

Terms and Conditions of Touring the “Wieliczka” Salt Mine and the underground exhibit of the Wieliczka Cracow Saltworks Museum

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General conditions

1. These terms and Conditions of Touring the “Wieliczka” Salt Mine and the underground exhibit of the Wieliczka Cracow Saltworks Museum outline the rules of touring these facilities, hereinafter referred to as the Mine Workings.
2. The Mine is a mining facility, and as such it is subject to the provisions of the Act of 9 June 2011 on Geological and Mining Law (consolidated text: Dz. U. [Journal of Laws] of 2020, item 1064 as amended.)
3. Tours of the Mine are organised in groups led by a guide assigned by the Mine. Leaving the group and touring the Mine on one’s own without a guide is strictly prohibited.
4. The Mine Workings which comprise the Tourist Route and the Miners’ Route do not constitute a museum within the meaning of the Act of 21 November 1996 on museums (consolidated text: Dz. U. [Journal of Laws] of 2020, item 902 as amended).

§2

Availability of the Mine

1. The Mine makes different variants of routes available for touring.
2. The Mine is open daily, with the exception of 1 January, Easter Sunday, 1 November, and 24–25 December.
3. The Mine reserves the right to close the facility or to introduce touring restrictions without prior warning in cases justified by security or organisational concerns.
4. Detailed information concerning the opening days and hours is available at www.kopalnia.pl as well as at the information and sales points of the Mine.
5. The Mine makes certain workings that were adapted to the needs of people with mobility problems available for touring. Detailed information and touring rules are outlined in the detailed tour rules for individual routes.

§3

Booking and sales

1. Touring the Mine requires purchasing a ticket.
2. Tour ticket prices and discount rules are set out by the price lists of the tours of the “Wieliczka” Salt Mine for individual routes, which are available at the Mine office, at www.kopalnia.pl, as well as at information and sales points of the Mine.
3. Ticket offices accept payment in Polish zloty (PLN) and payment cards.
4. Booking and purchasing tickets for individual routes are subject to tour availability.
5. The places where tickets are available for purchase, as well as rules of booking of individual routes were set out in the detailed terms and conditions of touring, which are available, at the Mine office, at www.kopalnia.pl, as well as at information and sales points of the Mine.
6. The rules of online ticket sales are set out in a separate Appendix No. 2 to these Terms and Conditions, which is available at the Mine office, at www.kopalnia.pl/ www.ebilety.kopalnia.pl, as well as at information and sales points of the Mine.
7. The provisions concerning withdrawal from the contract and returning a purchased ticket are included in Appendix No. 2 to these Terms and Conditions.

§4

General touring rules

1. Entering the Mine is possible only after producing a valid tour ticket.
2. The air temperature in the Mine is 17°C on average in the workings comprising the Tourist Route, and 15°C on average in the workings comprising the Miners' Route; bringing appropriate clothes is recommended.
3. Visitors under 13 years of age and legally incapacitated visitors may tour the Mine only under the care of a guardian – a person with full legal capacity. Guardians are held fully liable and responsible for the persons in their care and any and all damage caused by them.
4. Photography and filming for private purposes during the tour of the Mine routes are permitted. The use of photographs and films for commercial purposes without the express consent of the Mine is prohibited. The Mine holds works protected by copyright (including trademarks and certain elements of the exhibits).
5. No animals are allowed in the Mine, with the exception of seeing eye dogs.
6. No luggage is allowed in the Mine except for hand luggage. Hand luggage means luggage with maximum dimensions of 35 cm x 20 cm x 20 cm. Rucksacks, bags, large suitcases and any other luggage should be left in coaches and cars or at the luggage storage room located in the area of the Mine.
7. Leaving any luggage and any other items which may disturb the tourist traffic on the premises of the Mine are strictly prohibited. Luggage and items left will be removed and neutralised or destroyed at the expense of the person who left them.
8. Some sections of the Tourist Route require going up and down the stairs; it is therefore recommended to leave prams in the luggage storage room located on the premises of the Mine.
9. The Mine shall not be held liable for items left on its premises.
10. The durations of the tours and the routes were set out in the detailed terms and conditions of touring, which are available at the Mine office, at the Mine office, at www.kopalnia.pl, as well as at information and sales points of the Mine.

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Safety Rules

1. The Mine area is monitored and protected.
2. The "Wieliczka" Salt Mine is protected by its Internal Security Service under the name "Stary Ochrony – SKARBNIK" which operates on the basis of the Act of 22 August 1997 on the Protection of Persons and Property (consolidated text: Dz. U. [Journal of Laws] of 2020, item 838, as amended.) In terms of security and order, visitors remaining on the premises of the "Wieliczka" Salt Mine are obliged to follow the instructions of the Security Service staff – also in matters not covered by these Terms and Conditions.
3. The area of the Mine and all the facilities and objects located on the premises constitute an integral whole protected by the law. Moving, removing and destroying any of these facilities and objects situated on the premises of the Mine is strictly prohibited.
4. Entering the premises of the Mine requires fulfilling the requirements specified 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.
5. Visitors may only go to places made available for touring by the Mine, following the rules set out in these Terms and Conditions of Touring.

6. Bringing any weapons and ammunition, pyrotechnic, explosive, inflammable, toxic materials, alcohol and other drugs, bottles and any other containers as well as any objects and substances which may endanger life, health and safety of persons, as well as safety of the property to the premises of the Mine is strictly forbidden, subject to exceptions resulting from specific regulations. The consent to bringing in any items or objects which are not covered by these Terms and Conditions is given on a case by case basis by designated Mine employees.
7. Consumption of alcohol, smoking tobacco and using electronic nicotine inhalers (e-cigarettes) in places other than designated for this purpose is strictly forbidden.
8. Visitors entering the premises of the Mine and their luggage may be subjected to a security check, which may include being asked to show the contents of their luggage and any other items brought in, as well as screened using electronic devices to detect dangerous materials and objects. Visitors who refuse to undergo a security inspection or to leave their luggage in the luggage storage will not be let on the premises of the Mine.
9. While touring the Mine, the visitors should follow the instructions of the guides, service staff and technical staff controlling the tourist traffic.
10. Using open fire in the Mine workings is strictly forbidden.

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Final Provisions

1. The Mine reserves the right to ask visitors who violate public order or deliberately and grossly violating the provisions of these Terms and Conditions to leave the facility.
2. The mine shall not be held responsible for accidents resulting from the state of health or deliberate action of a visitor.
3. Commerce, trade and promotion of any kind are forbidden on the premises of the Mine without the express consent of the Mine.
4. Any comments or remarks should be forwarded to the Dispatcher responsible for tourist traffic or sent to the mine address: Kopalnia Soli „Wieliczka” Zakład Mechaniczny Sp. z o.o., 32-020 Wieliczka, Park Kingi 1.
5. The purchase of an admission ticket constitutes acceptance of these Terms and Conditions.

Appendices:

1. Detailed Terms and Conditions of Touring the Tourist Route and the underground exhibit of the Wieliczka Cracow Saltworks Museum.
2. 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. 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.
4. 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.