

Detailed rules of visiting – Tourist Route and Underground Exposition at the Krakow Salt Works  
Museum Wieliczka

**Annex No. 1. 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 Tourist Route is available to individual tourists and tourist groups.
3. The tour of the Tourist Route and the Underground Exhibition of the Cracow Saltworks Museum Wieliczka takes approx. 3 hours. Due to organisational or safety aspects, the Mine reserves the right to extend or shorten the touring time and exclude particular workings without providing a specific reason. The touring time does not include time spent in a separate group of chambers, where touring takes place individually under supervision of a Dispatcher and mining services, which is limited by the Mine’s working hours.
4. The tickets for touring of the Tourist Route also entitle their holders to tour the Underground Exhibition of the Cracow Saltworks Museum Wieliczka without additional charges. The touring of the Underground Exhibition of the Cracow Saltworks Museum Wieliczka takes place after the Tourist Route tour. Tourists intending to tour the Underground Exhibition of the Cracow Saltworks Museum Wieliczka must wait at a designated location for a group of persons willing to take the tour. The tickets for touring Tourist Route and the Underground Exhibition of the Cracow Saltworks Museum Wieliczka can be purchased at:
  - a. the ticket offices of the “Wieliczka” Salt Mine, Trasa Turystyczna Sp. z o.o., in the Daniłowicz Shaft building, 32-020 Wieliczka, Park Kingi 10, on the date of the tour,
  - b. 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,
  - c. on-line at [www.kopalnia.pl](http://www.kopalnia.pl) (the principles of on-line ticket sales are specified in separate regulations).
5. It is possible to purchase packages for touring the Tourist Route and the Mining Route, the principle of purchasing them are specified in separate regulations.
6. Individual tourists taking a tour in Polish wait for the tour until a group of 40 persons has gathered; however, no longer than an hour from the ticket purchase.
7. Individual tourists taking a tour 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 foreign language trips is provided at the Mine’s information and sales centres and at [www.kopalnia.pl](http://www.kopalnia.pl). 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. The number of spots on foreign language trips is limited. A group assigned to a single tour guide can include up to 40 persons. In the case of foreign language trips, if the number of willing persons exceeds 40 persons, the Dispatcher managing the tourist traffic can assign an additional service person to act as a so-called end guide.
9. Touring the Mine with a tour guide in organised groups requires earlier booking.
  - a. Booking is possible provided that free spots are available.
  - b. A booking requires a written form, available via:
    - i. e-mail: [rezerwacja@kopalnia.pl](mailto:rezerwacja@kopalnia.pl),
    - ii. fax: +48 12 278 73 33, +48 12 278 75 45,
    - iii. it can be filled in at [www.kopalnia.pl](http://www.kopalnia.pl),
    - iv. via telephone: +48 12 278 75 43, +48 12 278 75 44, 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 of 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 – lift descent, personal guide choice, 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 9.5.
- 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. The Mine is not liable for the effects of incorrect or erroneous details provided by the Client in the form.
- i. In the case of lack of payment of the deposit within the deadline specified in paragraph 9.5, the booking registration will be cancelled automatically.
- j. 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 9.5.
- k. Changes in the confirmed booking require the Mine's prior approval.
- l. The Client can book a maximum of 4 groups for a given day. It is possible to book more groups only after obtaining the Mine's prior approval, provided that free spots are available.
- 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: rezerwacja@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 Daniłowicz Shaft building, 32-020 Wieliczka, Park Kingi 10, 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 on the date of the service, 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 at 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 40 persons and a minimum of 20 persons. Organised groups of more than 40 persons are divided into smaller groups. The Mine decides about the number of tour guides assigned to groups.
10. 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).
  11. For an additional charge, tourists can start the tour by descending via a lift in the Daniłowicz Shaft, where 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.
  12. 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.
  13. A section of the Tourist Route is adapted and made available to tourists with disabilities, both individuals and groups, who are charged in accordance with the price list for touring the "Wieliczka" Salt Mine for persons with disabilities.
  14. Groups book tickets in accordance with the principles specified in paragraph 9 of this Appendix, except for paragraph 9.19.
  15. Trips for individual persons with disabilities are organised every day of the year. The current list of trips for persons with disabilities is provided in the Mine's information and sales centres and at [www.kopalnia.pl](http://www.kopalnia.pl). Touring requires earlier booking. Individual tourists who do not book their tickets will be able to join a trip provided that free spots are available.