

# 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 <https://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](mailto: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](mailto: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 <https://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 <https://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](http://www.kopalnia.pl), and in case of purchasing ticket for the Tour and accommodation package in the Słowacki chamber also “Terms and Conditions of Overnight Accommodation in the Słowacki Chamber”, 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 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, school groups tours: Following the legends, Discovering Solilandia, The “God Bless” Pilgrims' Route for individual tourists 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 and The “God Bless” Pilgrims' Route in a language other than that indicated in paragraph 5. To this end, the group representative should purchase the tickets in English, French, Spanish, German, Russian, Ukrainian or Italian language via website <https://sklep.kopalnia.pl> and in case of interest in language other mentioned, contact the Sales Department: [noclegi@kopalnia.pl](mailto:noclegi@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 Turystyka does not guarantee the availability of the tour service in languages other than: Polish, English, German, French, Spanish, Italian, Russian, Ukrainian.
7. In order to ensure proper organisation and safety, the number of visitor spots available during the tour is limited to a maximum of 40 people on the Tourist Route and 20

people on the Miners'Route. The Operator reserves the right to further limit the number of spots on a given tour due to organisational and safety concerns.

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 tour and subject to availability of visitor spots, based on the availability of guides and organisational capacity of KSW S.A. and the Operators, except for the accommodation package in the Slowacki Chamber and Following the legends-family trip with stay at the Grand Sal Hotel\*\*\*\* package, 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. Once purchased, the Buyer is not allowed to exchange the purchased Tour Ticket for another Ticket.
11. 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. The fee should be paid on the day of the tour, at the Sales Department Ticket Office.

#### **§ 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. The complimentary ticket for a group leader/guardian and passes for children under 4 years of age do not count towards the minimum number of tickets required; The aforementioned tickets count towards the number of people in the group, as described in Section 3, item 7.
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 Tour Tickets for school groups, complimentary tickets for group guardians do not count towards the limit of purchased tickets referred to in items 1 and 2. Group guardians are required to collect a free pass. A single school pass for a teacher/group guardian is provided to no more than one teacher/guardian for each started 10 purchased tickets for a school group.
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(7), regardless of the type of Tour Ticket.
6. 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). Purchase of the additional tickets for school groups choosing the tour with lunch package and accommodation package in the Słowacki chamber is possible only after prior informing KSW Turystyka about the increased number of people in a group by sending an email at: [noclegi@kopalnia.pl](mailto:noclegi@kopalnia.pl), no later than 3 days before the accommodation date or [programy.dzieci@kopalnia.pl](mailto:programy.dzieci@kopalnia.pl), no later than 3 days before tour date in case of tour with lunch package for school groups.
7. 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](mailto:programy.dzieci@kopalnia.pl) in the case of school and kindergarten group bookings, [noclegi@kopalnia.pl](mailto:noclegi@kopalnia.pl) in case of groups interested in the accommodation package in the Słowacki chamber or [pielgrzymka@kopalnia.pl](mailto:pielgrzymka@kopalnia.pl) in the case of the Pilgrimage Route. Due to the large number of inquiries, the response time may exceed 3 business days. Booking of Tickets for group tours will only be made if there are organisational possibilities on the part of the KSW SA and Operators.
  8. 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](mailto:programy.dzieci@kopalnia.pl) in case of school and kindergarten groups' bookings, [noclegi@kopalnia.pl](mailto:noclegi@kopalnia.pl), in case of accommodation package in the Słowacki chamber or [pielgrzymka@kopalnia.pl](mailto:pielgrzymka@kopalnia.pl) in case of the Pilgrimage Route. Such changes can only be made within the respective price list season and no later than 72h before the tour time, and in case of accommodation package for individual tourists and groups, no later than 7 days before the accommodation date. 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 <https://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 180 days before the date of the tour and no later than one hour before the date of the tour, until the end of the calendar year and no later than:
  - a) 1 hour before the time of the tour – in case of purchase of "Following the legends-family trip" for individual tourists
  - b) 24 hours before the date of the tour - in case of purchase of the ticket for the accommodation package in the Słowacki chamber for individual tourists

- c) 72 hours before the tour date – in case of tickets for the group tours for: Discovering Solilandia, Following the Legends, “God Bless” Pilgrims’ Route, Accomodation Package in the Słowacki chamber and the offer for individual tourists: Following the legends-family trip with stay at the Grand Sal Hotel\*\*\*\*
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 the Buyer should:
    - 1) go to <https://sklep.kopalnia.pl>,
    - 2) select the option “Individual Tickets” or “Group Tickets”
    - 3) in case of Individual Tickets choose the offer, date and hour, and in case of Group Tickets also the language of visiting from the available ones
    - 4) select the type of Ticket the Buyer wishes to purchase,
    - 5) 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,
    - 6) in the case of a purchase after registering your account, log in to your account,
    - 7) 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
    - 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 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) in the case of purchases without registering an account, verify the correctness of the e-mail address provided, by entering the PIN number sent to the specified address
    - 12) 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 <https://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) in the case of purchases without registering an account, verify the correctness of the e-mail address provided, by entering the PIN number sent to the specified address
  - 10) 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 Miners' Route,
  - 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](mailto: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](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 30 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 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 writing to the Operator's address,
  - 2) via e-mail: [imprezy@kopalnia.pl](mailto:imprezy@kopalnia.pl),
  - 3) using the contact form available on the System.
5. 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.

6. The Operator shall 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 Purchaser's rights of warranty for defects under generally applicable law.
8. 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).
  - 2) until the employees necessary to perform the trip programme are booked which is 72 hours prior to the tour date as specified on the on-line tour ticket (applies to Accomodation package in the Słowacki Chamber for individual tourists, Following the legends-family trip with stay at the Grand Sal Hotel\*\*\*\* package, and the group tours with programmes: „God Bless” Pilgrims’ Route, Following the legends, Discovering Solilandia, Group tour and accomodation in the Mine)
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](mailto: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 [programy.dzieci@kopalnia.pl](mailto:programy.dzieci@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 Sales Department Ticket Office.
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

### 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](mailto: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](http://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](http://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 shall enter into force on 9 July 2024.

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 – the period from 1 January to 30 April 2024 and from 1 October to 31 December 2024

Middle season – the period from 1 May to 30 June and from 1 to 30 September 2024

High season – the period from 1 July to 31 August 2024

### Discovering Solilandia (school groups)

Duration	Low season	Middle season, High season
<b>School ticket – in Polish</b>		
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.	PLN 62	PLN 62
<b>Standard ticket – in Polish</b>		
Applies to a teacher/a carer of a school group who is not required to hold a ticket for a teacher/carers.	PLN 86	PLN 98
<b>Control school ticket for a teacher/carers</b>		
Control school ticket for a teacher/carers is given to 1 teacher/carers per each started 10 paid tickets for each school group.	PLN 0	PLN 0
<b>School ticket + Dinner – in Polish menu set I/menu set II</b>	PLN 97	PLN 97
<b>Normal ticket + Dinner – in Polish menu set I/menu set II</b>	PLN 121	PLN 133

### Following the legends (school groups)

Duration	Low season	Middle season, High season
<b>School ticket – in Polish</b>		
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.	PLN 62	PLN 62
<b>Standard ticket – in Polish</b>		
Applies to a teacher/a carers of a school group who is not required to hold a ticket for a teacher/carers.	PLN 86	PLN 98
<b>Control school ticket for a teacher/carers</b>		
Control school ticket for a teacher/carers is given to 1 teacher/carers per each started 10 paid tickets for each school group.	PLN 0	PLN 0
<b>School ticket + Dinner – in Polish menu set I/menu set II</b>	PLN 97	PLN 97
<b>Normal ticket + Dinner – in Polish menu set I/menu set II</b>	PLN 121	PLN 133

### Accommodation package in the Słowacki Chaber (school groups)

Duration	Low season	Middle season, High season
<b>School ticket – in Polish, menu set I/menu set II</b>	PLN 249	PLN 249

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.		
<b>Standard ticket – in Polish, menu set I/menu set II</b>	PLN 283	PLN 295
Applies to a teacher/a carer of a school group who is not required to hold a ticket for a teacher/carers.		
<b>Control school ticket for a teacher/carers, menu set I/menu set II</b>	PLN 0	PLN 0
Control school ticket for a teacher/carers is given to 1 teacher/carers per each started 10 paid tickets for each school group.		

### The “God Bless” Pilgrims’ Route (organised groups)

Duration	Low season	Middle season, High season
<b>Discount ticket – in Polish</b>	PLN 78	PLN 88
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
<b>Discount ticket for persons with disabilities – in Polish</b>	PLN 78	PLN 88
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
<b>Standard ticket – in Polish</b>	PLN 96	PLN 108
<b>Discount ticket- in a foreign language</b>	PLN 112	PLN 122
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
<b>Discount ticket for persons with disabilities – foreign language</b>	PLN 112	PLN 122
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
<b>Standard ticket – foreign language</b>	PLN 132	PLN 144
<b>Pass for a child under the age of 4 – Polish and foreign languages</b>	PLN 0	PLN 0
Available for children under the age of 4.		
<b>Group leader/guardian ticket – Polish and foreign languages</b>	PLN 0	PLN 0
Available for one organised group leader or guardian.		
<b>Elevator ride to Level I of the mine – up to 35 people</b>	PLN 429	PLN 429
The price includes descent or a ride up (one way only).		
<b>Elevator ride to Level I of the mine – up to 40 people</b>	PLN 499	PLN 499
The price includes descent or a ride up (one way only).		

### Along the Path of History and Technology (organised groups)

Duration	Low season	Middle season, High season
<b>Discount ticket – in Polish</b>		
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.	PLN 68	PLN 78
<b>Discount ticket for persons with disabilities – in Polish</b>		
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 68	PLN 78
<b>Standard ticket – in Polish</b>	PLN 86	PLN 98
<b>Discount ticket – in a foreign language</b>		
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.	PLN 102	PLN 112
<b>Discount ticket for persons with disabilities – in a foreign language</b>		
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 102	PLN 112
<b>Standard ticket – foreign language</b>	PLN 122	PLN 134
<b>Discount ticket, tour after opening hours – in Polish</b>		
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.	PLN 88	PLN 98
<b>Discount ticket for persons with disabilities, tour after opening hours – in Polish</b>		
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 88	PLN 98
<b>Standard ticket, tour after opening hours – in Polish</b>	PLN 106	PLN 118
<b>Discount ticket, tour after opening hours – in a foreign language</b>		
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.	PLN 122	PLN 132
<b>Discount ticket for persons with disabilities, tour after opening hours – in a foreign language</b>		
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 122	PLN 132
<b>Standard ticket, tour after opening hours – foreign language</b>	PLN 142	PLN 154
<b>Pass for a child under the age of 4 – Polish and foreign languages</b>		
Applicable to children below 4 years of age.	PLN 0	PLN 0

### Underground Escapade (organised groups)

Duration	Low season	Middle season, High season
Standard ticket - in Polish	PLN 165	PLN 195
Standard ticket - in a foreign language	PLN 165	PLN 195

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

Duration	Low season	Middle season, High season
<b>Discount ticket for children and youth - in Polish</b>		
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.	PLN 299	PLN 299
<b>Standard ticket-- in Polish</b>	PLN 319	PLN 319
<b>Discount ticket for children and youth - foreign language</b>		
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.	PLN 333	PLN 333
<b>Standard ticket-- foreign language</b>	PLN 355	PLN 355
<b>Group leader/guardian ticket - Polish and foreign languages*</b>	PLN 0	PLN 0
Available for one organised group leader or guardian.		

\*Applies to organised groups.

### Following of legends - family trip (individual tourists)

Duration	Low season	Middle season	High season
<b>Discount ticket – in Polish</b>			
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.	PLN 88	PLN 98	PLN 101
<b>Discount ticket for persons with disabilities – in Polish</b>			
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 88	PLN 98	PLN 101
<b>Standard ticket – in Polish</b>	PLN 111	PLN 121	PLN 124
<b>Family ticket – in Polish</b>			
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. Purchasing a family ticket for a tour of the Tourist Route in July-August 2024 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	PLN 320	PLN 350	PLN 359
<b>Family ticket pass – in Polish</b>			
Purchasing a Family Ticket requires adding three passes for record-keeping purposes.	PLN 0	PLN 0	PLN 0
<b>Pass for a child under the age of 4</b>			
Applicable to children below 4 years of age.	PLN 0	PLN 0	PLN 0



Following the legends-family trip with stay at the Grand Sal Hotel\*\*\*\* package (individual tourists)

Duration	Low season	Middle season	High season
<b>Discount ticket - in Polish</b>			
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.	PLN 290	PLN 290	PLN 290
<b>Discount ticket for persons with disabilities - in Polish</b>			
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 290	PLN 290	PLN 290
<b>Standard ticket - in Polish</b>	PLN 313	PLN 313	PLN 313
<b>Family ticket - in Polish</b>			
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. Purchasing a family ticket for a tour of the Tourist Route in July-August 2024 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	PLN 988	PLN 988	PLN 988
<b>Family ticket pass - in Polish</b>			
Purchasing a Family Ticket requires adding three passes for record-keeping purposes.	PLN 0	PLN 0	PLN 0
<b>Pass for a child under the age of 4</b>			
Applicable to children below 4 years of age. Children up to 4 years old are provided with free accommodation if they sleep in the bed with their parents. The fee for an extra bed for a child over 4 years old is PLN 120 (it is necessary to inform the hotel at least one day before arrival, payment on site at the hotel).	PLN 0	PLN 0	PLN 0

## VOUCHERS

### LOW SEASON VOUCHERS

Duration	Low season
<b>Voucher „Tour and accommodation in the Mine 2024 - low season</b>	PLN 319
The Voucher can be redeemed for a Standard Ticket for the “Tour and accommodation” package for individual tourists until the end of the price list season for which the Voucher was purchased.	
<b>Family voucher Following the legends - family trip 2024 - low season</b>	PLN 320
The Voucher can be redeemed for a Family Ticket for the “Following the legends - family trip” package for individual tourists until the end of the price list season for which the Voucher was purchased.	

### MIDDLE SEASON VOUCHERS

Duration	Middle season
<b>Voucher „Tour and accommodation in the Mine 2024 - high season</b>	PLN 319
The Voucher can be redeemed for a Standard Ticket for the “Tour and accommodation” package for individual tourists until the end of the price list season for which the Voucher was purchased.	
<b>Family voucher Following the legends - family trip 2024 - high season</b>	PLN 350
The Voucher can be redeemed for a Family Ticket for the “Following the legends - family trip” package for individual tourists until the end of the price list season for which the Voucher was purchased.	

### HIGH SEASON VOUCHERS

Duration	High season
<b>Voucher „Tour and accommodation in the Mine 2024 - high season</b>	PLN 319
The Voucher can be redeemed for a Standard Ticket for the “Tour and accommodation” package for individual tourists until the end of the price list season for which the Voucher was purchased.	
<b>Family voucher Following the legends - family trip 2024 - high season</b>	PLN 359
The Voucher can be redeemed for a Family Ticket for the “Following the legends - family trip” package for individual tourists until the end of the price list season for which the Voucher was purchased.	

## 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 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).
- 2) until the employees necessary to perform the trip programme are booked which is 72 hours prior to the tour date as specified on the on-line tour ticket (applies to Accomodation package in the Słowacki Chamber for individual tourists, Following the legends-family trip with stay at the Grand Sal Hotel\*\*\*\* package and the group tours with programmes: „God Bless” Pilgrims’ Route, Following the legends, Discovering Solilandia, Group tour and accomodation in the Mine)

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](mailto: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](mailto: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](mailto:imprezy@kopalnia.pl)

- I/We<sup>(\*)</sup> hereby give notice<sup>(\*)</sup> of my/our<sup>(\*)</sup> 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

<sup>(\*)</sup> Delete as appropriate