

Appendix no. 1 to the Terms and Conditions of Touring the “Wieliczka” Salt Mine and the underground exhibition of the Cracow Saltworks Museum of 29.09.2021

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 2-3 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. Touring the Mine is only possible after meeting the sanitary requirements set out in the “Tour organisation on the Tourist Route during the COVID-19 epidemic” policy, which is available at the Mine office, at the Mine office, at www.kopalnia.pl, as well as at information and sales points of the Mine.
5. For safety reasons, the Mine reserves the right to make it compulsory for visitors to use additional personal protective equipment, such as face masks, protective gloves, as well as hand disinfection during the tour.
6. 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. on-line at www.ebiletykopalnia.pl; the rules of ticket sales are specified in Appendix no. 2 to the Terms and Conditions of Touring.
 - b. at the ticket offices located on the premises of the Mine on the day of the tour.
7. 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.
8. Visitors touring the Mine in Polish and in 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.
9. The number of visitors participating in a given tour is limited.

10. Organised groups touring the Mine in languages other than Polish 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 groups using languages other than Polish 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.
11. 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. The maximum number of people in a group is governed by the provisions included in the "Tour organisation on the Tourist Route during the COVID-19 epidemic" policy.
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, St Kinga Shaft, after the lift ride, the guide escorts the visitors back to the Daniłowicz Shaft area.
13. 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.
14. 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.
15. Tours for visitors with limited mobility are organised according to a set schedule available at the Mine office, at www.kopalnia.pl, as well as at information and sales 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.