

Regulations for the Sale of Services Offered by “Wieliczka” Salt Mine S.A.

§ 1

Subject Matter of the Regulations

1. These Rules cover the sales of Tickets for visiting the Tourist Route and the underground Cracow Saltworks Museum Wieliczka, the Miners’ Route or the Brine Tower, as well as the services related to the above, made:
 - a) on-line, at www.bilety.kopalnia.pl,
 - b) at the ticket machines located on the premises of the “Wieliczka” Salt Mine,
 - c) at the Ticket Offices situated in the “Wieliczka” Salt Mine.
2. The seller of the Tickets is “Wieliczka” Salt Mine S.A. with its registered office in Wieliczka, Park Kingi 1, 32 - 020 Wieliczka, Poland, entered in the register of Entrepreneurs of the National Court for Krakow - Śródmieście in Krakow XII Economic Division of the National Court Register under the number 0000278401, tax identification number (NIP): 6830003427, share capital: PLN 21,000,000.00 - share capital paid up in full, REGON [*National Official Business Register*]: 000041683, e-mail: sekretariat.sa@kopalnia.pl, tel. 12 278 71 11, hereinafter: “KSW S.A.”

§ 2

Definitions

- 1) **Ticket machine** – an automatic device (a type of a vending machine) used for selling the Tickets for visiting, situated at the premises of “Wieliczka” Salt Mine.
- 2) **Ticket** – document recording the number of visitors, constituting the confirmation of executing the sales agreement, giving the right to start visiting or to use a specific service.
- 3) **Visiting Ticket** – Ticket of admission to visit the Tourist Route, the Miners’ Route or the Graduation Tower.
- 4) **On-line Visiting Ticket** – Visiting Ticket purchased through the System.
- 5) **Ticket office** – a stationary service point where the Buyer can purchase a Ticket.
- 6) **Consumer** - a Buyer (a natural person) who enters into a Sales Agreement not directly related to his or her business or professional activity.
- 7) **Buyer** – a natural person, a legal person or an entity without legal personality which is granted legal capacity by law, concluding a Sales Agreement.
- 8) **Order Number** – a unique code storing the information regarding the system number of the transaction, date and time of the visit, assigned by the System. Generating an Order Number and making a payment for the transaction shall be tantamount to purchasing a Ticket.
- 9) **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*

Classification]: 351428631, organising the tourist traffic in the “Wieliczka” Salt Mine at the order of KSW S.A.

- 10) **System** – a computer programme allowing for the on-line conclusion of Sales Contracts, made available at the following address: www.bilety.kopalnia.pl.
- 11) **Contract of Sale** - a contract of sale within the meaning of Article 535 § 1 of the Act of 23 April 1964 (Civil Code), concluded between KSW S.A. and the Buyer, concerning the sale of Tickets or Vouchers.
- 12) **On-line Sales Agreement** – a Sales Agreement concluded in real time via the System (via the Internet), without the simultaneous physical presence of the parties.
- 13) **Voucher** – a document confirming payment which is redeemable for a Ticket within a specified period.

§ 3

General Principles for Purchasing Visiting Tickets

1. Tour tickets can be purchased on-line, at www.bilety.kopalnia.pl, and in the case of Tour Tickets for individual tourists, subject to the provisions of sections 10 - 13, also:
 - 1) for the Tourist Route – at the ticket offices located at Daniłowicza 10 or in Ticket machines located at the entrance to the “Wieliczka” Salt Mine, opposite the Daniłowicz Shaft Building;
 - 2) for the Miners’ Route - at the ticket offices located on the premises of the Regis Shaft at Plac Kościuszki 9;
 - 3) for the Graduation Tower – at the ticket offices listed in items 1 and 2 above, as well as from ticket machines located at the entrance to the Graduation Tower and at the entrance to the Wieliczka Salt Mine opposite the Daniłowicz Shaft Building;
2. The types of Visiting Tickets available, together with the identification of persons entitled to purchase a Visiting Ticket as opposed to a Regular Ticket and the prices of the Tickets, are set out in Appendix 1 to these Regulations.
3. The purchase of a Visiting Ticket shall be construed as the Buyer's acceptance “Rules of Visiting the “Wieliczka” Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower” available at the ticket offices and on the website www.kopalnia.pl, as well as the commitment of the Buyer to make its provisions known to all visitors for whom Visiting Tickets have been purchased.
4. When purchasing a Visiting Ticket, the Buyer selects the specific day and time of the visit (in the case of the Brine graduation tower -- only the day) and the language of the visit (in the case of the Tourist Route or the Miner’s Route). Organised groups speaking a language other than Polish are obliged to purchase their tickets in the foreign language.
5. The Tour Tickets for the Tourist Route are available only for tours with guides speaking the following languages: Polish, English, French, Spanish, German, Russian, Ukrainian and Italian, subject to the provisions of item 7.
6. The Tour Tickets for the Tourist Route are available only for tours with guides speaking the following languages: Polish and English, subject to the provisions of item 7.
7. Organised groups may also purchase a Ticket for a tour in a language other than that indicated in Sections 5 or 6. In order to purchase such a ticket, the group representative should use the booking form available for registered users in the

System. Tours in the selected language will be possible only if the Operator has the capacity to organise and host such a tour. KSW S.A. does not guarantee the availability of the tour service in languages other than those indicated in item 5. If it is not possible to provide a tour in the language indicated in the booking form, in consultation with the Buyer, the Operator may agree for the representative of the organised group to provide interpretation of the tour guide's story.

8. For organisational Purposes and bearing safety reasons in mind, the number of persons permitted on the Tourist Route in each of the rounds is limited to 35 persons, while up to 20 persons are permitted per round on the Miner's Route. KSW S.A. and the Operator undertake to make their best efforts in order to provide the tour service on the date selected by the Buyer when purchasing the Ticket.
9. The Sales Agreement shall be concluded as soon as the payment for the Visiting Tickets has been made. Payments at the ticket offices can be made by cash (only the Polish zloty is accepted), by a credit/debit card or by the BLIK payment system.
10. Purchasing a Tour Ticket at the Ticket Office or Ticket Machine is possible only on the day of the tour, subject to availability of spots, which were not purchased via the System.
11. The packages for tours on the Tourist Route and the Miners' Route can only be purchased at the Ticket Offices stated in section 1. The package may include a tour in Polish or in English and may only be used on the day of purchase or on the next day on which a tour of the relevant Route is offered. The unused package shall lose validity after the lapse of the indicated period.
12. The purchase of a Tourist Route or the Miners' Route and the Graduation Tower Tour Bundle is possible at the Ticket Offices listed in section 1 and via the System. The bundle may only be used on the day indicated at the time of purchase, at the time indicated on the Tour Ticket (for either the Tourist Route or the Miners' Route tour), and during the opening hours of the Graduation Tower. After the expiration, the unused bundle is no longer valid.
13. Purchasing a Tour Ticket with a Large Family Card is possible only at the Ticket Offices.
14. Once purchased, the Buyer is not allowed to exchange the purchased Tour Ticket for another Ticket.
15. In the event that KSW S.A. closes the Graduation Tower, the validity of the purchased pass is suspended for the period during which the Graduation Tower is not available to visitors. In the case of other Tour Tickets, in the event of closure of the Tourist Route or the Miners' Route or the Graduation Tower, the Buyer shall be entitled to claim a refund of the sale price paid for the Tour Ticket for the closed Tour or the Graduation Tower.
16. In the case of purchase of a Tour Ticket other than a Standard Ticket, the Operator or KSW S.A. reserves the right to ask the Visitor to produce a document confirming the right to purchase a Ticket at a discounted price, in particular the Large Family Card or a relevant ID card, no later than at the beginning of the tour (in the case of the tours of the Mine) or until the end of the tour (in the case of the Graduation Tower). In the event of a failure to produce such a document, the Operator or KSW S.A. reserves the right to refuse entry to the underground workings of the "Wieliczka" Salt Mine, require the payment of an additional fee to upgrade the purchased ticket into a Standard Ticket, and in the case of a visit to the Graduation Tower, to require payment of an additional fee in accordance with the Price List,

which comprises *Appendix No. 1* to these Terms and Conditions. The fee should be paid on the day of the tour, at the Ticket Office at Daniłowicza 10.

17. Visitors intending to participate in the Tour of the Tourist Route along the section adapted for visitors with mobility difficulties should make an advance reservation by e-mail sent to rezerwacja@kopalnia.pl. The spot on the tour will be booked subject to availability. KSW S.A. does not guarantee the availability of the service. Tickets have to be picked up and paid for on the day of the tour at the Ticket Office, no later than 15 minutes before the start of the tour.

§ 4

Specific rules for the sale of Tour Tickets for organised groups and school groups

1. In the case of an intention to purchase Visiting Ticket for an organised group, the Buyer, subject to the provisions of section 2, shall purchase at least 20 Tickets – in the case of purchasing Tickets for visiting the Tourist Route, or at least 10 Tickets – in the case of purchasing Tickets for visiting the Miner's Route. The pool of purchased Tickets does not include the free Ticket for the pilot/guardian of the group and free control Tickets for children under 4 years of age.
2. In the event of an intention to purchase Tickets for school groups, the Purchaser is required to purchase at least 20 School Tickets – in the case of purchasing Tickets for the Tourist Route, or a minimum of 10 School Tickets – in the case of purchasing Tickets for the Miner's Route.
3. In the case of Visiting Tickets for school groups, the group supervisors are not included in the pool of purchased Tickets purchased in the number exceeding a single supervisor for every 10 persons purchasing Tickets. The group supervisors are required to collect a free control ticket.
4. The purchase of a smaller number of Tickets for an organised group than specified in items 1 and 2 is not possible. In this case, the Buyer should purchase Tour Tickets for individual tourists.
5. The total number of visitors in an organised group or school group may not exceed the maximum number of visitors indicated in § 3(8), regardless of the type of Tour Ticket.
6. In the case that the number of persons in a group for which Tickets for a tour have been purchased increases, the Purchaser has the option to purchase additional Tickets at the Ticket Office on the day of the tour, however no more than the maximum number of persons in the group as specified in § 3 section 8.
7. If there are no available dates in the System, the group representative can contact the booking department directly via e-mail: rezerwacja@kopalnia.pl (Tourist Route) or trasa.gornicza@kopalnia.pl (Miners' Route) or through the contact form available in the System. Due to the large number of inquiries, the response time may exceed 3 business days. Booking Group Tour Tickets will be made only if KSW S.A. and the Operator have the required capacity to organise and host the tour.
8. Groups without pre-purchased Tickets for the tour may report on the day of the tour to the booking office at 10 Daniłowicza St. for booking a reservation. The possibility of organising a visit for such a group will depend on the organisational possibilities on the part of KSW S.A. and the Operator. KSW S.A. does not guarantee the availability of the tour service for groups who do not have advance purchase of tickets for the tour.

9. Groups that have already purchased tickets for a tour and wish to change the tour dates can only do so by contacting the booking department of the Tourist Route: rezerwacja@kopalnia.pl or the Miner's Route respectively: trasa.gornicza@kopalnia.pl. Such changes can only be made within the relevant price season and no later than 48 hours 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 the one chosen by the Buyer shall depend on the organisational possibilities on the part of KSW S.A. and the Operator. KSW S.A. does not guarantee the availability of the tour on the date indicated in the e-mail. The change in the manner stated above can be made only once.

§ 5

Rules for Selling On-line Visiting Tickets and in Ticket Machines

1. The sale of On-Line Visiting Tickets is carried out in the System through www.bilety.kopalnia.pl.
2. The Purchaser may purchase On-line Visiting Tickets only after accepting the "Rules of Visiting the "Wieliczka" Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower" and these Regulations.
3. The Buyer may purchase a Tour Ticket on-line for a specific time on a given day, if the Mine is open to the general public, no earlier than 90 days before the date of the tour and no later than:
 - 1) 1 hour before the time of the tour - in the case of purchase of a Tour Ticket for the Tourist Route or the Miners' Route for an individual tourist,
 - 2) 36 hours before the time of the tour - in the case of purchase of a Tour Ticket for the Tourist Route or the Miners' Route for an organised group or school group,
 - 3) no later than the time of the last entry to the Graduation Tower - in the case of purchase of a ticket for a visit to the Graduation Tower.
4. The Buyer has the option to purchase On-line Visiting Tickets:
 - 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 On-line Visiting Ticket, the Buyer should:
 - 1) access www.bilety.kopalnia.pl,
 - 2) select the option "Individual Tickets" or "Group Tickets",
 - 3) please select the route, the date, the hour and the language of visiting from the available ones (in the case of Tickets for visiting the Tourist Route or the Miners' Route),
 - 4) select the type of Tour Ticket that the Buyer wishes to purchase,
 - 5) select the visitor's country of origin and state the discount code or the Voucher number - if the Buyer consents to provide his or her country of origin or has a discount code or a valid Voucher,
 - 6) in the case of a purchase after account registration - log in to your account,
 - 7) in the case of a purchase without registration - please state the required personal data, i.e., at least the e-mail address to which the on-line tour ticket will be sent and the language of the contact, as well as your first name and surname - in the case of a purchase of a Visiting Ticket to the Miner's Route.

- 8) when requesting an invoice – please also provide other necessary personal data, including your name and surname and, in the case of a self-employed person, your business name, tax identification number and permanent business address,
 - 9) 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 as well as these Regulations,
 - 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) pay for the purchased Tickets using the services of instant payment operator PayU S.A. (except in the case of Voucher redemption).
6. After making the payment or the Voucher number has been indicated and the necessary details have been provided, the Buyer will automatically receive the purchased On-Line Visiting Ticket to the email address provided at account registration or at the time of purchase. Receipt of the On-line Visiting Ticket constitutes confirmation of the conclusion of the On-line Sales Agreement.
 7. The Buyer may also purchase a Tour Ticket for the Tourist Route for an individual tourist or a Graduation Tower Ticket at the Ticket Machine.
 8. In order to purchase a Visiting Ticket from a Ticker Machine, the Purchaser must:
 - 1) select the Visiting Ticket he or she wishes to purchase,
 - 2) select the time and language of the tour from those available (for Tourist Route Tour Tickets),
 - 3) select the Ticket type to be purchased by the Buyer,
 - 4) select the country of origin and enter a discount code - if the Buyer agrees to share the data concerning their country of origin or has a discount code,
 - 5) pay for purchased Tickets using the services of an instant payment operator Centrum Elektronicznych Usług Płatniczych eService sp. z o.o.
 9. After making the payment and providing the necessary data, the Buyer receives the Tour Ticket purchased at the Ticket Machine in the form of a paper printout.
 10. By purchasing a Ticket for a visit in the Ticket Machine the Purchaser accepts the Rules of Visiting the “Wieliczka” Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower as well as these Regulations. The content of the above-mentioned Regulations is available at the ticket offices or on the website at www.kopalnia.pl in the “Rules and Regulations” tab.

§ 6

Rules for the Sale of Vouchers

1. The buyer has the option to purchase a Voucher, granting him or her the right to replace it for:
 - 1) a Regular Ticket for visiting the Tourist Route,
 - 2) a Regular Ticket for visiting the Miner’s Route,
2. A Voucher can be purchased at the Ticket Office or via the System.
3. In order to purchase a Voucher to visit the Tourist Route or the Miner’s Route via the System, the Buyer shall:
 - 1) access www.bilety.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 as well as these Regulations,
 - 9) pay for the purchased Voucher using the services of instant payment operator PayU S.A.
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. If the Voucher is purchased at the Ticket Office, the Buyer receives the Voucher in the form of a paper printout.
 6. The purchased Voucher can be exchanged for a Ticket:
 - 1) via the System by providing the Voucher number at the time of purchase,
 - 2) at the Ticket Office at ul. Daniłowicza 10 in Wieliczka, in the case of a voucher for a visit to the Tourist Route (only on the day of the visit),
 - 3) at the Ticket Office at Plac Kościuszki 9 in Wieliczka, in the case of a Voucher for a visit to the Miner's Route (only on the day of the visit).
 7. The Voucher can be exchanged for a Visiting 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

The Principles of Sales of Additional Services

1. It is possible for visitors to purchase a Ticket allowing them to use the following additional services:
 - 1) a panoramic lift ride in the "Staszic" chamber,
 - 2) named guide for guided tours on the Tourist Route or the Miner's Route,
 - 3) service for descending or ascending by lift in the Daniłowicz shaft.
2. The purchase of a ticket for a ride in the panoramic lift in the "Staszic" chamber is possible only during the visit to the Tourist Route, at the Ticket Office located near the lift, provided that this service is available on a given day. For organisational reasons, KSW S.A. does not guarantee the availability of this service.
3. The use of the service of personal selection of a guide is only possible for an organised group and requires prior booking by sending, after purchasing a Ticket, an e-mail to rezerwacja@kopalnia.pl with the name of the selected guide and the Order Number. The selected guide will only be assigned to the group if he/she is available at the time of the tour. Making payment for the use of the named guide selection service can only be made at the Ticket Offices, before the visitation begins,

4. The purchase of the Ticket for the services of descending on the lift in the Daniłowicz Shaft to the excavation area of "Wieliczka" Salk Mine is possible solely at the Ticket Offices located at ul. Daniłowicza 10, directly before starting the tour (particularly in the case, when the visiting route is individually agreed upon with the Buyer), under the condition of the existence of organisational capabilities at KSW S.A. and the Operator in that scope. The availability of the service is decided each time by the mine dispatcher. KSW S.A. does not guarantee the availability of the above service.
5. The purchase of a Ticket for the service of taking a lift in the Daniłowicz shaft from the excavations of the "Wieliczka" Salt Mine to the surface is possible at the request of the Purchaser, reported no later than during the tour of the Tourist Route or the Miner's Route, if the Purchaser does not wish to participate in the tour of the chosen route in its entirety and on condition of organisational possibilities on the part of KSW S.A. and the Operator. The Buyer is obliged to pay for Ticket for the aforementioned service at the Ticket Office located at Daniłowicza 10 or Plac Kościuszki 9, no later than at the time of coming to the surface. In the case of a shortening of the Tour at the request of the Buyer, the Buyer is not entitled to a refund of all or part of the price of the Visiting Ticket.
6. The provisions of items 4 and paragraph 5 shall not apply to Visitors with mobility problems, those booking a tour according to the rules set forth in § 3, item 16, and Visitors touring the Miners' Route in its entirety, as the descent and ascent services are included in the price of their Tour Ticket.
7. The provisions of paragraph 5 do not apply to surface tours by visitors participating in the tour as a whole, for whom the departure service is included in the price of the purchased Visiting Ticket.

§ 8

Rules for On-line Payments and for Making Payments at the Ticket Machine

1. Payments for On-line Visiting 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 Commercial Division of the National Court Register under number 0000274399, holding tax identification number (NIP): 7792308495, with the share capital of PLN 4,944,000 fully paid up, a domestic payment institution within the meaning of the Payment Services Act of 19 August 2011, entered in the register of payment services under number IP1/2012.
2. By making payment for a Tour Ticket on-line or a Voucher purchased through the System, 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-p%C5%82atniczej-PayU_2021_04.pdf.
3. Payment must be made within 30 minutes after booking a Tour Ticket or a Voucher on-line. In case of non-payment within the specified time limit, the order will be automatically cancelled.
4. On-line payments can be made by credit card, e-transfer, BLIK or Masterpass.
5. Payments at the Ticket Machines are processed by Centrum Elektronicznych Usług Płatniczych eService sp. z o. o. with its registered office in Warsaw, Jana Olbrachta 94, 01-102 Warsaw, entered in the register of entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the

National Court Register under the KRS number: 0000490970, NIP: 1181477610, REGON: 016107240, share capital 56,000,000 PLN, a national payment institution within the meaning of the Payment Services Act of 19 August 2011, entered in the Payment Services Register under number IP7/2013.

6. Payment at the Ticket Machine can only be made by credit card or BLIK, directly after selecting a Tour Ticket.
7. In the event of a legitimate request for an invoice for a Tour Ticket purchased through a Ticket Machine, the Buyer shall:
 - 1) come to the Ticket Office with the purchased Tour Ticket; the Ticket Office is located at Daniłowicza 10, or
 - 2) send an invoice request to the e-mail address: online@kopalnia.pl, with the number of the Tour Ticket and the data required for issuing an invoice.
8. KSW S.A. shall not be not liable 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 to the Parties of the Sales Agreement

1. By concluding the Sales Agreement, the Buyer declares that he or she became acquainted with the contents of these Terms and Conditions and undertakes to act in accordance with them.
2. The Purchaser does not have the right to purchase Tickets for the purpose of their further resale, including in particular resale for profit, as referred to in Article 133 of the Act of 20 May 1971 – the Code of Offences. KSW S.A. reserves the right to report suspicions of such activities to authorised law enforcement agencies.
3. The Buyer has the right to lodge a complaint regarding the concluded Contract of Sale only in case of purchase of Tickets or Vouchers from the places indicated in § 3, item 1.
4. A complaint may be lodged:
 - 1) in person, at the information point located at ul. Daniłowicza 10,
 - 2) in writing to the Operator's address,
 - 3) via e-mail: to the address reklamacje@kopalnia.pl,
 - 4) using the contact form available through the System.
5. A complaint should contain at least the name and surname of the complainant, data enabling a response to the complaint to be sent (e-mail 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, which the complaint relates to, and the request made by the complainant. The operator has the right to request additional clarifications if these are necessary to clarify the matter and provide an answer.
6. The Operator will respond to the complaint no later than 14 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.
7. The provisions of sections 3 - 6 do not exclude or limit the Buyer's rights under the warranty for defects arising from the provisions of generally applicable law.
8. KSW S.A. declares that it does not agree to participate in the procedure for out-of-court settlement of consumer disputes in the event that a complaint made by a Consumer is rejected.

§ 10

Withdrawal from the On-line 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 tours on the Tourist Route or the Miner's Route),
 - 2) until the time of the last entry to the Graduation Towers on the day selected by the Consumer, but in any case, no later than the beginning of the tour of the Graduation Towers (in the case of the purchase of passes, until the beginning of the tour of the first entry; applies to tours of the Graduation Towers).
3. The consumer shall have the right to withdraw from the agreement referred to in section 1 by submitting a declaration of withdrawal to KSW S.A. In order to meet the time limit, it is sufficient to send the declaration in writing to the correspondence address: Kopalnia Soli "Wieliczka" Wsparcie Sp. z o.o. Park Kingi 10, 32-020 Wieliczka, Poland or to the e-mail address online@kopalnia.pl before its expiry. KSW S.A. 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 or her right to withdraw from the On-line Sales Agreement, KSW S.A. shall immediately, no later than within 14 days of receipt of the Consumer's declaration of withdrawal, refund to the Consumer all payments made by the Consumer. The reimbursement shall 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 involve any costs for the Consumer.
5. A notice of the Customer's right to exercise the right to withdraw from the contract and a sample of the Customer's statement of withdrawal, which the Customer may use, is attached as Appendix 2 to these Terms and Conditions.
6. In case of cancellation of the tour on the booked date, the Visitor should immediately inform the Operator at the following e-mail address online@kopalnia.pl, even in the case where the Visitor is not entitled to withdraw from the contract.
7. The Buyer, who is not a Customer, shall not have the right to withdraw from the On-line Sales Contract, subject to the provisions of section 9.
8. The Buyer is not entitled to withdraw from the contract when purchasing a Ticket or Voucher at the Ticket Office or a Ticket at a Ticket Machine.
9. The provisions of this section concerning the Customer shall apply accordingly to a natural person concluding an On-line Sales Contract directly related to their business operations, when the language of the contract indicates that it is not related to professional activity, resulting in particular from the area of their business operations, indicated on the basis of the provisions on the Central Register and Information on Businesses.

§ 11

Personal Data Processing Information Clause

1. The joint Data Controllers of your Personal Data processed in connection with the sale of Tickets and Vouchers are:
 - 1) Kopalnia Soli "Wieliczka" S.A. with its registered office in Wieliczka, Park Kingi 1, 32 - 020 Wieliczka, Poland
 - 2) Salt Mine "Wieliczka" Wsparcie Sp. z o.o. with its registered office in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, Poland.
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 e-mail: iod.sa@kopalnia.pl.
3. Personal data shall be processed on the basis of:

Purpose of data processing	Legal basis for processing
Accepting an enquiry about an offer and responding, providing payment services and executing an agreement	Article 6(1)(b) of the General Data Protection Regulation (taking action at the request of the data subject prior to entering into a contract and performance of the agreement)
Confirmation of the right to purchase a Ticket other than a Regular Ticket	article 6(1)(a) of the General Data Protection Regulation (consent of the buyer) Article 6(1)(b) of the General Data Protection Regulation (taking action at the request of the data subject prior to entering into a contract and performance 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 the Miner's Route tour	Article 6(1)(f) of the General Data Protection Regulation (legitimate interest - identification of visitors to the Mining Route for the purposes of safety and order)
Monitoring and analysis of the activity of Buyers through the System, including for the purpose of informing them 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(1)(a) of the General Data Protection Regulation (Buyer's consent)
Processing complaints	Article 6 section 1(a) of the GDPR (taking action at the request of the data subject prior to the conclusion of the agreement and the performance of the agreement)
Determining, investigating and taking action in connection with the debt recovery process, defending against claims	Article 6(1)(f) RODO (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 shall be retained:
 - 1) for the duration of the execution of the Agreement concluded by you or the maintained cooperation,
 - 2) until your objection against the processing – in cases where the personal data is processed pursuant to the so-called legal justified interest.
 - 3) until the granted consent is revoked, while you have the right to revoke the consent at any time without affecting the legality of the processing carried out based on the consent before it has been revoked,
 - 4) for the duration when the appropriate legal provisions require the retention of the data or until the lapse of the statute of limitation of potential claims.
6. You have the following rights due to the processing of your Personal Data:
 - 1) the right of access the contents, the right to rectification, the right to erasure, the right to restrict processing, the right to data portability,
 - 2) the right to object to the processing of data – where the processing of personal data is carried out on the basis of the so-called legitimate interest and under the conditions laid down in the provisions of the GDPR,
 - 3) the right to lodge a complaint with a supervisory authority (the President of the Office for Personal Data Protection) in case you believe the processing of personal data violates the provisions of the GDPR.
7. All the rights indicated above apply to the extent that they arise from the provisions of the GDPR.
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 Agreement.
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 of Visiting the “Wieliczka” Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower” or the “Rules for Providing Services by Electronic Means,” the generally applicable provisions of the law shall apply, including in particular the provisions of the Act of 23 April 1964 Civil Code and the Act of 30 May 2014 on Consumer Rights.
2. These Terms and Conditions are available at the Cashiers in hard copy and, downloadable by the Buyer, at www.kopalnia.pl, at www.kopalnia.pl, in the tab “Regulations”.
3. KSW S.A. reserves the right to amend these Regulations at any time, subject to the condition that the amendment shall become effective on the moment of publishing the amended Regulation on the website www.kopalnia.pl and relates solely to the Sales agreements concluded after that date.

4. These Regulations do not exclude the possibility of entering into a Sales Agreement with the Buyer on other, individually discussed terms.
5. The appendices to these Regulations form an integral part thereof.
6. These Regulations shall become effective on 03 August 2023.

Appendices:

- 1) Price list for tourist services of the Wieliczka Salt Mine and Cracow Saltworks Museum within the Tourist Route, the Miner's Route and the Graduation Tower,
- 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 for tourist services of the Wieliczka Salt Mine and Cracow Saltworks Museum within the Tourist Route, the Miner's Route and the Graduation Tower

Price list of tourist services of the "Wieliczka" Salt Mine and Cracow Saltworks Museum within the Tourist Route, the Miner's Route and the Graduation Tower

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

TOURIST ROUTE

TOURIST ROUTE AND THE UNDERGROUND EXPOSITION "CRACOW SALTWORKS MUSEUM WIELICZKA" – visits in Polish for individual tourists

Duration:	Low season	High season
Regular Ticket	PLN 82	PLN 92
Discount ticket for students and seniors	PLN 72	PLN 82
It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.		
Discount ticket for persons with disabilities	PLN 72	PLN 82
It is available to people with disabilities on presentation of a valid document certifying their disability and to their carers (one carer for one person with a disability).		
Reduced ticket for children and young people	PLN 62	PLN 72
Applicable to children over the age of 4 and the youth until the age of 19 upon presentation of a valid photo ID confirming their date of birth.		
Family ticket	PLN 238	PLN 270
Applies 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 control ticket	PLN 0	PLN 0
If a Family Ticket is purchased, the Purchaser is required to take 3 control tickets for archiving purposes.		
Regular Ticket with a Big Family Card	PLN 57.4	PLN 64.4
This type of ticket is available to persons who can purchase a Regular Ticket upon presentation of a Big Family Card and a valid photo ID.		
Reduced ticket for students and seniors with a Big Family Card	PLN 50.4	PLN 57.4
It is available to students up to the age of 25 on presentation of a valid student card together with the Big Family Card, and to persons aged 65 and over on presentation of a valid photo ID confirming their date of birth together with the Big Family Card.		
Reduced ticket for persons with disabilities and a Big Family Card	PLN 50.4	PLN 57.4
It is available to persons with disabilities upon presentation of a valid proof of disability upon presentation of a Big Family Card and a valid photo ID, and to carers (one carer for one person with a disability) upon presentation of a Big Family Card and a valid photo ID.		
Reduced ticket for children and young people with a Big Family Card	PLN 43.4	PLN 50.4
It is valid for children over 4 and young people up to the age of 19 upon the presentation of a valid photo ID confirming their date of birth together with the Big Family Card.		
Control ticket for children up to the age of 4.	PLN 0	PLN 0
Children up to the age of 4 are eligible for the ticket.		

TOURIST ROUTE AND THE UNDERGROUND EXPOSITION “CRACOW SALTWORKS MUSEUM WIELICZKA” – visits in other languages for individual tourists

Duration:	Low season	High season
Regular Ticket	PLN 116	PLN 126
Discount ticket for students and seniors It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.	PLN 106	PLN 116
Discount ticket for persons with disabilities It is available to people with disabilities on presentation of a valid document certifying their disability and to their carers (one carer for one person with a disability).	PLN 106	PLN 116
Reduced ticket for children and young people Applicable to children over the age of 4 and the youth until the age of 19 upon presentation of a valid photo ID confirming their date of birth.	PLN 96	PLN 106
Family ticket Applies 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.	PLN 347	PLN 379
Family control ticket If a Family Ticket is purchased, the Purchaser is required to take 3 control tickets for archiving purposes.	PLN 0	PLN 0
Control ticket for children up to the age of 4. Children up to the age of 4 are eligible for the ticket.	PLN 0	PLN 0

TOURIST ROUTE AND THE UNDERGROUND EXPOSITION “CRACOW SALTWORKS MUSEUM WIELICZKA” WITH GRADUATION TOWER – visits in Polish for individual tourists and a stay at the graduation tower

Duration:	Low season	High season
Regular Ticket You can only remain at the Graduation Tower on the day of visiting the Tourist Route.	PLN 88	PLN 98
Discount ticket for students and seniors It applies to students between the ages of 2 and 5 after showing a valid student's card as well as persons over the age of 65 after presenting a valid identity document with a photograph confirming the date of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.	PLN 76	PLN 86
Discount ticket for persons with disabilities It is available to people with disabilities on presentation of a valid document certifying their disability and to their carers (one carer for one person with a disability). You can only remain at the Graduation Tower on the day of visiting the Tourist Route.	PLN 76	PLN 86
Reduced ticket for children and young people Children over the age of 4 and young people up to the age of 19 are allowed on presentation of a valid photo ID confirming their date of birth. The stay in the Graduation Tower is possible only on the day of visiting the Tourist Route.	PLN 66	PLN 76
Family ticket It is granted to a family of 2 adults and 2 children aged between 4 and 16 on presentation of a valid photo ID document proving their date of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.	PLN 255	PLN 287
Family control ticket If a Family Ticket is purchased, the Purchaser shall collect 3 control tickets for archiving purposes. The stay in the Graduation Tower is possible only on the day of visiting the Tourist Route.	PLN 0	PLN 0
Ticket for children up to the age of 4 Children up to the age of 4 are eligible for the ticket. You can only remain at the Graduation Tower on the day of visiting the Tourist Route.	PLN 0	PLN 0

TOURIST ROUTE AND THE UNDERGROUND EXPOSITION “CRACOW SALTWORKS MUSEUM WIELICZKA” WITH GRADUATION TOWER – visits in Polish for individual tourists and a stay at the graduation tower

Duration:	Low season	High season
Regular Ticket	PLN 122	PLN 132
You can only remain at the Graduation Tower on the day of visiting the Tourist Route.		
Discount ticket for students and seniors	PLN 110	PLN 120
It applies to students between the ages of 2 and 5 after showing a valid student's card as well as persons over the age of 65 after presenting a valid identity document with a photograph confirming the date of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
Discount ticket for persons with disabilities	PLN 110	PLN 120
It is available to people with disabilities on presentation of a valid document certifying their disability and to their carers (one carer for one person with a disability). You can only remain at the Graduation Tower on the day of visiting the Tourist Route.		
Reduced ticket for children and young people	PLN 100	PLN 110
It can be purchased for children up to the age of 4 and the youth up to the age of 19 after a presentation of a valid photo identification document confirming the date of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
Family ticket	PLN 364	PLN 396
It is granted to a family of 2 adults and 2 children aged between 4 and 16 on presentation of a valid photo ID document proving their date of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
Family control ticket	PLN 0	PLN 0
If a Family Ticket is purchased, the Purchaser shall collect 3 control tickets for archiving purposes. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
Ticket for children up to the age of 4	PLN 0	PLN 0
Children up to the age of 4 are eligible for the ticket. You can only remain at the Graduation Tower on the day of visiting the Tourist Route.		

TOURIST ROUTE AND THE UNDERGROUND EXPOSITION "CRACOW SALTWORKS MUSEUM WIELICZKA" – visits in Polish for organised groups

Duration:	Low season (price for a ticket for each person within the group)	High season (price for a ticket for each person within the group)
Regular Ticket	PLN 73.8	PLN 82.8
Discount ticket for students and seniors	PLN 64.8	PLN 73.8
It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.		
Discount ticket for persons with disabilities	PLN 64.8	PLN 73.8
It is available to people with disabilities on presentation of a valid document certifying their disability and to their carers (one carer for one person with a disability).		
Reduced ticket for children and young people	PLN 55.8	PLN 64.8
It can be purchased for children up to the age of 4 and the youth up to the age of 19 after a presentation of a valid photo identification document confirming the date of birth.		
Control ticket for children up to the age of 4.	PLN 0	PLN 0
Children up to the age of 4 are eligible for the ticket.		
Ticket for the pilot / group guardian	PLN 0	PLN 0
Applies to a single pilot or a guardian of an organised group.		

TOURIST ROUTE AND UNDERGROUND EXHIBITION OF THE WIELICZKA CRACOW SALTWORKS MUSEUM – Tours in a language other than Polish for organised groups and tours with interpretation into languages other than Polish in the cases indicated in § 3, item 7 of the Terms and Conditions of Sales of Services Offered by Kopalnia Soli „Wieliczka” S.A.

Duration:	Low season (price for a ticket for each person within the group)	High season (price for a ticket for each person within the group)
Regular Ticket	PLN 104.4	PLN 113.4
Discount ticket for students and seniors	PLN 95.4	PLN 104.4
It also applies to students up to the age of 25 subject to the presentation of a valid student card and persons above the age of 65 subject to the presentation of a valid ID document with a photograph, confirming the date of birth.		
Discount ticket for persons with disabilities	PLN 95.4	PLN 104.4
It is available to people with disabilities on presentation of a valid document certifying their disability and to their carers (one carer for one person with a disability).		
Reduced ticket for children and young people	PLN 86.4	PLN 95.4
Applicable to children over the age of 4 and the youth until the age of 19 upon presentation of a valid photo ID confirming their date of birth.		
Control ticket for children up to the age of 4.	PLN 0	PLN 0
Children up to the age of 4 are eligible for the ticket.		
Ticket for the pilot / group guardian	PLN 0	PLN 0
Applies to a single pilot or a guardian of an organised group.		

**TOURIST ROUTE AND THE UNDERGROUND EXPOSITION “CRACOW SALTWORKS
MUSEUM WIELICZKA” – visits in Polish for school groups**

Duration:	Low season <small>(price for a ticket for each person within the group)</small>	High season <small>(price for a ticket for each person within the group)</small>
School Ticket		
<p>It is available to organised groups of pre-school children or primary school children and youths on presentation of a valid school ID card, visiting the mine with a guide in Polish.</p> <p>During the high season, the purchase of a school ticket gives free entry to the Graduation Tower during the opening hours of the facility, on the day of the tour of the Tourist Route.</p>	PLN 37	PLN 39
School Ticket for a teacher / guardian		
<p>It can be obtained by a teacher / a guardian of a school group who are not eligible for a control School Ticket for a teacher / a guardian.</p> <p>During the high season, the purchase of a school ticket for a teacher/carer gives free entry to the Graduation Tower during the opening hours of the facility, on the day of the tour of the Tourist Route.</p>	PLN 82	PLN 92
A Control School Ticket for a Teacher a Guardian		
<p>The control School Ticket for a teacher / a guardian applies to 1 teacher / guardian per each started 10 paid tickets for a school group.</p> <p>During the high season, the purchase of a school control ticket for a teacher/carer gives free entry to the Graduation Tower during the opening hours of the facility, on the day of the tour of the Tourist Route.</p>	PLN 0	PLN 0

MINER'S ROUTE
MINER'S ROUTE – tours in Polish for individual tourists

Duration:	Low season	High season
Regular Ticket	PLN 82	PLN 92
Discount ticket for students and seniors	PLN 72	PLN 82
It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.		
Reduced ticket for children and young people	PLN 62	PLN 72
It can be purchased for children up to the age of 10 and the youth up to the age of 19 after a presentation of a valid photo identification document confirming the date of birth.		
Family ticket	PLN 238	PLN 270
It is granted to a family of 2 adults and 2 children aged between 10 and 16 on presentation of a valid photo identity document proving their date of birth.		
Family control ticket	PLN 0	PLN 0
If a Family Ticket is purchased, the Purchaser shall collect 3 control tickets for archiving purposes.		
Regular Ticket with a Big Family Card	PLN 57.4	PLN 64.4
This type of ticket is available to persons who can purchase a Regular Ticket upon presentation of a Big Family Card and a valid photo ID.		
Reduced ticket for students and seniors with a Big Family Card	PLN 50.4	PLN 57.4
It is available to students up to the age of 25 on presentation of a valid student card together with the Big Family Card, and to persons aged 65 and over on presentation of a valid photo ID confirming their date of birth together with the Big Family Card.		
Reduced ticket for children and young people with a Big Family Card	PLN 43.4	PLN 50.4
It is valid for children over 10 and young people up to the age of 19 on presentation of a valid photo ID confirming their date of birth together with the Big Family Card.		

MINER'S ROUTE – tours in a foreign language for individual tourists

Duration:	Low season	High season
Regular Ticket	PLN 116	PLN 126
Discount ticket for students and seniors It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.	PLN 106	PLN 116
Reduced ticket for children and young people It can be purchased for children up to the age of 10 and the youth up to the age of 19 after a presentation of a valid photo identification document confirming the date of birth.	PLN 96	PLN 106
Family ticket It is granted to a family of 2 adults and 2 children aged between 10 and 16 on presentation of a valid photo identity document proving their date of birth.	PLN 347	PLN 379
Family control ticket If a Family Ticket is purchased, the Purchaser shall collect 3 control tickets for archiving purposes.	PLN 0	PLN 0

MINER'S ROUTE WITH GRADUATION TOWER – tours in Polish for individual tourists and a stay at the graduation tower

Duration:	Low season	High season
Regular Ticket The stay at the Graduation Tower is permitted only when visiting the Miner's Route.	PLN 88	PLN 98
Discount ticket for students and seniors It is available to students under 25 years of age upon presentation of a valid student card and to persons over 65 years of age upon presentation of a valid photo ID confirming their date of birth. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.	PLN 76	PLN 86
Reduced ticket for children and young people Children over the age of 10 and young people up to the age of 19 are admitted on presentation of a valid photo ID confirming their date of birth. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.	PLN 66	PLN 76
Family ticket It is granted to a family of 2 adults and 2 children over the age of 10 and to young people up to the age of 16 on presentation of a valid photo ID confirming their date of birth. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.	PLN 255	PLN 287
Family control ticket If a Family Ticket is purchased, the Purchaser shall collect 3 control tickets for archiving purposes. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.	PLN 0	PLN 0

MINER'S ROUTE WITH GRADUATION TOWER – tours in a foreign language for individual tourists and a stay at the graduation tower

Duration:	Low season	High season
Regular Ticket	PLN 122	PLN 132
The stay at the Graduation Tower is permitted only when visiting the Miner's Route.		
Discount ticket for students and seniors	PLN 110	PLN 120
It applies to students between the ages of 2 and 5 after showing a valid student's card as well as persons over the age of 65 after presenting a valid identity document with a photograph confirming the date of birth. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.		
Reduced ticket for children and young people	PLN 100	PLN 110
It can be purchased for children up to the age of 10 and the youth up to the age of 19 after a presentation of a valid photo identification document confirming the date of birth. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.		
Family ticket	PLN 364	PLN 396
It is granted to a family of 2 adults and 2 children aged between 10 and 16 on presentation of a valid photo identity document proving their date of birth. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.		
Family control ticket	PLN 0	PLN 0
If a Family Ticket is purchased, the Purchaser shall collect 3 control tickets for archiving purposes. The stay at the Graduation Tower is permitted only when visiting the Miner's Route.		

MINERS' ROUTE – visits in Polish for organized groups

Duration:	Low season <small>(price for a ticket for each person within the group)</small>	High season <small>(price for a ticket for each person within the group)</small>
Regular Ticket	PLN 73.8	PLN 82.8
Discount ticket for students and seniors	PLN 64.8	PLN 73.8
It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.		
Reduced ticket for children and young people	PLN 55.8	PLN 64.8
It can be purchased for children up to the age of 10 and the youth up to the age of 19 after a presentation of a valid photo identification document confirming the date of birth.		
Ticket for the pilot / group guardian	PLN 0	PLN 0
Applies to a single pilot or a guardian of an organised group.		

MINERS' ROUTE – Tours in a language other than Polish for organised groups and tours with interpretation into languages other than Polish in the cases indicated in § 3, item 7 of the Terms and Conditions of Sales of Services Offered by Kopalnia Soli „Wieliczka” S.A.

Duration:	Low season (price for a ticket for each person within the group)	High season (price for a ticket for each person within the group)
Regular Ticket	PLN 104.4	PLN 113.4
Discount ticket for students and seniors	PLN 95.4	PLN 104.4
It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.		
Reduced ticket for children and young people	PLN 86.4	PLN 95.4
It can be purchased for children up to the age of 10 and the youth up to the age of 19 after a presentation of a valid photo identification document confirming the date of birth.		
Ticket for the pilot / group guardian	PLN 0	PLN 0
Applies to a single pilot or a guardian of an organised group.		

MINER'S ROUTE – visits in Polish for school groups

Duration:	Low season (price for a ticket for each person within the group)	High season (price for a ticket for each person within the group)
School Ticket	PLN 37	PLN 39
It is available to organised groups of primary school children and youth over 10 years of age upon presentation of a valid school ID card, visiting the mine with a guide in Polish. During the high season, the purchase of a school ticket gives free entry to the Graduation Tower during the opening hours of the facility, on the day of the Miner's Route tour.		
School Ticket for a teacher / guardian	PLN 82	PLN 92
It can be obtained by a teacher / a guardian of a school group who are not eligible for a control School Ticket for a teacher / a guardian. During the high season, the purchase of a school ticket for a teacher/carer gives free entry to the Brine Graduation Tower during the opening hours of the facility, on the day of the Miner's Route tour.		
A Control School Ticket for a Teacher a Guardian	PLN 0	PLN 0
The control School Ticket for a teacher / a guardian applies to 1 teacher / guardian per each started 10 paid tickets for a school group. During the high season, the purchase of a school control ticket for a teacher/carer gives free entry to the Brine Graduation Tower during the opening hours of the facility, on the day of the Miner's Route tour.		

GRADUATION TOWER

Duration: 01.01-31.12.2023	
Regular Ticket	PLN 9
Reduced Ticket	PLN 6
Available for children above 4 years of age, as well as schoolchildren and university students up to 25 years of age upon producing of a valid school or university ID, as well as persons over 65 years of age upon producing a valid photo ID that confirms the date of birth. Additionally, it is also available to persons with disabilities and their caregivers (one caregiver for one person with disabilities) upon producing a valid disability certificate.	
Family ticket	PLN 25
It is granted to a family of 2 adults and 2 children up to the age of 16 with a valid photo identity document proving their date of birth.	
Family control ticket	PLN 0
If a Family Ticket is purchased, the Purchaser shall collect 3 control tickets for archiving purposes.	
Pass for a child under the age of 4	PLN 0
Available for children under the age of 4.	
Ticket for the citizens of Wieliczka	PLN 2
It is granted to persons residing in the town and commune of Wieliczka upon presentation of a document showing residence in the town or commune of Wieliczka.	
Regular Ticket with a Big Family Card	PLN 6.3
It is available to persons entitled to purchase a Normal Ticket upon presentation of a Large Family Card and a valid photo ID.	
Discount ticket with a Large Family Card	PLN 4.2
Available for children above 4 years of age, schoolchildren and university students up to 25 years of age upon producing a valid school or university ID, as well as persons over 65 years of age upon producing a valid photo ID that confirms the date of birth. Additionally, it is also available to persons with disabilities and their caregivers (one caregiver for one person with disabilities) upon producing a valid disability certificate, along with producing the Large Family Card.	
Multiple Entry Ticket - 5-visit pass - regular	PLN 30
The Multiple Entry Ticket allows for 5 entrances to the Brine Tower within 30 days after purchase.	
Multiple Entry Ticket - 5-visit pass - discount	PLN 20
Available for children above 4 years of age, as well as schoolchildren and university students up to 25 years of age upon producing of a valid school or university ID, as well as persons over 65 years of age upon producing a valid photo ID that confirms the date of birth. Additionally, it is also available to persons with disabilities and their caregivers (one caregiver for one person with disabilities) upon producing a valid disability certificate. Karnet obejmuje 5 wejść do Tężni Solankowej w okresie 30 dni od dnia zakupu.	
Multiple Entry Ticket - 10-visit pass - regular	PLN 50
The Multiple Entry Ticket allows for 10 entrances to the Brine Tower within 30 days after	
Multiple Entry Ticket - 10-visit pass - discount	PLN 30
Available for children above 4 years of age, as well as schoolchildren and university students up to 25 years of age upon producing of a valid school or university ID, as well as persons over 65 years of age upon producing a valid photo ID that confirms the date of birth. Additionally, it is also available to persons with disabilities and their caregivers (one caregiver for one person with disabilities) upon producing a valid disability certificate. The pass includes 10 visits to the Graduation Tower within 30 days from the date of purchase.	
Additional fee	PLN 50
Additional fee, payable for visiting the Graduation Tower without a valid Tour Ticket or in case of not producing documents confirming the Visitor's eligibility to purchase a Tour Ticket other than a Standard Ticket, 5-visit pass - Standard or 10-visit pass - Standard.	

ADDITIONAL SERVICES

Duration: 01.01-31.12.2023	
Panoramic lift ride	PLN 8
The price covers a single ride with the panoramic lift (up-down)	
Group ride in a panoramic lift (group of up to 9 people)	PLN 50
A group lift ride in the "Staszic" chamber is available for organised groups of 9 people due to the capacity of the panoramic lift. The price covers a single ride with the panoramic lift (up-down)	
Group school trip by panoramic lift (group with a maximum of 9 persons)	PLN 20
A collective school trip with a passenger lift in the "Staszic" chamber is available for organised groups of pre-school children or children and youths from primary schools visiting the mine with a guide in Polish. The price covers a single ride with the panoramic lift (up-down)	
Selecting a specific guide for the Tourist Route	PLN 300
Booking the service of a specific guide for an organised group visiting the Tourist Route.	
Selecting a specific guide for the Miner's Route	PLN 300
Booking the service of a specific guide for an organised group visiting the Miner's Route.	
Lift ride to the mine on level I - up to 35 passengers	PLN 390
The price includes descent or departure (1-way lift ride).	
Lift ride to the mine on level I - up to 40 passengers	PLN 460
The price includes descent or departure (1-way lift ride).	
Lift ride to the mine on level II - up to 35 passengers	PLN 520
The price includes descent or departure (1-way lift ride).	
Lift ride to the mine on level II - up to 40 passengers	PLN 590
The price includes descent or departure (1-way lift ride).	

SERVICE PACKAGES

TOURIST ROUTE AND MINER'S ROUTE – visits in Polish

Duration:	Low season	High season
Regular package Tourist Route	PLN 61.5	PLN 69
Regular package Miner's Route	PLN 61.5	PLN 69
Total regular package Tourist Route and Miner's Route	PLN 123.0	PLN 138.0
<p>The package consists of a normal ticket for visiting the Tourist Route and the underground exposition of the Cracow Saltworks Museum in Wieliczka in Polish and a normal ticket for visiting the Miner's Route in Polish. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p>		
Reduced package for students and seniors Tourist route	PLN 54	PLN 61.5
Reduced package for students and seniors Mining route	PLN 54	PLN 61.5
Reduced package for students and seniors Tourist route and Mining route	PLN 108.0	PLN 123.0
<p>The package consists of reduced tickets for students and seniors to visit the Tourist Route and the underground exhibition of the Cracow Saltworks Museum in Wieliczka in Polish and a discounted ticket for students and seniors to visit the Miner's Route in Polish. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p> <p>It is available to students under 25 years of age on presentation of a valid student card and to persons over 65 years of age on presentation of a valid photo ID confirming their date of birth.</p>		
Reduced package for children and young people Tourist route	PLN 46.5	PLN 54
Reduced package for children and young people Miners' Route	PLN 46.5	PLN 54
Reduced package for children and young people Tourist Route and Miner's Route	PLN 93.0	PLN 108.0
<p>The package consists of a reduced ticket for children and the youth for visiting the Tourist Route and the underground exhibition of the Cracow Saltworks Museum Wieliczka in Polish and a discounted ticket for children and young people for visiting the Miner's Route in Polish. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p> <p>Applicable to children over the age of 10 and the youth until the age of 19 upon presentation of a valid photo ID confirming their date of birth</p>		
Family package Tourist Route	PLN 178.5	PLN 202.5
Family package Miner's Route	PLN 178.5	PLN 202.5
Total family package Tourist Route and Miner's Route	PLN 357.0	PLN 405.0
<p>The package consists of a family ticket to visit the Tourist Route and the underground exhibition of the Cracow Saltworks Museum in Wieliczka in Polish and a family ticket to visit the Miner's Route in Polish. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p> <p>It is granted to a family of 2 adults and 2 children aged between 10 and 16 on presentation of a valid photo identity document proving their date of birth.</p>		
Control family package Tourist Route	PLN 0	PLN 0
Control family package Miner's Route	PLN 0	PLN 0
Total control family package Tourist Route and Miner's Route	PLN 0	PLN 0
<p>If a Family Ticket is purchased, the Purchaser is required to take 3 control tickets (for each route) for archiving purposes.</p>		

TOURIST ROUTE AND MINING ROUTE - visits in English

Duration:	Low season	High season
Regular package Tourist Route	PLN 87	PLN 94.5
Regular package Miner's Route	PLN 87	PLN 94.5
Total regular package Tourist Route and Miner's Route	PLN 174.0	PLN 189.0
<p>The package consists of a normal ticket for visiting the Tourist Route and the underground exposition of the Cracow Saltworks Museum in Wieliczka in English and a normal ticket for visiting the Miner's Route in English. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p>		
Reduced package for students and seniors Tourist route	PLN 79.5	PLN 87
Reduced package for students and seniors Mining route	PLN 79.5	PLN 87
Reduced package for students and seniors Tourist route and Mining route	PLN 159.0	PLN 174.0
<p>The package consists of a reduced ticket for students and seniors to visit the Tourist Route and the underground exhibition of the Cracow Saltworks Museum in Wieliczka in English and a reduced ticket for students and seniors to visit the Miner's Route in English. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p> <p>It also applies to students up to the age of 25 subject to the presentation of a valid student card and persons above the age of 65 subject to the presentation of a valid ID document with a photograph, confirming the date of birth.</p>		
Reduced package for children and young people Tourist route	PLN 72	PLN 79.5
Reduced package for children and young people Miners' Route	PLN 72	PLN 79.5
Reduced package for children and young people Tourist Route and Miner's Route	PLN 144.0	PLN 159.0
<p>The package consists of a reduced ticket for children and the youth for visiting the Tourist Route and the underground exhibition of the Cracow Saltworks Museum in Wieliczka in English and a discounted ticket for children and young people for visiting the Miner's Route in English. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p> <p>Applicable to children over the age of 10 and the youth until the age of 19 upon presentation of a valid photo ID confirming their date of birth.</p>		
Family package Tourist Route	PLN 260	PLN 284
Family package Miner's Route	PLN 260	PLN 284
Total family package Tourist Route and Miner's Route	PLN 520.0	PLN 568.0
<p>The package consists of a family ticket to visit the Tourist Route and the underground exhibition of the Cracow Saltworks Museum in Wieliczka in English and a family ticket to visit the Miner's Route in English. The price remains binding subject to the purchase of a package, i.e., Visiting Tickets for both routes.</p> <p>It is granted to a family of 2 adults and 2 children aged between 10 and 16 on presentation of a valid photo identity document proving their date of birth.</p>		
Control family package Tourist Route	PLN 0	PLN 0
Control family package Miner's Route	PLN 0	PLN 0
Total control family package Tourist Route and Miner's Route	PLN 0	PLN 0
<p>If a Family Ticket is purchased, the Purchaser is required to take 3 control tickets (for each route) for archiving purposes.</p>		

VOUCHERS VOUCHERS FOR LOW SEASON

Period of Validity	Low season
Normal Voucher Tourist Route low season 2023 Polish	PLN 82
The Voucher can be exchanged for a regular ticket for visiting the Tourist Route and the underground exposition of the Cracow Saltworks Museum in Wieliczka in Polish until the end of the price list season for which the Voucher was purchased.	
Normal Voucher Tourist Route low season 2023 foreign language	PLN 116
The Voucher can be exchanged for a regular ticket for visiting the Tourist Route and the underground exhibition of the Cracow Saltworks Museum in Wieliczka in a foreign language until the end of the price list season for which the voucher was purchased.	
Normal Voucher Miner's Route low season 2023 Polish	PLN 82
The Voucher can be exchanged for a regular ticket for a tour of the Mining Route in Polish until the end of the price list season for which the voucher was purchased.	
Normal Voucher Miner's Route low season 2023 foreign language	PLN 116
The voucher can be exchanged for a regular ticket for a tour of the Miner's Route in a foreign language until the end of the price list season for which the voucher was purchased.	

VOUCHERS FOR HIGH SEASON

Period of Validity	High season
Normal Voucher Tourist Route high season 2023 Polish	PLN 92
The Voucher can be exchanged for a regular ticket for visiting the Tourist Route and the underground exposition of the Cracow Saltworks Museum in Wieliczka in Polish until the end of the price list season for which the Voucher was purchased.	
Normal Voucher Tourist Route high season 2023 foreign language	PLN 126
The Voucher can be exchanged for a regular ticket for visiting the Tourist Route and the underground exhibition of the Cracow Saltworks Museum in Wieliczka in a foreign language until the end of the price list season for which the voucher was purchased.	
Normal Voucher Miner's Route high season 2023 Polish	PLN 92
The Voucher can be exchanged for a regular ticket for a tour of the Mining Route in Polish until the end of the price list season for which the voucher was purchased.	
Normal Voucher Miner's Route high season 2023 foreign language	PLN 126
The voucher can be exchanged for a regular ticket for a tour of the Miner's Route in a foreign language until the end of the price list season for which the voucher was purchased.	

Kopalnia Soli "Wieliczka" S.A. reserves the right to conduct promotions and to grant discounts or rebates on the basis of separate regulations or on the basis of agreements concluded by it.

Appendix no. 2

Information on the Consumer's Right to Withdraw from the Agreement

You have the right to withdraw from the On-line Sales Contract within 14 days without stating a reason.

The withdrawal period shall expire 14 days after the conclusion of the On-line Sales Agreement, but no later than the Operator's commencement of 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 tours on the Tourist Route or the Miner's Route),
- 2) until the time of the last entry to the Graduation Tower on the day selected by the consumer, but no later than the beginning of the tour of the Graduation Tower (in the case of the purchase of passes, until the beginning of the tour of the first entry; applies to tours of the Graduation Tower).

In order to exercise your right of withdrawal, please notify Kopalnia Soli "Wieliczka" S.A. with its registered office in Wieliczka, Park Kingi 1, 32 - 020 Wieliczka, Poland (correspondence address: Kopalnia Soli "Wieliczka" Wsparcie Sp. z o.o., Park Kingi 10, 32-020 Wieliczka, Poland, e-mail: online@kopalnia.pl, tel. 12 278 74 08, of your decision to withdraw from the contract by means of an unequivocal statement (for example, a letter sent by post to the address: Kopalnia Soli „Wieliczka” Wsparcie Sp. z o.o., Park Kingi 10, 32-020 Wieliczka, Poland or by electronic mail to the following address online@kopalnia.pl).

You may use the model withdrawal form below; however, it 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 agreement. We will reimburse you using the same means of payment as you used for the original transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of this reimbursement.

Model Agreement withdrawal form

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

Addressee:

Kopalnia Soli "Wieliczka" S.A., Park Kingi 1, 32 - 020 Wieliczka, Poland
address for correspondence: Kopalnia Soli "Wieliczka" Wsparcie Sp. z o.o., Park Kingi 10,
32-020 Wieliczka, e-mail: online@kopalnia.pl

- I/We^(*) hereby inform^(*) of my/our^(*) withdrawal from the Agreement on the provision of services of visiting "Wieliczka" Salt Mine concluded on, Order number:

- Name and surname of the consumer(s)

- Address of the consumer(s)

- Signature of the consumer(s) (only if the form was submitted in printed form)

- Date

^(*) Delete as appropriate.