

Detailed rules of visiting- Miners' Route

Annex No. 2. Rules and regulations for visiting the "Wieliczka" Salt Mine

1. During the tour, strict compliance with the entries of the Tour Regulations for the "Wieliczka" Salt Mine and the Underground Exhibition of the Cracow Saltworks Museum Wieliczka is required.
2. The Mining Route is available to persons 10 years of age and older.
3. Due to safety aspects, as well as uneven and rough flooring, and the need to climb stairs, the Mining Route is unavailable to persons with disabilities.
4. The Mining Route tour takes approx. 3 hours.
5. The Mining Route is available to individual tourists and tourist groups.
6. The group assigned to a single tour guide can include up to 20 persons.
7. Individual tourists taking a tour in Polish or in foreign languages choose a specific tour day and time, i.e. a trip with a guide conducting the tour in the given language. The current list of trips is provided at the Mine's information and sales centres and at www.kopalnia.pl. Individual tourists are not required to book the tickets; however, this is recommended due to the limited number of spots. Organised foreign language groups attending tours in foreign languages are obliged to use the Mine Guides providing tours in foreign languages. In the event the Mine does not have a guide providing tours in a given language, organised foreign language groups are obliged to use guides providing tours in foreign language with the option of translation into their native language after prior consent of an authorised Mine employee.
8. Tickets for touring the Mining Route can be purchased at:
 - a. the ticket offices of the "Wieliczka" Salt Mine, Trasa Turystyczna Sp. z o.o., in the Regis Shaft top, 32-020 Wieliczka, Plac Kościuszki 9, on the date of the tour,
 - b. the ticket offices of the "Wieliczka" Salt Mine, Trasa Turystyczna Sp. z o.o., in the Daniłowicz Shaft top, 32-020 Wieliczka, Park Kingi 10, on the date of the tour,
 - c. the Promotion Office of the "Wieliczka" Salt Mine, Trasa Turystyczna Sp. z o.o., 31-007 Kraków, Wiślna 12a, regardless of the planned date of the tour, but no later than 4 hours prior to start of the tour.
 - d. on-line at www.kopalnia.pl (the principles of on-line ticket sales are specified in separate regulations).
9. It is possible to purchase packages for touring the Tourist Route and the Mining Route. The principles of purchasing them are specified in separate regulations.
10. Touring the Mine with a tour guide in organised groups requires earlier booking.
 - a. Booking is possible provided that free spots are available.
 - b. The booking registration requires a written form. The booking form is available:
 - i. via e-mail: trasa.gornicza@kopalnia.pl,
 - ii. fax: +48 278 75 74 ,
 - iii. filled out at www.kopalnia.pl.
 - iv. via telephone: +48 12 278 75 70, and specifying the e-mail address to which it is to be sent. Booking via telephone requires confirmation in writing, via e-mail or fax, within 24 hours from the registration via telephone, otherwise it shall be cancelled automatically.
 - c. The Mine tour booking form includes the following information:
 - i. Client details for invoicing, i.e. Client name, address, Tax Identification Number (NIP),
 - ii. contact telephone number and e-mail address,
 - iii. planned tour date,
 - iv. planned tour time,
 - v. number of persons,
 - vi. type of tickets, i.e. number of full-price tickets, half-price tickets, school tickets,
 - vii. nationality of the group's participants and tour language,
 - viii. preferred mode of final payment – possible payment modes include cash, debit or credit card, pre-payment, whereby the payment should be credited on the

Mine's bank account no later than 1 working day prior to the tour date and wire transfer – 7 days after the service. A wire transfer made within 7 days from the date of the service requires the Mine's prior approval. Bookings with the value exceeding PLN 15,000 require a wire transfer in accordance with Article 22 paragraph 1 of the Act on the Freedom of Economic Activity of 2 July 2004 (uniform text, Journal of Laws [Dz. U.] of 2010, no. 220, item 1447, as amended).

- ix. Additional services – dinner.
- d. Acceptance of the booking registration will be sent by the Mine to the e-mail address specified in the form within 2 days from the date of receipt of the registration by the Mine.
- e. The condition for confirming the booking is payment of a tour deposit within 3 days from the date of Mine's acceptance of the booking registration, however no later than on the day prior to the tour date. The deposit amount and link to the payment system will be sent by the Mine to the e-mail address specified in the registration form. The deposit payment is made by wire transfer or via an Internet payment by a debit or credit card by using the eCard Spółka Akcyjna system.
- f. Bookings on the day of the tour will be accepted by individual arrangements with the Client concerning the specific principles, provided that spots are available.
- g. Booking confirmation will be sent by the Mine to the e-mail address specified in the form along with a pre-payment invoice issued for the payment made by the Client in accordance with paragraph 10.5.
- h. The Mine is not liable for any consequences related to or resulting from abnormalities in the operation of the bank or system used by the Client to make the payment.
- i. The Mine is not liable for the effects of incorrect or erroneous details provided by the Client in the form.
- j. In the case of lack of payment of the deposit within the deadline specified in paragraph 10.5, the booking registration will be cancelled automatically.
- k. The conclusion of the Mine's service provision agreement is effective after the Mine receives the deposit for the Client's booking in accordance with paragraph 10.5.
- l. Changes in the confirmed booking require the Mine's prior approval.
- m. A Client who makes a tour booking is obliged to inform the Mine about cancelling the booking no fewer than 3 days prior to the planned tour by sending an e-mail message to the following address: trasa.gornicza@kopalnia.pl. The Client is not entitled to a deposit refund.
- n. If the Client does not cancel the booking within the aforementioned deadline, the Client will be obliged to pay to the Mine a contractual penalty of 60% of the booking's value.
- o. The booking fulfilment and tour ticket pick-up takes place at the Mine's ticket office, in the Regis Shaft top, 32-020 Wieliczka, Plac Kościuszki 9, on the date of the tour. The time specified on the booking confirmation is the tour start time. Due to organisational and safety aspects, the tourists should be present at the Mine at least 15 minutes prior to the tour start time. Arrival at the ticket office after the time specified in the confirmed booking results in the loss of the right to tour the Mine with no entitlement to a refund, unless another time on the same day is available and the Mine approves changing the tour time.
- p. If the Client registers additional group participants exceeding the number registered in the booking, the service provision for these persons will require the Mine's prior approval, provided that free spots are available.
- q. During the ticket pick-up and the Mine's ticket office a VAT invoice will be issued and the payment mode will comply with the booking confirmation. In case of changes in the Client's booking in terms of ticket types, touring language and in case of higher number of persons than registered in the Client's booking, the Mine will include the changes in the issued VAT invoice. In the case of a pre-payment, the default refund or after-payment mode is cash or debit or credit card.

- r. An organised group assigned to a single tour guide can include up to 20 persons and a minimum of 10 persons. Organised groups of more than 20 persons are divided into smaller groups. The Mine decides about the number of tour guides assigned to groups.
11. The tour of the Mining Route's underground workings requires wearing closed-toe footwear that covers the entire foot. Tourists in different footwear (e.g. slippers, sandals, high-heel shoes, etc.) are asked to change their footwear prior to the time of descent specified on the ticket, otherwise they will not be able to start the tour due to safety aspects.
 12. The touring starts with a lift descent in the Regis Shaft to Mine Level I and is concluded with an ascent from Level II in the same Shaft. Due to safety and organisational aspects, the Mine restricts the right to exclude particular workings from the tour without providing a specific cause and the ability to descent and ascent using a different Shaft than the Regis Shaft.
 13. Prior to the tour, the tourists receive electronic cards which serve as ID cards on the entire tour route. After the tour, tourists are obliged to return the cards at the designated location.
 14. Tourists who are late or do not have the electronic card will not be able to join the group.
 15. Prior to the descent to underground workings, each tourist receives a mining helmet, protective overalls, carbon monoxide absorber and a mining lamp, and is trained in their use. Tourists are obliged to care for the entrusted equipment, which must be returned undamaged to the service employees after the tour.
 16. The tourists are also obliged to sign the "Book of descents of third persons" and to confirm in writing their participation in the carbon monoxide absorber operation training in order to tour the Mining Route.