the escalator without shoes or in roller skates;
- 8) use the escalators closed by barriers or barrier shields (racks);
- 9) transport children in strollers or visitors in wheelchairs with disabilities;
- 10) for children of preschool age to ride the escalators without accompaniment of adults

Visitors who violate these rules may be warned by Museum employees, and if they refuse to stop the violation, they may be removed from the Museum. If removal from the Museum is refused, Museum employees are forced to contact the competent authorities of the Republic of Kazakhstan.

3. Visitors to the museum complex are entitled to:

- 1) be in all facilities of the Museum intended to visit according to the work schedule of the Museum;
- 2) use photo and video equipment with special permits (ticket for photo and video filming, official letter of permission);
- 3) use the services of a cafe, canteen and shop, etc;
- 4) inspection of models is carried out only within the fences;
- 5) pass with baby strollers to all halls, except the Astana hall;
- 6)

To avoid accidents when you visit the Museum, you must be careful and take into account that:

- 1) the halls are periodically darkened, imitating nightfall;
- 2) expositions are equipped with powerful sound and light effects;
- 3) the floors in the halls are constantly wet-cleaned;
- 4) when viewing the exhibits with children on shoulders adults must take into the account the height of the doors and other openings;
- 5) when using the viewing platform you need to consider your physical abilities when going up and down;
- 6) in many halls, air conditioning is maintained; in some halls, exhibits are kept and stored within +18 - +20 degrees;
- 7) many halls have glass display cases;
- 8) many halls do not have elevators.
- 9)

Administration reserves the right to:

- change opening hours of the Museum, but will notify visitors in advance;
- enable operation of cash services to visitors in the entrance area of the Museum, organizing operation of box offices. Cash management services of persons having the right to purchase discounted tickets means that the cashier is obliged to require a document confirming belonging to the privileged categories;
- enable work of a coat room for outdoor clothes of visitors, as well as the presence of cells for storing bulky items, hand luggage and photo and video equipment;
- enable the presence of information boards with information about the procedure and conditions for access to museum objects and museum collections in the entrance area of the Museum. Stands must be placed in a conspicuous place accessible in any of the following formats: wall stands, floor and table stands, and must contain the following information:
 - on operation of the Museum;
 - on temporary exhibitions;
 - on closed halls;
 - on a list of museum services rendered;
 - on offers of tours;
 - on how to use the online catalog of the museum;
 - on how visitors can give their reviews, comments and suggestions on the work of the Museum.

- provide visitors with up-to-date and understandable navigation through the halls of the Museum with mandatory designation of places for recreation, meal, location of toilets;
- ensure availability of labels and information sheets containing information on museum items in the hall, a description of the exhibition hall;
- ensure availability of expositions to the public relating to the category with limited mobility: the disabled people and the elderly people. If necessary, use lifting devices, visitors can contact the Museum administration;
- ensure courteous treatment of its staff (including the technical staff) with museum visitors and non-use of coercive measures to them, except in cases of violation of these Rules;
- ensure that the employees of the museum, directly interacting with visitors, have a chest badge with first and last name, patronym and position;
- organize the reception, registration and consideration of written proposals, applications and complaints from citizens, as well as answers to such requests within the statutory period;
- use photos and videos captured in the Museum, including photos and videos with the participation of visitors;
- allow professional photo and video shootings;
- in order to ensure security, if necessary, police officers of the Ministry of Internal Affairs have the right to check visitors using a metal detector or to conduct a search in the presence of witnesses. In case of refusal by the visitor, the administration reserves the right to refuse to visit the museum;
- in order to prevent and suppress illegal activities and to control the quality of service, video surveillance is carried out on the territory of the Museum;
- the administration reserves the right to adjust the number of visitors by limiting access to the Museum;
- the administration reserves the right to refuse entry to the Museum;
- the Museum administration reserves the right to change the content of the exhibition layout: occupancy and plot scenes, the movement of cars, color landscape, etc;
- the administration is not responsible for personal belongings left unattended;
- the administration is not responsible for violation of the visiting rules when transporting children in wheelchairs and people with disabilities.

Final Provisions

In all other cases not provided for in these Regulations, one should be guided by the current legislation of the Republic of Kazakhstan and local acts of the museum;

Changes and additions to these Regulations shall only be made on the basis of the Acting Director.