

Detailed rules of visiting – Pilgrims' Route "God Bless"

Annex No. 3. 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 "God Bless" Pilgrimage Trail features touring of a part of the Mine workings.
3. The "God Bless" Pilgrimage Trail is only available to tourist groups.
4. The "God Bless" Pilgrimage Trail tour takes approx. 2.5 hours. Due to organisational or safety aspects, the Mine reserves the right to extend or shorten the touring time. In the case of a priest present in the group, it is possible for him to conduct a mass in the Saint John Paul II Chapel or Saint John Chapel at Level III. This fact must be agreed upon during the booking.
5. The group assigned to a single tour guide can include up to 40 persons and a minimum of 20 persons. Groups of more than 40 persons are divided into smaller groups. The Mine decides about the number of tour guides assigned to groups.
6. 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.
7. The tickets for the "God Bless" Pilgrimage Trail tour can be purchased at:
 - a. the Event Organisation Department of the "Wieliczka" Salt Mine, Trasa Turystyczna Sp. z o.o., 32-020 Wieliczka, Park Kingi 10,
 - b. the Promotion Office of the "Wieliczka" Salt Mine, Trasa Turystyczna Sp. z o.o., 31-007 Kraków, Wiślna 12a,
8. Bookings can be made:
 - a. via telephone: +48 12 278 73 92, +48 12 426 20 50,
 - b. via e-mail: pielgrzymka@kopalnia.pl, szczesc.boze@kopalnia.pl,
biuro.promocji@kopalnia.pl,
 - c. fax: +48 12 278 73 93, +48 12 426 20 51.
9. A tour pre-payment is required to confirm the booking.
10. The tour booking can be cancelled no later than 7 days prior to the planned tour date.
11. It is possible to rent a Tour Guide-type individual radio data transmission system (tour guide voice) receiver. The possession of the Tour Guide system receiver is not obligatory during the tour and touring the Mine without radio data transmission devices does not constitute the basis for full or partial refunds. Tourists visiting the Mine can use only Tour Guide-type receivers belonging to the "Wieliczka" Salt Mine. The use of any other radio receivers or other devices of this type during the tour is prohibited.
12. The tour begins with a stair descent (380 steps) at the Daniłowicz Shaft to Mine Level I and is concluded with an ascent from Level III of the Regis Shaft, Daniłowicz Shaft or Saint Kinga Shaft (in case of exiting via the Regis Shaft and Saint Kinga Shaft, after reaching the surface, the tour guide takes the tourists to the Daniłowicz Shaft).
13. For an additional charge, tourists can start the tour by descending via a lift in the Daniłowicz Shaft, whereby the number of persons descending in the lift at one time cannot exceed 35 due to the lift's capacity. The availability of this service is decided upon by the Dispatcher managing the tourist traffic on a case-by-case basis.
14. The Saint John Paul II's Chapel and the Saint John Chapel can accommodate a maximum of 80 people. Masses with the participation of a larger number of people can be organised in other sacral locations as part of individual arrangements made during the tour booking.