

## **Regulations for the use of the automated luggage store at the “Wieliczka” Salt Mine located near the building at the top of the Daniłowicz shaft**

### **§ 1.**

1. “Regulations” lay down the principles for using the automated luggage store situated at the premises of “Wieliczka” Salt Mine near the building at the top of Daniłowicz shaft (hereinafter: “Storage”).
2. The automated luggage store is owned by “Wieliczka” Salt Mine with its registered office in Wieliczka, ul. Park Kingi 1, KRS [National Court Register] number: 0000278401, NIP [Tax Identification Number]: 683 000 34 27, share capital: PLN 21,000,000.
3. The storage can be used free of charge.
4. Using the storage shall be tantamount to the acceptance and undertaking to observe the provisions included in the Regulations.
5. The specific drawers in the storage room are made available solely for the needs of storing the items by the “Wieliczka” Salt Mine (hereinafter: “Mine”) visitors and the participants of events or parties held at the Mine, to whom “Wieliczka” Salt Mine provides the lockers for the period not exceeding 7:00 a.m. of the day following the day on which they have been placed in the selected drawer.
6. “Wieliczka” Salt Mine shall not be responsible for the items left in the lockers.
7. The items shall be collected from storage within the time period for which it has been provided, in accordance with item 5.
8. After emptying the locker, the user must leave it in an unimpaired condition, also ensuring cleanliness permitting another person to use the locker.
9. The sole proof of placing the luggage in the storage room is the ticket mentioned in § 3 section 4. The responsibility for the misplaced or lost ticket shall lie solely with the user of the store.

### **§ 2.**

1. The store is open every day excluding the days on which the Mine is not open for visitors, as specified at the website [www.kopalnia.pl](http://www.kopalnia.pl).
2. The mine reserves the right to change the opening days and hours of the store and to close it on specific days and hours after publishing such information on [www.kopalnia.pl](http://www.kopalnia.pl)

### **§ 3.**

1. The storage is used and the lockers are selected through the touchscreen which can be used with a selected language (Polish or English).
2. In order to use the storage room, please use the touchscreen to select and press any locker marked in green. Lockers which are occupied or excluded from use are greyed out.
3. In order to select a locker, press “YES” when the message “DO YOU WISH TO ALLOCATE A LOCKER #x?” with the “YES” or “NO” selection screen appears.
4. The selection of the locker is confirmed by printing out a ticket containing the number of the selected locker, a barcode, date and time, and the locker door will open. After placing the stored items and locking the door of the locker, the ticket must be retained and protected, as it is the only proof confirming that the items are placed in the selected locker and allowing to collect them.
5. After pressing “NO,” locker selection is cancelled and the screen is going to display the locker availability diagram again.

#### **§ 4.**

1. After collecting the ticket stated in § 3 section 4, place the items in the selected locker and press the locker door to close them.
2. In order to open the luggage locker door, please place the free ticket on the scanner with the code facing up. The locker is going to open and the screen is going to display the following message: "DO YOU WISH TO CONTINUE USING LOCKER x?"; after selecting "YES" the locker is going to open and remain assigned to the same user and the same ticket. Selecting "NO" is going to release the locker and the ticket is going to become inactive.
3. The lockers can hold items with a maximum weight of 20kg and with dimensions allowing to store them in the selected locker. The following locker dimensions are available: 30x30x50, 45x40x50, 60x50x85, 90x50x85.
4. Items with dimensions exceeding the dimensions of the selected luggage locker and the weight exceeding the weight indicated in section 3 cannot be stored inside.

#### **§ 5.**

1. Leaving luggage outside of the lockers is strictly prohibited.
2. The following items must not be stored in the lockers;
  - 1) Money, securities, bills, checks.
  - 2) Identity documents.
  - 3) Jewellery and other items of value.
  - 4) Firearms and ammunition.
  - 5) Materials or substances which are explosive, corrosive, poisonous or which can pose a hazard to the life, health or property.
  - 6) Materials and substances which generate unpleasant odours or highly perishable.
  - 7) Narcotic and addictive materials and substances, which are illegal to possess or distribute.
  - 8) Items which are prohibited from being stored on the basis of separate legal provisions.
  - 9) Animals.

#### **§ 6.**

In the case of a hazard to the persons or infrastructure of the "Wieliczka" Salt Mine or learning information regarding the possibility of such hazard, the luggage storage lockers can be open in emergency mode, and their contents must be verified for safety. The emergency opening is made in particular at the request of the person directing the rescue operations, in particular the representative of rescue services, police or fire services.

#### **§ 7.**

1. The luggage store is not supervised by "Wieliczka" Salt Mine. "Wieliczka" Salt Mine shall not be responsible for the theft, loss or damage to the items left in the baggage locker.
2. The facility where the locker room is located is monitored. The Data Controller of the personal data processed by the monitoring system is "Wieliczka" Salt Mine. The complete information clause related to personal data processing is available at the [www.kopalnia.pl](http://www.kopalnia.pl) website and at the ticket office for the visitors situated by the Daniłowicz shaft.

#### **§ 8.**

1. In the event of a misplacement or loss of the ticket to the luggage locker or the lack of possibility of opening the locker for technical reasons, please immediately report to the following number: +48 12 278 76 07.
2. In the event the ticket is misplaced or lost, the items stored in the locker room can be issued only when the person who claims the items files a written declaration indicating the date and the (approximate) time of placing the items in the locker, and indicating which items have been placed inside, along with a description allowing to identify these items and provides proof of payment for the loss of the free ticket.
3. In cases indicated in section 1, subject to section 2 the item shall be opened by a committee led by the Dispatcher's Assistant or an appointed employee of the Tourist Service Department, and this shall be documented by a relevant report.
4. In the event of a displacement or loss of the free ticket, the person who uses the luggage locker may be subject to a fee in the amount of PLN 50.00 which must be paid in the ticket office for the visitors situated by the Daniłowicz shaft, open for the visitors during business hours of the Mine excluding the dates on which the Mine is closed for visitors. The detailed information about the opening hours and closing date are stated at [www.kopalnia.pl](http://www.kopalnia.pl).
5. The persons who use the locker have the right to lodge a written complaint regarding the use of the lockers to the "Wieliczka" Salt Mine address or via e-mail to: [reklamacje@kopalnia.pl](mailto:reklamacje@kopalnia.pl). "Wieliczka" Salt Mine shall process the complaint within 30 days after the date of submission and shall provide it to the person who filed the complaint in writing or electronically to the address indicated in the complaint.

#### **§ 9.**

1. After the lapse of the period stated in § 1 section 5 the lockers will be emptied.
2. The items left in the lockers, in particular travel bags, backpacks may be recognised as items posing a potential hazard which is going to result in calling the Police.
3. The items removed from the emptied lockers which are not recognised as items posing a potential hazard shall be deemed abandoned.

#### **§ 10.**

All information related to the storage shall be provided by the employees of the Tourist Service during opening hours of the Mine, while in the remaining period, the information can be obtained through electronic mail: [biurorzeczyznalezionych@kopalnia.pl](mailto:biurorzeczyznalezionych@kopalnia.pl)

#### **§ 11.**

1. The users of the luggage storage can become acquainted with the Regulations posted at the [www.kopalnia.pl](http://www.kopalnia.pl) website or displayed by the storage.
2. Matters not regulated by these Regulations shall be governed by the provisions of the Civil Code.