

Terms and conditions for the sale of services
offered by "Wieliczka" Salt Mine Turystyka sp. z o.o.

§ 1

Scope of the Terms and Conditions

1. The provisions of these Terms and Conditions shall apply to sales:
 - 1) Tickets and Services offered by "Wieliczka" Salt Mine, made:
 - a) online, at www.sklep.kopalnia.pl,
 - b) at the Cashier's Office of the Sales Department located in the "Wieliczka" Salt Mine.
2. The seller of Tickets and Services which are the subject of these regulations is Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. with its registered office in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, Poland, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for Krakow - Śródmieście in Krakow XII Economic Division of the National Court Register under the number 0000030908, tax identification number (NIP): 6831480313, REGON: 351197769, e-mail: sekretariat@kopalnia.pl, tel. 12 278 73 75, hereinafter "KSW Turystyka."

§ 2

Definitions

- 1) **Ticket** – a visitor's registration document, which is confirmation of the conclusion of the Sales Agreement, authorising the start of a tour, use of a specific service or admission to another event organised by KSW Turystyka.
- 2) **On-line ticket** – Ticket purchased via the System.
- 3) **Cash Register** - a stationary service point where the Buyer can purchase a Ticket.
- 4) **Consumer** - a Buyer who is a natural person and who enters into a Sales Agreement not directly related to his/her business or professional activity.
- 5) **Buyer** - a natural person, a legal person or an entity without legal personality which is granted legal capacity by law, concluding a Sales Agreement.
- 6) **Order Number** – a unique code assigned by the system containing information about the system number of the transaction, date and time of the visit. The generation of an order number and payment of the transaction is equivalent to the purchase of a ticket.
- 7) **Operator** - "Wieliczka" Salt Mine Wsparcie Sp. z o.o. with its registered office in Wieliczka, ul. Park Kingi 10, 32-020 Wieliczka, Poland registered in the National Court Register kept by the District Court for Kraków-Śródmieście, XII Economic Division under the KRS number 0000095741, share capital: \ PLN 470,000, Polish tax identification number (NIP): 6831705025, REGON [National Business 2 Classification]: 351428631, organising the tourist traffic in the "Wieliczka" Salt Mine at the order of KSW S.A. hereinafter referred to as "KSW Wsparcie" and Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. with its registered office in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, registered in the Register of Entrepreneurs of the National Court Register kept by the District Court for Kraków-Śródmieście in Kraków, XII Economic Department of the National Court Register under number 0000030908, Tax Identification Number (NIP): 6831480313, REGON: 351197769, e-mail: sekretariat@kopalnia.pl, tel. 12 278 73 75, which cooperates with the "KSW

Wsparcie” in matters of the organisation of the services specified in these Terms and Conditions, hereinafter referred to as “KSW Turystyka.”

- 8) **System** - a computer programme enabling the conclusion of Sales Contracts on-line, made available on the website at www.sklep.kopalnia.pl.
- 9) **Sales Agreement** – the sales contract within the meaning of Article 535 § 1 of the Act of 23 April 1964 of the Civil Code, concerning Tickets and Vouchers.
- 10) **Online Sales Agreement** - a Sales Agreement concluded in real time via the System (via the Internet), without the simultaneous physical presence of the parties.
- 11) **Voucher** - a document confirming payment which, within a specified time limit is exchangeable for a ticket.

§ 3

General Rules of Ticket Sales

1. Tickets can be purchased online, at www.sklep.kopalnia.pl, and at Sales Department of the Salt Mine "Wieliczka" Turystyka Park Kingi 10 Sp. z o.o, 32-020 Wieliczka.
2. The types of Tickets available, together with the specification of persons entitled to purchase a Tour Ticket other than a Normal Ticket and the prices of the Tickets, are set out in Appendix 1 to these Regulations.
3. The purchase of a Ticket for a visit is tantamount to the acceptance by the Buyer of the “Rules and Regulations for Visiting the Wieliczka Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower”, available at the Box Office and on the website www.kopalnia.pl, as well as the commitment of the Buyer to acquaint all visitors for whom Tickets have been purchased with its provisions.
4. When purchasing a Ticket, the Purchaser chooses the specific day and time of the tour and the language of the tour (in the case of the "God Bless" Pilgrims' Route, the History and Technology Trail, the Underground Escapade and the accommodation package). Organised groups speaking a language other than Polish are required to purchase Tickets for the tour in the foreign language.
5. The purchase of a ticket for the tour of the Tourist Route in the form of the event Traces of Legends - family tour and accommodation package in the Slowacki Chamber for individual tourists is only possible in the Polish language subject to the provisions of paragraph 6.
6. In the case of organised groups, it is possible to purchase a Ticket for an accommodation package in the Slowacki Chamber in a language other than that indicated in paragraph 5. To this end, the group representative should contact the Sales Department: programy.dzieci@kopalnia.pl, phone. +12 278 73 92. Visits in the chosen language will only be possible if the Operator is able to organise this. KSW Tourism does not guarantee the availability of the tour service in languages other than: Polish, English, German, French, Spanish, Italian, Russian, Ukrainian.
7. For organisational and safety reasons, the number of places available in the rounds is limited to 35 people per round on the Tourist Route and 20 people per round on the Miners' Route. KSW Turystyka undertakes to use its best efforts to perform the tour service on the date selected by the Buyer when purchasing the Ticket.
8. The Sales Contract is concluded as soon as the payment for the Tour Tickets has been made. Payment at the Cashier's Office in the Sales Department can be made in cash (only the Polish zloty is accepted) or by payment card.

9. The purchase of a Ticket at the Box Office of the Sales Department for individual tourists is only possible on the day of the visit, provided that seats not purchased through the System are available, except for the accommodation package in the Slowacki Chamber which can be purchased on-line only. The guarantee of a visit to the mine within the offer of KSW Turystyka Sp. z o.o. for individual tourists on a specific date is only provided by the advance purchase of tickets online.
10. In the event of purchasing a Ticket for a visit other than the normal one, the Operator, no later than at the beginning of the visit, has the right to ask the visitor to present a document confirming the entitlement to purchase the Ticket at a lower price. In case of lack of such a document, the Operator has the right to refuse entry to the underground excavations of the "Wieliczka" Salt Mine, demanding the payment of an extra charge for the Normal Ticket.

§ 4

Rules for the sale of tickets for organised groups

1. In the case of purchasing Tickets for an organised group, the Purchaser is obliged to purchase at least 20 Tickets - in the case of purchasing Tickets to visit the Tourist Route, or at least 10 Tickets - in the case of purchasing Tickets to visit the Miners' Route.
2. In the event of an intention to purchase Tickets for school groups, the Purchaser is required to purchase at least 20 School Tickets for the Tourist Route.
3. In the case of Group Tour Tickets for school groups, chaperones are not included in the pool of Tickets purchased, up to a maximum of one chaperone for every 10 people purchasing Tickets. Carers are required to collect a free control ticket.
4. In the case of an increase in the number of people in a group for which Tickets for a tour have been purchased, the Purchaser has the option to purchase additional Tickets at the Box Office on the day of the tour, but not more than the maximum number of people in the group as specified in § 3 (7).
5. The purchase of fewer Tickets for an organised group is not possible. In this case, the Purchaser should purchase Tickets for the individual tour.
6. If there are no available dates in the System, the group representative can contact the Sales Department directly at the email address: programy.dzieci@kopalnia.pl in the case of school and kindergarten group bookings, or pielgrzymka@kopalnia.pl in the case of the Pilgrimage Route. The waiting time for a reply by e-mail is a minimum of 3 working days. Reservation of Tickets for group tours will only be made if there are organisational possibilities on the part of the Operator.
7. Groups that have already purchased Tickets for a tour and wish to change the tour date can only do so by contacting the Sales Department by email at: programy.dzieci@kopalnia.pl. Such changes can only be made within the respective price list season and no later than 48h before the tour time-and the proposed new tour date can be no later than 3 months after the change. The change of date to a date of the buyer's choice will depend on the organisational possibilities on the part of KSW Tourism. KSW Tourism does not guarantee the availability of the tour service on the date indicated in the email. A change in this way can only be made once.

§ 5
Rules for online ticket sales

1. On-line ticket sales for the tourist services of the Salt Mine "Wieliczka" Turystyka Sp. z o.o are carried out in the System via the website www.sklep.kopalnia.pl.
2. The Purchaser may purchase Tickets online only after accepting the "Rules and Regulations for the provision of electronic services, the "Rules and Regulations for Visiting the Wieliczka Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower", "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A." and these Regulations.
3. The purchaser may purchase a Tour Ticket online for a specific time on a given day, available to the public no earlier than 3 months before the date of the tour and no later than one hour before the date of the tour, and in case of the accommodation package in the Slowacki chamber no later than 24 hours before the date of the tour.
4. Buyers have the option to purchase Tickets online or Vouchers:
 - 1) after registration of an account on the Website, in accordance with the terms and conditions of the Regulations for the provision of services by electronic means,
 - 2) without registering an account on the Website.
5. In order to purchase an Online Ticket or Voucher the Buyer should:
 - 1) go to www.sklep.kopalnia.pl,
 - 2) select the option "Individual Tickets" or "Group Tickets"
 - 3) select the Online Ticket they wish to purchase,
 - 4) select the date and time of the visit from those available
 - 5) select the type of Ticket the Buyer wishes to purchase,
 - 6) select the visitor's country of origin and indicate the discount code - if the buyer agrees to indicate the country of origin or has a discount code or valid Voucher,
 - 7) in the case of a purchase after registering your account, log in to your account,
 - 8) in the case of a purchase without registration, provide at least the e-mail address to which the Online Ticket will be sent and the language of the contact and, if an invoice is requested, other details, including your name and surname and, in the case of a sole trader, your business name, tax identification number and the address of your permanent place of business,
 - 9) accept the Rules and Regulations for Visiting Wieliczka" Salt Mine, the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower, the Rules and Regulations for the provision of electronic services, "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A." and these Terms and Conditions,
 - 10) accept the statement requesting the provision of a tour before the expiry of the withdrawal period in the event that the purchase is made by a consumer and the chosen tour date falls before the expiry of the statutory withdrawal period
 - 11) make payment for the purchased Tickets via the PayU fast payment operator (except in the case of Voucher exchange).
6. Once payment has been made, or the Voucher number has been indicated and the necessary details have been provided, the Buyer automatically receives the purchased Online Ticket to the email address provided when registering for an

account or making a purchase. Receipt of a Ticket for an online tour, constitutes confirmation of the conclusion of the Online Sales Contract.

§ 6

Rules for the sale of vouchers

1. The buyer has the option to purchase a Voucher, entitling them to exchange for:
 - 1) Family ticket for the event Following of legends - family trip
 - 2) Normal ticket for accommodation package for individual tourists
2. The purchase of a Voucher can only be made via the System.
3. In order to purchase a Voucher, the Buyer shall:
 - 1) access www.sklep.kopalnia.pl,
 - 2) select the option "Individual Tickets,"
 - 3) select the option "Buy a Voucher,"
 - 4) select the Voucher type which the Buyer wishes to purchase,
 - 5) provide the discount code – if the Buyer has a discount code,
 - 6) in the case of a purchase after account registration – log in to your account,
 - 7) in the case of a purchase without registration, provide at least the e-mail address to which the Voucher will be sent and the language in which it will be contacted and, if an invoice is requested, other details, including your name and surname and, in the case of a sole trader, your business name, tax identification number and the address of your permanent place of business,
 - 8) accept the Rules of Visiting the "Wieliczka" Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower, The Regulations for rendering services by electronic means, "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A." as well as these Regulations,
 - 9) make payment for the purchased Voucher via the PayU fast payment operator except in the case of a Voucher exchange).
4. The Buyer automatically receives the Voucher purchased through the System to the e-mail address provided when registering for an account or making a purchase. Receipt of the Voucher, constitutes confirmation of the conclusion of the On-Line Sales Agreement.
5. Purchased Voucher can be exchanged for a Ticket via the System by providing the Voucher number at the time of purchase,
6. The Voucher is redeemable for a Tour Ticket no later than the end of the price list season for which the Voucher was purchased. The Voucher becomes invalid after the lapse of the indicated period.

§ 7

Rules for the sale of ancillary services

1. It is possible for the visitor to purchase a Ticket allowing the use of the following services additional:
 - 1) named guide for guided tours on the Tourist Route or the Miner's Trail,
 - 2) lift descent service in the Danilowicz shaft.
2. Use of the named guide service is only possible for organised groups and requires prior booking at: imprezy@kopalnia.pl. The selected guide will only be assigned to the

- group if he/she is available on the date of the tour. Payment for the use of the named guide service can only be made at the Box Office, before the tour starts.
3. The purchase of a ticket for the Daniłowicz shaft lift service is only possible for an organised group, at the Sales Department Box Office immediately prior to the start of the tour, provided KSW Turystyka Sp. z o.o. is able to organise this. The availability of the service is decided on a case-by-case basis by the mine dispatcher. KSW Turystyka Sp. z o.o. does not guarantee the availability of the above service.
 4. The provisions of paragraphs 3 do not apply to visitors to the Miners' Route in its entirety, for whom the service of descent and departure is included in the price of the purchased tour ticket.

§ 8

Rules for Online Ticket Sales

1. Payments for Online Tickets or Vouchers purchased through the System are handled by PayU S.A. with its seat in Poznan, 60-166 Poznan, at ul. Grunwaldzka 186, entered in the register of entrepreneurs kept by the District Court Poznań - Nowe Miasto and Wilda in Poznań, 8th Economic Division of the National Court Register under number 0000274399, holding NIP number: 779-23-08-495, with a share capital of PLN 4,944,000.00 fully paid up, a national payment institution within the meaning of the Payment Services Act of 19 August 2011, entered in the Payment Services Register under number IP1/2012.
2. By making payment for a Ticket or Voucher. The buyer accepts the PayU Single Payment Transaction Terms and Conditions, available on the website at https://poland.payu.com/wp-content/uploads/sites/14/2021/04/Regulamin-pojedynczej-transakcji-płatniczej-PayU_2021_04.pdf.
3. Payment must be made within 20 minutes of booking an Online Ticket or Voucher. If payment is not made within this period, the order will be cancelled.
4. Online payments can be made by credit card , e-transfer, BLIK or Masterpass.
5. KSW Turystyka Sp. z o.o. is not responsible for the lack of access to the payment system for reasons beyond its control, including for security reasons, as well as for exchange rate risks where the settlement currency is other than the Polish zloty (PLN).

§ 9

Rights and obligations of the parties to the Agreement

1. By concluding the Sales Contract, the Buyer declares that he has familiarised himself with the content of these Terms and Conditions and undertakes to abide by them.
2. The Purchaser shall not be entitled to purchase Tickets for the purpose of resale, including in particular resale for profit, as referred to in Article 133 of the Act of 20 May 1971, Code of Offences. KSW Turystyka reserves the right to report suspicions of such activities to authorised law enforcement authorities.
3. The Buyer shall have the right to lodge a complaint regarding the concluded Sales Agreement:
 - 1) in writing to the Operator's address,
 - 2) via e-mail: imprezy@kopalnia.pl,
 - 3) using the contact form available on the System.

4. The complaint must contain at least the complainant's name and surname, data enabling a response to the complaint to be sent (e-mail address or contact address), a description of the circumstances to which the complaint relates, including the Order Number or other data enabling the transaction to be identified to which the complaint relates, and the request made by the complainant. The operator shall, however, have the right to request further clarifications if these are necessary to clarify the matter and provide an answer.
5. The Operator shall respond to the complaint no later than 30 days from the date of receipt. The response will be provided in writing or by e-mail, depending on the details provided by the complainant.
6. The provisions of sections 3 - 5 do not exclude or limit the Purchaser's rights of warranty for defects under generally applicable law.
7. KSW Turystyka declares that it does not agree to participate in the procedure for out-of-court settlement of consumer disputes in the event that the complaint made by the Consumer is rejected.

§10

Withdrawal from the online sales agreement

1. Subject to the provisions of paragraph 2, the Consumer shall have the right to withdraw from the On-line Sales Agreement within 14 days without stating a reason and without incurring costs.
2. The right of withdrawal referred to in paragraph 1 shall not extend beyond the time the Operator commences the tour service, i.e.:
 - 1) until the tour guide is booked for the selected tour, which takes place 24 hours prior to the tour date as specified on the on-line tour ticket (applies to the Following of legends - family trip).
3. The consumer may withdraw from the contract referred to in paragraph 1 by submitting a declaration of withdrawal to KSW Turystyka. To meet the deadline, it is sufficient to send the declaration in writing to the following address Salt Mine "Wieliczka" Turystyka sp. z.o.o Kingi Park 10, 32 - 020 Wieliczka with the annotation "Sales Department" or to the e-mail address imprezy@kopalnia.pl before its expiry. KSW Turystyka sp. z o.o shall immediately send an acknowledgement of receipt of the declaration of withdrawal submitted electronically to the e-mail address indicated by the Consumer.
4. If the Consumer exercises his/her right to withdraw from the Online Sales Agreement, KSW Turystyka shall immediately, no later than within 14 days of receipt of the Consumer's declaration of withdrawal, refund all payments made by the Consumer. Reimbursement will be made using the same method of payment used by the Consumer to the account from which the payment was made, unless the Consumer has expressly agreed to a different method of reimbursement that does not incur any costs for the Consumer.
5. A notice of the Consumer's right of withdrawal and a template of the Consumer's statement of withdrawal, which the Consumer may use, is attached as Annex 2 to these Rules.
6. In the event of cancellation of a tour on the booked date, the Buyer is obliged to inform the Operator immediately via the contact form in the System or at the e-mail address imprezy@kopalnia.pl, also in the event that the Buyer is not entitled to withdraw from the contract.

7. The Buyer, who is not a Consumer, shall not be entitled to withdraw from the Online Sales Contract.
8. The Buyer shall not have the right to withdraw from the agreement when purchasing a Ticket or Voucher at the Ticket Office

§ 11

Information clause on the processing of personal data

1. The joint controllers of your Personal Data processed in connection with the purchase of Tickets or Vouchers are:
 - 1) Kopalnia Soli "Wieliczka" S.A. with its registered office in Wieliczka, Park Kingi 1, 32 - 020 Wieliczka,
 - 2) Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. with registered office in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka,
2. Compliance with the data protection rules is supervised by the Joint Data Protection Officer appointed at the Joint Administrators, who can be contacted via email: iod.sa@kopalnia.pl.
3. Personal data will be processed on the basis of:

Purpose of data processing	Legal basis for data processing
Accepting an enquiry about an offer and responding, providing payment services and executing a contract	article 6 section 1 letter b) of the General data protection regulation (taking up actions at the request of data subject prior to entering the agreement and the implementation of the agreement)
Confirmation of entitlement to purchase a Ticket other than a Normal Ticket	article 6 section 1 letter a) of the General Data Protection Regulation (approval of the Purchaser) article 6 section 1 letter b) of the General data protection regulation (taking up actions at the request of data subject prior to entering the agreement and the implementation of the agreement)
Fulfilment of legal obligations to issue and keep accounting documents (bills, invoices)	article 6(1)(c) of the General Data Protection Regulation (legal obligation) - Accounting Act and tax legislation
Registration of participants for events organised by KSW Turystyka	article 6(1)(f) of the General Data Protection Regulation (legitimate interest - identification of persons entering the "Wieliczka" Salt Mine area to ensure safety and order)
Monitoring and analysis of customer activity in the webshop, including for the purpose of informing customers of uncompleted transactions (only applicable to System Buyers subscribed to the Mine newsletter at the same time) and for statistical and marketing purposes	article 6 section 1 letter a) of the General Data Protection Regulation (approval of the Purchaser)

Handling the complaints process	article 6 section 1 letter b) of the General data protection regulation (taking up actions at the request of data subject prior to entering the agreement and the implementation of the agreement)
Determining, investigating and taking action in connection with the debt recovery process, defending against claims	article 6(1)(f) GRPD (legitimate interest - establishment, investigation, defence of claims)

4. The recipients of your Personal Data may be authorised employees of the Joint Administrators, entities providing services to the Joint Administrators, in particular IT support for the System and legal or marketing services, and furthermore entities authorised to receive data on the basis of the law.
5. Your Personal Data will be stored:
 - 1) for the duration of the performance of the contract concluded with you or the cooperation carried out,
 - 2) until you object to the processing of your data - where the processing of your personal data is carried out on the basis of a so-called legitimate interest,
 - 3) until the consent you have given is withdrawn, whereby you have the right to withdraw your consent at any time, without affecting the lawfulness of the processing carried out on the basis of your consent prior to its withdrawal,
 - 4) for the period during which the applicable law prescribes the retention of the data or until the expiry of the limitation period for possible claims.
6. You have the following rights in relation to the processing of Personal Data:
 - 1) the right of access to the content of the data, the right of rectification, the right of erasure, the right to restrict processing, the right to data portability,
 - 2) the right to object to the processing of your data - where the processing of your personal data is carried out on the basis of a so-called legitimate interest and under the conditions set out in the provisions of the GDPR
 - 3) the right to lodge a complaint with a supervisory authority (the President of the Office for the Protection of Personal Data) if it is considered that the processing of personal data violates the provisions of the GDPR
7. All of the rights indicated above apply to the extent of the provisions of the GRPD.
8. You have the right to exercise your rights referred to in the above paragraphs against any of the Joint Administrators, without restriction.
9. Your provision of personal data is voluntary, but in some cases necessary for the conclusion or performance of the Sales Contract.
10. No automated decision-making, including profiling, will take place in the course of the processing of personal data by the Joint Controllers.

§ 12

Final provisions

1. In matters not covered by these Rules and Regulations, the "Rules and Regulations for Visiting the Wieliczka Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower", "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A." or the Rules and Regulations for the Provision of Services by Electronic Means, the generally applicable provisions of the law shall apply, including in particular the provisions of the Civil Code Act of 23 April 1964 and the Consumer Rights Act of 30 May 2014.

2. These Terms and Conditions are available at the Cashier's Office of the Sales Department, in hard copy and, downloadable by the Buyer, at www.kopalnia.pl, in the tab "Regulations".
3. KSW Tourism reserves the right to amend these Terms and Conditions at any time, with the proviso that the amendment shall take effect from the date of posting of the amended Terms and Conditions on the website www.kopalnia.pl and shall only apply to Sales Contracts concluded after that date.
4. These Terms and Conditions do not preclude the conclusion of a Sales Contract with the Buyer on other terms and conditions, individually agreed with the Buyer.
5. The Annexes to these Rules of Procedure shall form an integral part thereof.
6. These Regulations in this wording shall enter into force on 01.06.2023.

Appendices:

- 1) Price list of "Wieliczka" Salt Mine Turystyka sp. z o.o.
- 2) A reminder of the Consumer's right to exercise the right of withdrawal, together with a model withdrawal declaration.

Appendix no 1

Price list of tourist services of the Salt Mine "Wieliczka" Turystyka Sp. z o.o.

Definitions:

Low season – 1 January to 28 April 2023 and 2 October to 31 December 2023

High season – from 29 April to 1 October 2023

We discover Solilandlia (school groups)

Duration	Low season	High season
School ticket – in Polish	PLN 52	PLN 56
Applies to organised groups constituting of pre-school children or children and the youth from primary schools upon the presentation of a valid school ID who visit the mine with a guide in Polish. During the high season, the purchase of a school ticket gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		
Normal ticket – in Polish	PLN 82	PLN 92
Applies to a teacher/a carer of a school group who is not required to hold a ticket for a teacher/carer. During the high season, the purchase of a ticket gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Trail.		
Control school ticket for a teacher/carer	PLN 0	PLN 0
Control school ticket for a teacher/carer is given to 1 teacher/carer per each started 10 paid tickets for each school group. During the high season, the purchase of a control school ticket for a teacher/carer gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		
School ticket + Dinner – in Polish	PLN 85	PLN 89
Normal ticket + Dinner – in Polish	PLN 115	PLN 125

Following the legends (school groups)

School ticket – in Polish	PLN 52	PLN 56
Applies to organised groups constituting of pre-school children or children and the youth from primary schools upon the presentation of a valid school ID who visit the mine with a guide in Polish. During the high season, the purchase of a school ticket gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		
Normal ticket – in Polish	PLN 82	PLN 92

Applies to a teacher/a carrer of a school group who is not required to hold a ticket for a teacher/carer. During the high season, the purchase of a ticket gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		
Control school ticket for a teacher/carer	PLN 0	PLN 0
Control school ticket for a teacher/carer is given to 1 teacher/carer per each started 10 paid tickets for each school group. During the high season, the purchase of a control school ticket for a teacher/carer gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		
School ticket + Dinner – in Polish	PLN 85	PLN 89
Normal ticket + Dinner – in Polish	PLN 115	PLN 125

Accommodation package at Słowacki Chaber (school groups)

School ticket – in Polish	PLN 195	PLN 199
Applies to organised groups constituting of pre-school children or children and the youth from primary schools upon the presentation of a valid school ID who visit the mine with a guide in Polish. During the high season, the purchase of a school ticket gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		
Normal ticket – in Polish	PLN 225	PLN 235
Applies to a teacher/a carrer of a school group who is not required to hold a ticket for a teacher/carer. During the high season, the purchase of a ticket gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		
Control school ticket for a teacher/carer	PLN 0	PLN 0
Control school ticket for a teacher/carer is given to 1 teacher/carer per each started 10 paid tickets for each school group. During the high season, the purchase of a control school ticket for a teacher/carer gives the possibility to enter the Graduation Tower free of charge during the facility's opening hours, on the day of visiting the Tourist Route.		

The "God Bless" Pilgrims' Route (organised groups)

Discount ticket for children and the youth – in Polish	PLN 62	PLN 72
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Discount ticket for children and the youth – in Polish	PLN 72	PLN 82
Applicable to students up to the age of 25 subject to a valid ID document with a photograph, confirming the date of birth.		
Discount ticket for persons with disabilities – in Polish	PLN 72	PLN 82
Applies to persons with disabilities after presenting a valid document confirming the disability and their carers (a single carer per one person with disability).		
Normal ticket – in Polish	PLN 82	PLN 92
Discount ticket for children and the youth – in a foreign language	PLN 96	PLN 106
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Discount ticket for students and seniors – in a foreign language	PLN 106	PLN 116
Applicable to students up to the age of 25 subject to a valid ID document with a photograph, confirming the date of birth.		
Normal ticket – foreign language	PLN 116	PLN 126
Discount ticket for persons with disabilities – foreign language	PLN 110	PLN 120
Applies to persons with disabilities after presenting a valid document confirming the disability and their carers (a single carer per one person with disability).		
Ticket for children up to 4 years of age – Polish and foreign	PLN 0	PLN 0
Applicable to children below 4 years of age.		
Making a chapel available to the pilgrimage group	PLN 200	PLN 200

Along the Path of History and Technology (organised groups)

Discount ticket for children and the youth – in Polish	PLN 62	PLN 72
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Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Discount ticket for children and the youth – in Polish	PLN 72	PLN 82
Applicable to students up to the age of 25 subject to a valid ID document with a photograph, confirming the date of birth.		
Discount ticket for persons with disabilities – in Polish	PLN 72	PLN 82
Applies to persons with disabilities after presenting a valid document confirming the disability and their carers (a single carer per one person with disability).		
Normal ticket – in Polish	PLN 82	PLN 92
Discount ticket for children and the youth – in a foreign language	PLN 96	PLN 106
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Discount ticket for students and seniors – in a foreign language	PLN 106	PLN 116
Applicable to students up to the age of 25 subject to a valid ID document with a photograph, confirming the date of birth.		
Normal ticket – foreign language	PLN 116	PLN 126
Discount ticket for persons with disabilities – foreign language	PLN 110	PLN 120
Applies to persons with disabilities after presenting a valid document confirming the disability and their carers (a single carer per one person with disability).		
Ticket for children up to 4 years of age – Polish and foreign	PLN 0	PLN 0
Applicable to children below 4 years of age.		
Making a chapel available to the pilgrimage group	PLN 200	PLN 200

Underground Escapade (organised groups)

Normal ticket – in Polish	PLN 150	PLN 150
Normal ticket – foreign language	PLN 180	PLN 180

Accommodation package at Słowacki Chamber (organised groups and individual tourists)

Discount ticket for school-aged children – in Polish	PLN 257	PLN 257
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Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Normal ticket for adults, students and seniors - in Polish	PLN 277	PLN 277

Following of legends - family trip (individual tourists)

Discount ticket - in Polish	PLN 80	PLN 90
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Normal ticket - in Polish	PLN 100	PLN 110
Family ticket - in Polish	PLN 290	PLN 320
It is granted to a family of 2 adults and 2 children aged between 4 and 16 on presentation of a valid photo identity document proving their date of birth.		
Family ticket - in Polish	PLN 0	PLN 0
If a Family Ticket is purchased, the Purchaser is required to take 3 control tickets for record purposes.		
Ticket for children up to the age of 4 PLN 0	PLN 0	PLN 0
Applicable to children below 4 years of age.		

Appendix no 2

Information about the consumer's right of withdraw from the agreement

You have the right to withdraw from the Online Sales Contract within 14 days without giving any reason.

The withdrawal period shall expire 14 days after the conclusion of the Online Sales Contract, but no later than the Operator's commencement of the tour service, i.e.:

- 1) until the tour guide has been booked for the selected tour, which takes place 24 hours prior to the tour date as specified on the Online Ticket (applies to visits to the Tourist Route or the Miners' Route),

In order to exercise your right of withdrawal, you must inform Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. based in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, e-mail: imprezy@kopalnia.pl, tel. 12 278 73 92 of your decision to withdraw from the contract by an unequivocal statement (for example, a letter sent by post to: Kopalnia Soli "Wieliczka" Turystyka sp. z o.o Park Kingi 10, 32-020 Wieliczka with the note "Sales Department" or by e-mail to imprezy@kopalnia.pl).

You may use the model withdrawal form below, but this is not obligatory.

In order to comply with the withdrawal period, it is sufficient for you to send your communication concerning the exercise of your right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

In the event of withdrawal from this contract, we shall reimburse to you all payments received from you, without delay and in any event not later than 14 days from the day on which we are informed of your decision to exercise your right of withdrawal from this contract. We will refund your payment using the same means of payment as you used in the original transaction, unless you have expressly agreed otherwise; in any event, you will not incur any charges in connection with this refund.

MODEL WITHDRAWAL FORM

(this form must be completed and returned only if you wish to withdraw from the contract)

Addressee:

Kopalnia Soli „Wieliczka” Turystyka Sp. z o.o., Park Kingi 10, 32 – 020 Wieliczka, e-mail: imprezy@kopalnia.pl

- I/We^(*) hereby give notice^(*) of my/our^(*) withdrawal from the contract of sale of the following / for the provision of a tour of the Wieliczka Salt Mine, concluded on, Contract number:

- Name of consumer(s)

- Address of consumer(s)

- Signature of consumer(s) (only if the form is sent on paper)- Date

^(*) Delete as appropriate