



**Terms and conditions of touring for themed programmes  
of the “Wieliczka” Salt Mine**

- I. Detailed rules for touring – “God Bless” Pilgrims’ Route.
- II. Rules for ferry crossing in the Piłsudski Chamber in the “Wieliczka” Salt Mine.

## I. Detailed rules for touring – “God Bless” Pilgrims’ Route

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 Cracow Saltworks Museum in Wieliczka along with their Attachments.
2. The “God Bless” Pilgrims’ Route includes a tour of some of the Mine’s workings.
3. The “God Bless” Pilgrims’ Route is only available for group tours.
4. A tour of the “God Bless” Pilgrims’ Route runs approx. 2.5 hours. In view of the organisational or safety reasons, the Mine reserves the right to extend or shorten the duration of the tour. If a clergyman is present in a group, it is possible to organise a holy mass in the Chapel of St John Paul II or the Chapel of St John on Level III. Prior arrangements for a mass must be made during the tour booking.
5. A group assigned to one guide can include a maximum of 40 people and a minimum of 20 people. Groups of more than 40 people are split into smaller groups. The number of guides assigned to a group will be decided by the Mine.
6. 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.
7. Organised foreign language groups touring the Mine are obliged to use the services of tour guides speaking languages other than Polish. 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 prior consent of an authorised Mine employee.
8. Tickets for touring the “God Bless” Pilgrims’ Route may be purchased at the Sales Department of Kopalnia Soli “Wieliczka” Turystyka Sp. z o.o., Park Kingi 10, 32-020 Wieliczka.
9. Tours may be booked:
  - a) by phone: +48 12 278 73 92,
  - b) by email: pielgrzymka@kopalnia.pl,
  - c) by fax: +48 12 278 73 93
10. Tour bookings may be cancelled at the latest 7 days before the planned tour date.
11. An individual receiver of the Tour Guide radio data transmission system may be hired free of charge unless specific visiting rules have been introduced, e.g. in connection with an emergency or epidemiological situation. Possession of the Tour Guide system receiver is not obligatory during the tour and touring the Mine without radio data transmission devices does not constitute the basis for full or partial refunds. Tourists visiting the Mine can use only Tour Guide receivers which are property of the “Wieliczka” Salt Mine. Using any other radio receivers or other devices of this type during the tour is prohibited.
12. 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 Regis Shaft, the Daniłowicz Shaft or St Kinga’s Shaft – in the case of the lift trip in the Regis or St Kinga’s shafts, the guide escorts the visitors back to the Daniłowicz Shaft area.

13. Tourists may start their tour with a descent via the Daniłowicz Shaft lift upon paying an additional fee; however, due to the capacity of the lift, the number of people going down cannot exceed 35 at a time unless specific rules are introduced, e.g. in connection with an emergency or epidemiological situation. The availability of such a service is decided on an individual basis by the Dispatcher conducting tourist traffic.
14. The Chapel of St John Paul II and the Chapel of St John can accommodate a maximum of 80 people at a time unless specific visiting rules have been introduced, e.g. in connection with an emergency or epidemiological situation. Masses for larger numbers of people can be organised in other sacred places according to individual arrangements made at the time of booking the visit.
15. The detailed rules for touring the "God Bless" Pilgrims' Route are available on the [www.kopalnia.pl](http://www.kopalnia.pl) website and at the headquarters of Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o., Park Kingi 10, 32-020 Wieliczka.
16. The Mine reserves the right to change these rules. The amended rules will be made public on the [www.kopalnia.pl](http://www.kopalnia.pl) website.

## II. Rules for ferry crossing in the Piłsudski Chamber in the “Wieliczka” Salt Mine.

1. During the ferry crossing in the Piłsudski Chamber, 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 Cracow Saltworks Museum in Wieliczka along with their Attachments.
2. A maximum of 14 people can be on board the ferry at any one time, including 2 crew members, unless specific visiting rules have been introduced, e.g. in connection with an emergency or epidemiological situation.
3. The ferry crossing can be booked at the Sales Department of Kopalnia Soli “Wieliczka” Turystyka Sp. z o.o., Park Kingi 10, 32-020 Wieliczka.
4. The ferry crossing is available only for participants of events organised in the underground of the Mine after prior arrangement of the date with the Sales Department staff.
5. Event organisers can make bookings:
  - a) by phone: +48 12 278 73 92,
  - b) by email: [imprezy@kopalnia.pl](mailto:imprezy@kopalnia.pl),
  - c) by fax: +48 12 278 73 93
6. The ferry crossing in the Piłsudski Chamber is not an integral part of the Tourist Route.
7. A ferry crossing takes place under the supervision of a guide and persons authorised for ferry operations.
8. The Mine reserves the right to close the ferry crossing without prior warning in cases justified by security or organisational concerns.
9. A single ferry crossing takes approx. 10 minutes.
10. During the ferry crossing, please follow the remarks and recommendations of the guide, Mine employees operating the crossing, as well as the warnings and announcements made at the stops.
11. Passengers on the ferry are prohibited from any behaviour that poses a danger to other passengers or the ferry equipment. In particular, the following are strictly prohibited while on the ferry:
  - a) removing or damaging parts of the equipment,
  - b) consuming food and drinks,
  - c) standing up, moving around the deck of the ferry, rocking the ferry, leaning over the railings or throwing any objects or rubbish overboard.
12. Groups of minors can use the ferry only accompanied by adult guardians. In the case of groups from secondary schools, during a ferry crossing there is a maximum of 11 students per guardian; in the case of pre-school and primary schools, there is a maximum of 10 children per guardian.
13. Guardians are responsible for the behaviour of minors as well as for any damage to or destruction of parts of the ferry crossing.
14. By purchasing the service, the crossing participants accepts these regulations and agrees to comply with them.
15. Non-compliance with these regulations by the visitor constitutes grounds for refusal of service. In such cases, no refund of the fee is due.
16. The Mine is not responsible for any incidents resulting from failure to comply with these regulations during the crossing.

17. The rules and regulations are available on the website [www.kopalnia.pl](http://www.kopalnia.pl) and at Kopalnia Soli "Wieliczka" Trasa Turystyczna Sp. z o.o., Park Kingi 10, 32-020 Wieliczka.
18. The Mine reserves the right to change these rules. The amended rules will be made public on the [www.kopalnia.pl](http://www.kopalnia.pl) website.