

Detailed Terms and Conditions of Touring 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. The Tourist Route is open to individual tourists and groups.
3. A tour of the Tourist Route, combined with a visit to the underground exhibit of the Wieliczka Cracow Saltworks Museum takes approximately 3 hours. In view of the organisational or safety reasons, the Mine reserves the right to extend or shorten the touring hours and to close individual workings without citing a reason. The touring time does not include the stay in the chamber complex under the supervision of the Dispatcher and Mining Staff, which is limited to the opening hours of the Mine.
4. Visiting and touring the Mine is subject to the provisions of 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, available at the Mine office, at www.kopalnia.pl and at the sales and information points of the Mine.
5. Tour tickets for the Tourist Route allow the visitor to visit the underground exhibit of the Wieliczka Cracow Saltworks Museum. Visiting the underground exhibit of the Wieliczka Cracow Saltworks Museum takes place after touring the Tourist Route. 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; the rules of online ticket sales are specified in Appendix no. 2 to the Terms and Conditions of Touring;
 - b. at the "Wieliczka" Salt Mine ticket offices on the day of the tour;
6. 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.
7. Visitors touring the Mine in Polish and languages other than Polish choose a specific day and time of their tour, which is guided by a guide speaking a given language. The current daily tour schedule is available at www.kopalnia.pl, at ticket offices and the information point.

The number of visitors participating in a given tour is limited. Organised foreign language groups touring the Mine are obliged to use the services of guides speaking languages other than Polish, guiding the tours of the Mine. In the event the Mine cannot provide the services of a guide speaking a given language, organised foreign language groups are obliged to use the services of guides speaking languages other than Polish with interpretation services into their native language, subject to the prior consent of an authorised Mine employee.
8. The mine reserves the right to introduce restrictions concerning the number of visitors in a group assigned to a single guide without prior warning in cases justified by security, sanitary safety or organisational concerns.
9. The tour starts with a descent downstairs via one of the shaft stairwells to Level I of the Mine, and concludes with a lift ride from Level III via the Daniłowicz Shaft, Regis Shaft or St. Kinga's Shaft – in the case of the lift trip in the Regis or St. Kinga's shafts, the guide walks the visitors back to the Daniłowicz Shaft area.

10. Visitors may start their tour with a descent via the Daniłowicz Shaft lift upon paying an additional fee. The availability of such a service is decided on a case by case basis by the Dispatcher responsible for tourist traffic.
11. Part of the Tourist Route is adapted and made available to visitors with limited mobility, who pay a fee according to the price list for touring the "Wieliczka" Salt Mine for visitors with limited mobility.
12. Tours for visitors with limited mobility are organised according to a set schedule available at the sales and information points of the Mine. Tours require booking in advance. Visitors, who do not book their tours in advance will be able to join existing tours, subject to availability.