

Appendix no. 3 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 booking and ticket purchasing for tours of
the Tourist Route and the underground exhibit of the Wieliczka Cracow
Saltworks Museum by organised groups.

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. Booking the tours is subject to availability.
3. Booking a tour requires submitting a document:
 - a) Filling in the Booking Request Form available at www.kopalnia.pl;
The Mine tour reservation request form available at www.kopalnia.pl includes the following information:
 - Client data required to book the tour and issue a sale document – name, full address, NIP number if required;
 - contact phone number and e-mail address;
 - planned tour date;
 - planned tour time;
 - number of visitors;
 - preferred tour language;
 - the available payment forms include cash, credit card, as well as bank transfer within 7 days of the service – only upon prior consent of the Mine. Booking tours with a value exceeding the equivalent of 15,000 PLN are to be paid via wire transfer, in accordance with Article 19 of the Act of 6 March 2018 on Entrepreneurs’ Law (consolidated text: Dz. U. [Journal of Laws] of 2021, item 162 as amended.)
 - Comments.
 - b) Sending an e-mail order to rezerwacja@kopalnia.pl
4. Booking request approval will be sent by the Mine to the e-mail address provided in the Booking Form within 2 (two) working days from the date the request is received by the Mine.
5. All correspondence concerning the date and time of the tour, as well as the booking confirmation will be sent by the Mine to the e-mail provided in the Booking Form.
6. Bookings on the day of the tour will be accepted subject to availability, with rules determined on a case by case basis.
7. The Mine shall not be held liable for any consequences resulting from malfunctions of the banking or payment processing system used by the to make their payment.

8. The Mine shall not be held liable for the consequences of providing false or erroneous data by the Client in the Booking Request Form.
9. Changing an approved Booking are possible subject to the Mine's prior approval.
10. The Client who has booked a tour of the Mine is obliged to inform the Mine in the event of the cancellation of the booking until 3 days from the date of the planned visit at the latest by sending an e-mail to rezerwacja@kopalnia.pl. Should the Client fail to submit a written notification of booking cancellation, the Mine reserves the right to block approval of subsequent booking requests.
11. Tour tickets for the booked tours are collected at the ticket offices on the premises of the Mine on the day of the tour. The time stated on the booking confirmation is the start time of the tour. For organisational and safety reasons, visitors should arrive at the Mine at least 15 minutes before the start time of the tour. Arriving at the ticket office late, that is after the time indicated in the booking confirmation, results in the tour being forfeit, unless another time slot is available on the same day and the Mine agrees to change the tour time.
12. In the event the Client brings additional group members, in excess of the number of tour participants provided in the Booking Form, the participation of the additional visitors is possible subject to the prior consent of the Mine and the availability of touring spots.
13. Upon collection of the tickets at the Mine's ticket offices located on the premises of the Mine, an electronic sales document will be issued, with the payment form corresponding to that indicated in the booking confirmation. In the case of any booking changes made by the Client, which results in changing the type of tickets, the language of the guide and increasing the number of visitors compared to the original booking, the Mine will take these changes into account when issuing a sales document.
14. 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.