

Rules and regulations for visiting the “Wieliczka” Salt Mine

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General Provisions

1. The Tour regulations for the “Wieliczka” Salt Mine and the Underground Exhibition of the Cracow Saltworks Museum Wieliczka specify the principles of touring of these facilities, hereinafter referred to as the Mine workings.
2. The Mine is a mining company and is subject to the regulations of the Act on Geological and Mining Law of 9 June 2011 (Journal of Laws [Dz. U.] 2011, no. 163, item 981, as amended).
3. Touring takes place in groups with a tour guide appointed by the Mine. Leaving the group and continuing the tour alone is strictly prohibited.
4. An exception from the principle specified in paragraph 3 is spending time in a separate group of chambers, where touring takes place individually under the supervision of a Dispatcher and mining services.
5. The Mine workings, covering the Tourist Route, Mining Route and the Mysteries of the Wieliczka Mine do not constitute a “museum” within the meaning of the Act on Museums of 21 November 1996 (Journal of Laws [Dz. U.] 1997, no. 5, item 24, as amended).

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Mine Availability

1. The Mine makes various route variations available for touring.
2. The Mine is open every day, except for 1 January, Easter Sunday, 1 November as well as 24 and 25 December.
3. The Mine restricts the right to close the facility or limit touring without prior notification in cases justified by safety or organisational aspects.
4. Detailed information about the working days and times are available at www.kopalnia.pl and at the Mine’s sales and information centres.
5. The Mine provides a route that is adapted for persons with disabilities. Detailed information and touring principles are specified in detailed principles of touring particular routes.

§3

Booking and Sales

1. The Mine tour is a paid service.
2. Ticket prices and the principles of granting discounts are regulated by the price lists for touring particular routes in the “Wieliczka” Salt Mine, which are available at the Mine’s registered office, at www.kopalnia.pl and at information and sales centres.
3. The ticket offices accept payments in PLN and accept debit and credit cards.
4. Booking and sale of tickets for particular routes is possible provided that free spots are available.
5. Ticket sales points and methods of booking tours of particular routes are specified in the detailed touring principles, which are available in the Mine’s registered office, at www.kopalnia.pl and at the Mine’s information and sales centres.
6. In the case of wishing to cancel a tour, it is possible to return the tickets at the sales centre where the purchase was made. Returns are possible no later than 1 hour before the start of the tour. Returns are made based on proof of purchase.

§4

General Touring Principles

1. Touring the Mine is possible after presenting a valid admission ticket.
2. The air temperature in the Mine is between 14°C and 16°C, suitable clothing is recommended.

3. Persons under the age of 13 and legally incapacitated persons can tour the Mine only under the care of persons with full legal capacity. The caretakers are fully liable, including liability for persons under their care and for damage caused by them.
4. When touring the Tourist Route after purchasing a special ticket, it is possible to take photos and make films for private purposes (the requirement of purchasing the ticket does not apply to the Underground Exhibition of the Cracow Saltworks Museum Wieliczka). The permit ticket for taking photos and filming must be purchased at the Mine's ticket offices. The charge for this ticket does not allow for commercial use of the photos and films, which requires the approval of the Mine (or the Museum in the case of the Underground Exhibition of the Cracow Saltworks Museum Wieliczka). In case of using photos and films for commercial purposes without the Mine's approval, the Mine will defend its rights in a court of law. The Mine features works of art protected by copyrights (including trademarks and certain exhibition elements).
5. Animals are forbidden from entering the Mine, with the exception of guide dogs for the blind and visually impaired.
6. It is forbidden to take luggage into the Mine, except for hand luggage. Hand luggage is deemed as luggage with the max. dimensions of 35 cm x 20 cm x 20 cm. Larger backpacks, bags and suitcases must be left in buses and cars or deposited at the luggage repository located near the entry into the Mine.
7. It is forbidden to leave unattended luggage or other items that may disrupt tourist traffic. Luggage and items left unattended will be removed and neutralised or destroyed at the cost of the persons that left the aforementioned items.
8. The Tourist Route features sections with stairs; it is recommended to leave baby carriages in designated places.
9. The Mine is not liable for items left at the facility premises.
10. The tour duration and course of particular routes are specified in the detailed touring principles, which are available in the Mine's registered office, at www.kopalnia.pl and in the Mine's information and sales centres.

§5

Safety Principles

1. The "Wieliczka" Salt Mine is protected by the Internal Security Service called "Straż Ochrony – SKARBNIK", which acts based on the Act on the Protection of People and Property of 22 August 1997 (uniform text, Journal of Laws [Dz. U.] 2014, item 1099). In terms of order and safety, the tourists on the premises of the "Wieliczka" Salt Mine are obliged to comply with the instructions of the Security Services, including in cases not covered by these regulations.
2. The Mine's premises are subject to monitoring and security.
3. The Mine's premises and all objects located in them constitute an integral whole protected by law. It is forbidden to move, remove and destroy any objects located at the Mine's premises.
4. Tourists can only move about in locations made available by the Mine for touring and under the conditions specified in the regulations.
5. Entrance to the Mine by persons under the influence of alcohol or any other narcotic substances, or acting in a way which may endanger the safety of, disrupt the tours for other tourists, or violates commonly accepted social norms pertaining to conduct in public places is forbidden.
6. The consumption of alcohol, smoking tobacco and using e-cigarettes in places other than those designated for these purposes is strictly forbidden.
7. Persons entering the "Wieliczka" Salt Mine facility and their hand luggage can be checked using electronic devices intended for detecting hazardous materials and objects, etc. Appointed Mine employees can ask people to open and show the contents of purses and other luggage. Persons that refuse to be checked or leave luggage in the repository will not be allowed to enter the Mine's premises.
8. Bringing weapons, as well as items and substances which may endanger life, health and safety of the public, save from certain exceptions under the specific provisions on the premises of the Mine is strictly forbidden. Bringing bottles and other containers into the Mine is forbidden.

The Mine's employees decide about the ability to bring in items not regulated by these Regulations.

9. When touring the Mine, it is necessary to comply with the instructions of tour guides, service persons and technical services managing the tourist traffic.
10. The use of open fire in the Mine is strictly forbidden.

§6

Final Provisions

1. The Mine reserves the right to order tourists who violate public order or consciously and grossly infringe the principles of these Regulations to exit the facility.
2. The Mine is not liable for accidents resulting from a tourist's state of health or deliberate actions.
3. Conducting trade or promotional activities on the Mine's premises without the Mine's approval is forbidden.
4. Any comments and conclusions must be reported to the Dispatcher managing the tourist traffic or sent to the Mine's address: "Wieliczka" Salt Mine, Trasa Turystyczna Sp. z o.o., 32-020 Wieliczka, Park Kingi 10.
5. The purchase of a ticket is deemed as acceptance of these regulations.