

**Detailed Terms and Conditions of sales and Online sales of Tickets for tours of the Tourist Route and the underground exhibit of the Wieliczka Cracow Saltworks Museum.**

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. Tour **Tickets** for the Tourist Route and the underground exhibit of the Wieliczka Cracow Saltworks Museum can be purchased:
  - a. online at [www.kopalnia.pl](http://www.kopalnia.pl);
  - b. at the "Wieliczka" Salt Mine ticket offices on the day of the tour;
3. It is possible to purchase touring packages encompassing the tours of the Tourist Route and the Miners' Route, the rules of their purchase are governed by separate Terms and Conditions.
4. Visitors touring the Mine in Polish and languages other than Polish choose a specific day and time of their tour. The number of visitors participating in a given tour is limited.

**§1**

**General Rules of online Ticket Sales**

1. The rules of sales of **Admission Tickets** for the tours of the "Wieliczka" Salt Mine are applicable to the "Online **Ticket Sales**" **System** available at [www.kopalnia.pl](http://www.kopalnia.pl).
2. Each **Customer** may make use of this **System** to purchase their **Tickets** after accepting the provisions of the **Detailed Terms and Conditions of sales and Online sales of Tickets for tours of the Tourist Route and the underground exhibit of the Wieliczka Cracow Saltworks Museum**.
3. The document which confirms the sale of **Admission Tickets** is a VAT invoice.

**§2**

**Definitions**

1. **Admission Ticket** – a Mine visitor record document, redeemable at the ticket office on the basis of the **Sales Number**, which constitutes a confirmation of concluding the **Contract** for the Tour of the "Wieliczka" Salt Mine Tourist Route between the **Service Provider** and the **Customer/Client**. **Admission Ticket**
2. **Purchase Form** – an electronic document used for selling **Admission Tickets** and registering the **Customer** or **Client** in the **System**.
3. **Customer** – a consumer who is a natural person, who carries out a legal transaction with an entrepreneur, which is not directly related to their business or professional activity within the meaning of the provisions of the Civil Code, who uses the **System** to purchase the **Admission Ticket**.
4. **Client** – a legal entity, natural person or any other entity who carries out a legal transaction with an entrepreneur directly related to their business or professional activity within the meaning of

the provisions of the Civil Code, who uses the **System** as a part of regular cooperation, in order to purchase the **Admission Tickets**, which requires prior registration and logging into the account dedicated to the **Client**.

5. **Sales Number** – a unique code containing information about the serial number of the transaction, as well as tour date and time, assigned by the **System**. Generating a **Sales Number** and making a payment for the transaction is tantamount to purchasing an **Admission Ticket**.
6. **System Operator** – Kopalnia Soli „Wieliczka” Zakład Mechaniczny Sp. z o.o. with a registered office in Wieliczka, Park Kingi 1, 32-020 Wieliczka, registered in the National Court Register kept by the District Court for the Kraków-Śródmieście District in Krakow, 12th Commercial Division, under the National Court Register no. KRS 0000095741, which handles the organisation of tourist traffic in the "Wieliczka" Salt Mine.
7. **Online sale** – sale of **Tickets** carried out in real time via the **Online sales System** available at <https://www.ebilety.kopalnia.pl/>.
8. **System** – the “**Online sales System**” software for visitors, which is used to sell **Tickets** online for tours in Polish and languages other than Polish, available at <https://www.ebilety.kopalnia.pl/>.
9. **Contract** – the **Contract** for a tour concluded between the **Customer** or **Client** and the **Service Provider** at the time of sale of **Tickets**.
10. **Service Provider** – Kopalnia Soli “Wieliczka” Spółka Akcyjna with registered office in Wieliczka, Park Kingi 1, 32-020 Wieliczka, registered in the National Court Register kept by the District Court for Kraków-Śródmieście District, 12th Commercial Division, under National Court Register no. KRS 0000278401, NIP (Tax Identification Number): 683-000-34-27, REGON: 000041683.
11. **Terms and Conditions of Online Ticket Sales** – this document, which is accepted by the **Customer** or the **Client** by purchasing the **Tickets**.

### §3

#### Purchasing and receiving **Tickets**

1. The **Customer** or **Client** may use the **System** to purchase an **Admission Ticket** for a specific time on a given day when the Mine is open to visitors.
2. Online **Ticket Sales** are available no later than 2 hours and no earlier than 244 days before the scheduled tour date and time.
3. The purchase of the **Admission Tickets** requires:
  - paying the full price of the purchased **Admission Tickets**;
  - In the case of the **Customer**, providing an active e-mail address, full name, as well as filling in and submitting the **Purchase Form**, along with accepting these Terms and Conditions;
  - In the case of a **Client**, providing an active e-mail address, the **Client's full name, Tax Identification Number (NIP) as well as filling in and submitting the Purchase Form**, along with accepting these Terms and Conditions;
4. A **Customer** may purchase **Tickets** for up to **10** visitors during a single transaction.
5. A **Client** may purchase **Tickets** for up to **40** visitors during a single transaction.
6. The **Service Provider** and the **System Operator** shall not be held liable for disruptions concerning access to the **System** resulting from reasons beyond the Provider's and **System Operator's** control, as well as security reasons.

7. The **System Operator** reserves the right to make the **System** unavailable due to reasons beyond the **System Operator**'s control or due to technical actions of the **System Operator**. The **System Operator** undertakes to limit the disruptions to the necessary minimum.
8. The **Customer** or the **Client** are obliged to confirm before the order is confirmed on the website that the purchase is subject to the obligation to pay the costs of the confirmed order. This confirmation is made by the **Customer** or the **Client** selecting the separate tab: "ORDER WITH OBLIGATION TO PAY."
9. The purchase of the **Admission Ticket** occurs after the price of the purchased **Tickets** is paid in full using the available payment processing **System** or **BLIK**. All transactions, which are carried out using the payment methods listed below are handled by **eCard S.A.** or **BLIK**, which ensure secure transaction processing.
  - a. Card payments – at the time of purchase, the payment card with the number provided by the **Customer** or **Client** is charged with the amount equivalent to the price of the **Admission Tickets** purchased. A negative authorisation renders the transaction impossible.
  - b. Payment by bank transfer (payment available only to **Customers** or **Clients** with bank accounts with a bank operating on the territory of the Republic of Poland, supported by **eCard S.A.**) – in order to make a payment via electronic wire transfer, the **Customer** or the **Client** should have an amount equivalent to the price of the **Admission Tickets** purchased on their bank account. The account is debited immediately after the purchase of the **Admission Tickets**.
10. If the currency of the provided credit card is other than PLN, the foreign exchange risk is borne by the **Customer** or the **Client**.
11. After obtaining an electronic confirmation from the **eCard** authorisation **System** and meeting the conditions referred to in this section, the **Customer** should obtain a **Sales Number**.
  - a. Printing out the confirmation of the sale transaction with the relevant **Sales Number** constitutes a proof, which enables the **Customer** or the **Client** to collect their **Admission Tickets**.
  - b. Upon producing this confirmation with the **Sales Number** at the **Service Provider's** ticket office on the day of the tour, the **Customer** or the **Client** will receive their **Admission Tickets**, and in the case of the **Client**, a VAT invoice documenting the purchase made.
12. Purchasing **Admission Tickets** via the **System** is tantamount to accepting the acceptance of the Terms and Conditions of Touring the "Wieliczka" Salt Mine and the underground exhibit of the Wieliczka Cracow Saltworks Museum and its appendices, as well as the ticket prices as listed at [www.kopalnia.pl](http://www.kopalnia.pl). It is also a request to the **System Operator** to issue a VAT invoice.
13. After the payment for the purchase of **Admission Tickets** is credited, a VAT invoice is automatically sent to the e-mail address provided by the **Client**.

#### §4

##### **Admission Ticket purchase confirmation**

1. **Online sales** take place in real time. The **System** automatically sends a purchase confirmation to the e-mail address specified by the **Customer** or **Client** in the **Purchase Form**.

2. The Purchase Confirmation contains all the information concerning the purchase, including the **Sales Number**, as well as the full name of the **Customer** or the name of the **Client** who is to collect the **Tickets** at the **Service Provider's** ticket office. The **Service Provider** will confirm the remote conclusion of the **Contract** with a digital document sent to the e-mail address provided in the **Purchase Form**. This confirmation also contains relevant information and excerpts from the Terms and Conditions of Touring the "Wieliczka" Salt Mine and the underground exhibit of the Wieliczka Cracow Saltworks Museum and its appendices.
3. Upon producing the confirmation at the ticket office on the day of the tour:
  - The **Client** will receive their **Admission Tickets** and a VAT invoice; however, it is possible to collect the VAT invoice in advance, before the day of the tour.
  - The **Customer** will receive their **Admission Tickets**.
4. The **System** enables the **Customer** or **Client** to change the date of the tour after they have completed the purchase transaction.
  - a. A change of tour date is possible no later than 1 (one) day before the scheduled tour date.
  - b. The new date of the tour can be scheduled on the month of the original tour and no later than the following month.
  - c. All **Tickets** purchased for a scheduled tour date in one transaction will be reassigned to the new date agreed upon by the Parties.

## §5

### Withdrawal from the Contract

Please be informed that pursuant to Article 38, item 12 of the Act of 30 May 2014 on Consumer Rights (Dz. U. [Journal of Laws] of 24 June 2014, item 827 as amended), the **Customer** is not entitled to withdraw from the **Contract**.

## §6

### Personal data

1. According to Article 13, sections 1 and 2 of the Regulation (EU) of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC, also referred to as the General Data Protection Regulation or GDPR, we would like to inform you that:
  - a. Kopalnia Soli "Wieliczka" S.A. with registered office at Park Kingi 1, 32-020 Wieliczka is the **Controller** of your personal data.
  - b. Compliance with data protection rules by Kopalnia Soli "Wieliczka" S.A. is supervised by a designated Data Protection Officer, who may be contacted via e-mail: [iod.sa@kopalnia.pl](mailto:iod.sa@kopalnia.pl) or by phone +48 12 278 71 14.
  - c. Your personal data will be processed as necessary for the performance of the **Contract** of sale of the **Admission Ticket**, to which you are a Party, pursuant to Article 6(1)(b) of the GDPR.
  - d. Your personal data may be received by authorised employees of the **Controller**, IT companies, law firms and other entities processing personal data on behalf of the **Controller** on the basis of relevant **Contracts** and in line with its instructions, including

Kopalnia Soli „Wieliczka” Zakład Mechaniczny Sp. z o.o. – the operator handling tourist services within the "Wieliczka" Salt Mine – as data processors, as well as other entities, which may obtain access to the data in accordance with the relevant provisions of the law in force.

2. Your personal data will not be transferred to any third countries (countries outside of the European Economic Area) or any international organisation.
3. Your personal data will be stored for a period of 5 years from the beginning of the year following the financial year of the conclusion of the Sales **Contract**, in accordance with tax law, taking into account relevant statutes of limitations for claims.
4. In connection with the processing of personal data, you have the following rights:
  - a. the right of access to the content of the data (pursuant to Article 15 of the General Data Protection Regulation);
  - b. the right to rectification (pursuant to Article 16 of the General Data Protection Regulation);
  - c. the right to erasure (pursuant to Article 17 of the General Data Protection Regulation);
  - d. the right to restrict processing (pursuant to Article 18 of the General Data Protection Regulation);
  - e. the right to data portability (pursuant to Article 20 of the General Data Protection Regulation);
  - f. the right to object (pursuant to Article 21 of the General Data Protection Regulation);
  - g. the right to lodge a complaint to the supervisory authority (President of the Office for the Protection of Personal Data) if it is considered that the processing of your personal data violates the provisions of the General Data Protection Regulation.
5. You can exercise the above rights by sending an e-mail to [online@kopalnia.pl](mailto:online@kopalnia.pl) or [iod.sa@kopalnia.pl](mailto:iod.sa@kopalnia.pl).
6. Providing your personal data is voluntary, but it is a necessary condition for the performance of the **Admission Ticket Sales Contract**.
7. The processing of your personal data will not involve decision-making based solely on automated processing, including profiling.

## §7

### Rights and obligations of the Parties

1. The **Customer** or **Client** shall:
  - a. Use the **System** in accordance with the law, the provisions of these Terms and Conditions and principles of good mores.
  - b. Not transfer any rights arising from the conclusion of the **Contract** to third parties.
  - c. Provide true personal information in connection with credit card payments.
2. The **Customer** or **Client** declares that all information provided by them while using the **System** are true and correct to the best of their knowledge.
3. The **Customer** or **Client** shall be entitled to lodge a complaint in writing. For this purpose, they shall contact the **System Operator** via e-mail [online@kopalnia.pl](mailto:online@kopalnia.pl) within 14 days from the date

of conclusion of the **Contract**. The **Customer** or **Client** is obliged to provide all information and documentation concerning the complaint submitted.

4. The **Customer** or **Client** declares that they are aware of the consequences arising from civil and criminal consequences of actions inconsistent with the laws in force in the Republic of Poland and acknowledges that actions undertaken in breach of relevant acts (such as fraud) will be reported to the competent law enforcement authorities, with no prejudice for pursuing the repair of the damage in civil proceedings.
5. The **Service Provider** has the right to unilaterally withdraw from the **Contract** if the **Customer** or the **Client** violates these Terms and Conditions, in particular by providing false personal data or fraudulent credit card details.
6. Should any circumstances preventing a tour on the date of the order arise due to the fault of the **System Operator**, the **System Operator** undertakes to make every effort to provide the service on a new date agreed by the Parties.
7. The **Ticket Sales Contract** is concluded in accordance with the Polish law.
8. The rights and obligations of the parties arising from the **Contract** are governed by the Act of 30 May 2014 on Consumer Rights (consolidated text: Dz. U. [Journal of Laws] of 2020, item 287 as amended) and in the Act of 23 April 1964 - Civil Code (consolidated text: Dz. U. [Journal of Laws] of 2020, item 1740 as amended). The provisions of the Act of 30 May 2014 on Consumer Rights apply to **Ticket Sales Contracts** concluded from 25 December 2014.

[E-mail: online@kopalnia.pl](mailto:online@kopalnia.pl)

**Technical support:** tech.ebilet@kopalnia.pl

Customer Service / Error Reporting: tech.ebilet@kopalnia.pl