

Detailed Terms and Conditions of booking and ticket purchasing for tours of the Tourist Route and the underground exhibit of the Wieliczka Cracow Saltworks Museum by organised groups.

1. During the tour, visitors are asked to strictly observe the provisions of the Terms and Conditions of Touring the "Wieliczka" Salt Mine and the underground exhibit of the Wieliczka Cracow Saltworks Museum.
2. Booking the tours is subject to availability.
3. Booking a tour requires submitting a document:
 - a) Filling in the **Booking Request Form** available at www.kopalnia.pl;
 - b) Sending an e-mail booking request to rezerwacja@kopalnia.pl; The Mine Tour Booking Request Form available at www.kopalnia.pl includes the following information:
 - Client's data required to book the tour and issue an invoice, namely the name, full address and NIP (Tax Identification) number;
 - contact phone number and e-mail address;
 - planned tour date;
 - planned tour time;
 - number of visitors;
 - preferred tour language;
 - preferred payment form – the available payment forms include cash, credit card, and prepayment (which should be credited to the Mine's account is no later than 1 working day before the tour date) and a wire transfer, which should be paid 7 days after the service has been provided. A wire transfer made within 7 days of the date of service is available subject to approval by the Mine. Booking tours with a value exceeding the equivalent of 15,000 PLN are to be paid via wire transfer, in accordance with Article 19 of the Act of 6 March 2018 on Entrepreneurs' Law (consolidated text: Dz. U. [Journal of Laws] of 2021, item 162 as amended.)
 - Comments.
4. Booking request approval will be sent by the Mine to the e-mail address provided in the Booking Form within 2 (two) working days from the date the request is received by the Mine.
5. Bookings on the day of the tour will be accepted subject to availability, with rules determined on a case by case basis.
6. Booking confirmation will be sent by the Mine to the e-mail provided in the Booking Form.
7. The Mine shall not be held liable for any consequences resulting from malfunctions of the banking or payment processing system used by the Client to make their payment.
8. The Mine shall not be held liable for the consequences of providing false or erroneous data by the Client in the Booking Request Form.
9. Changing an approved Booking is possible subject to the Mine's prior approval.
10. The Client who has booked a tour of the Mine is obliged to inform the Mine in the event of the cancellation of the booking until 3 days from the date of the planned visit at the latest by sending an e-mail to rezerwacja@kopalnia.pl. Should the Client fail to submit a written

notification of booking cancellation, the Mine reserves the right to block approval of subsequent booking requests.

11. Tour tickets for the booked tours are collected at the Mine ticket office on the day of the tour. The time stated on the booking confirmation is the start time of the tour. For organisational and safety reasons, visitors should arrive at the Mine at least 15 minutes before the start time of the tour. Arriving at the ticket office late, that is after the time indicated in the booking confirmation, results in the tour being forfeit, unless another time slot is available on the same day and the Mine agrees to change the tour time.
12. In the event the Client brings additional group members, in excess of the number of tour participants provided in the Booking Form, the participation of the additional visitors is possible subject to the prior consent of the Mine and the availability of touring spots.
13. Upon collection of the booked tickets at the Mine's ticket office, an electronic VAT invoice will be issued, with the payment form corresponding to that indicated in the booking confirmation. In the case of any booking changes made by the Client, which results in changing the type of tickets, the language of the guide and increasing the number of visitors compared to the original booking, the Mine will take these changes into account when issuing a VAT invoice. In the case of prepayment, any refunds and surcharges will be made by cash or credit card by default.
14. The number of visitors in a group assigned to a single guide shall not exceed the limit set out in the Detailed Terms and Conditions of touring the Tourist Route and the underground exhibit of the Wieliczka Cracow Saltworks Museum in view of the epidemiological situation due to COVID-19.