

# 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](http://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](mailto:sekretariat.sa@kopalnia.pl), tel. 12 278 71 11, hereinafter: “KSW S.A.”

## § 2

### Definitions

- 1) **Ticket machine** - an automated device (vending machine) used for selling Tour Tickets for the given day, installed on the premises of the “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](http://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](http://www.bilety.kopalnia.pl), and in the case of Tour Tickets for individual tourists, subject to the provisions of sections 10 - 12, also:
  - 1) for the Tourist Route – at the ticket offices located at Daniłowicza10 or from Ticket machines located on the premises of the “Wieliczka” Salt Mine, in the vicinity of 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, in the vicinity of 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](http://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 organising a tour with the guide speaking the language specified in the booking form turns out to be impossible, in consultation with the Visitor, the Operator may agree for the representative of the organised group to provide interpretation of the tour guide's story. In this case, the Visitor is obliged to pay the price of a Tour Ticket with guide speaking a language other than Polish.

8. 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.
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 the Tour Ticket at the Ticket Office or from the Ticket Machine is available only 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 Operator.
11. 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.
12. Purchasing a Tour Ticket with a Large Family Card is possible only at the Ticket Offices on the day of the tour.
13. Once purchased, the Buyer is not allowed to exchange the purchased Tour Ticket for another Ticket.
14. 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.
15. In the case of purchase of a Tour Ticket other than a Standard Ticket, the Operator or KSW S.A. reserves the right to request that the Visitor produces a document confirming the right to purchase a Ticket at a discounted price, in particular the Large Family Card or a relevant ID card at any time prior to the end of the tour. This check may occur in particular at the Ticket Offices or immediately before the start of the tour. 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.

16. 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](mailto: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 purchasing tickets for an organised tour, the Buyer is required to purchase at least 20 tickets in the case of purchasing Tourist Route Tour Tickets, or at least 10 tickets in the case of purchasing Miners' Route Tour Tickets, subject to the provisions in item 2. 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 8.
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 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(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](mailto:rezerwacja@kopalnia.pl) (Tourist Route) or [trasa.gornicza@kopalnia.pl](mailto: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](mailto:rezerwacja@kopalnia.pl) or the Miner's Route respectively: [trasa.gornicza@kopalnia.pl](mailto:trasa.gornicza@kopalnia.pl). Such changes can only be made within the relevant price season and no later than 36 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](http://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 Visitor 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 180 days before the date of the tour, until the end of the calendar year 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](http://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) specify the country of origin of the Visitor, enter the Voucher number or the discount code - if the Visitor agrees to share the data concerning their country of origin or has a valid Voucher or 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 - 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) 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) 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](http://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](http://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) 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) 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) service for descending or ascending by lift in the Daniłowicz shaft,
  - 2) named guide for guided tours on the Tourist Route or the Miner's Route,
  - 3) a panoramic lift ride in the "Staszic" chamber.
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. Selection of a specific guide is available only for organised groups and requires prior booking by sending an e-mail message to rezerwacja@kopalnia.pl after purchasing a Tour Ticket. The message should include the name of the selected guide and the Booking 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. Purchasing a Ticket for an elevator ride to the surface via the Daniłowicz Shaft from the excavations of the "Wieliczka" Salt Mine is available upon request of the Visitor. The request should be made no later than during the tour of the Tourist Route, if the Visitor is unable to participate in the tour of the Tourist Route in its entirety. The fulfilment of the request is subject to the availability of the service 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, no later than at the time of arrival to the surface. If the Tour ends prematurely at the request of the Visitor, they shall not be entitled to a partial or full refund of the Tour Ticket cost.
  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](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 Plac Kościuszki 9.
  - 2) send an invoice request to the e-mail address: [online@kopalnia.pl](mailto: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](mailto: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 Customer may withdraw from the Contract referred to in item 1 by submitting a statement of withdrawal to KSW S.A. A declaration of withdrawal from an on-line sales contract can be submitted:
  - 1) via the "Ticket Refund" tab available in the system;
  - 2) in writing, by sending the relevant declaration to: Kopalnia Soli "Wieliczka" Wsparcie Sp. z o.o., Park Kingi 10, 32-020 Wieliczka, with the date of submission via the postal operator being binding in connection with the deadline specified in item 1 above;
  - 3) by sending the relevant declaration via e-mail to: [online@kopalnia.pl](mailto:online@kopalnia.pl) before the deadline specified in item 1 above.

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](mailto: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](mailto:iod.sa@kopalnia.pl).
3. Personal data shall be processed on the basis of:

<b>Purpose of data processing</b>	<b>Legal basis for processing</b>
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](http://www.kopalnia.pl), at [www.kopalnia.pl](http://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](http://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. The Terms and Conditions enter into force on 12 February 2024.

### 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 offered as part of the Tourist Route, Miners’ Route and the Graduation Tower

# **Price list for tourist services of the “Wieliczka” Salt Mine and the Cracow Saltworks Museum offered as part of the Tourist Route, Miners’ Route and the Graduation Tower**

### **Definitions**

**Low season** – the period from 1 January to 30 April 2024 and from 1 October to 31 December 2024.

**High season** – the period from 1 May to 30 September 2024.

## TOURIST ROUTE

### TOURIST ROUTE AND UNDERGROUND EXHIBITION OF THE WIELICZKA CRACOW SALTWORKS MUSEUM – guided tours in the Polish language for individual tourists

Duration:	Low season	High season
<b>Standard ticket</b>	86 PLN	98 PLN
<b>Discount ticket</b>	68 PLN	78 PLN
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 people with disabilities</b>	68 PLN	78 PLN
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>Family ticket</b>	254 PLN	290 PLN
Available to families of four made up of two adults and two children over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their dates 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.		
<b>Family ticket pass</b>	0 PLN	0 PLN
Purchasing a Family Ticket requires adding three passes for record-keeping purposes.		
<b>Standard ticket with a Large Family Card</b>	60.2 PLN	68.6 PLN
Available to persons entitled to purchase a Standard Ticket upon producing the Large Family Card and a valid photo ID.		
<b>Discount ticket with a Large Family Card</b>	47.6 PLN	54.6 PLN
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 along with the Large Family Card, university students up to the age of 26 upon presentation of a valid student ID card along with the Large Family Card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth along with the Large Family Card.		
<b>Discount ticket for people with disabilities with a Large Family Card</b>	47.6 PLN	54.6 PLN
Available to persons with disabilities upon producing a valid disability certificate along with the Large Family Card and a valid photo ID, as well as their care providers (one care provider per one person with disabilities) upon presentation of a Large Family Card and a valid photo ID. Both the person with disabilities and their care provider need to purchase a separate discount ticket.		
<b>Pass for a child under the age of 4</b>	0 PLN	0 PLN
Available for children under the age of 4.		

**TOURIST ROUTE AND UNDERGROUND EXHIBITION OF THE WIELICZKA CRACOW  
SALTWORKS MUSEUM – guided tours in languages other than Polish for individual tourists**

<b>Duration:</b>	<b>Low season</b>	<b>High season</b>
<b>Standard ticket</b>	122 PLN	134 PLN
<b>Discount ticket</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.	102 PLN	112 PLN
<b>Discount ticket for people with disabilities</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.	102 PLN	112 PLN
<b>Family ticket</b> Available to families of four made up of two adults and two children over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their dates 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.	366 PLN	402 PLN
<b>Family ticket pass</b> Purchasing a Family Ticket requires adding three passes for record-keeping	0 PLN	0 PLN
<b>Pass for a child under the age of 4</b> Available for children under the age of 4.	0 PLN	0 PLN

**TOURIST ROUTE AND UNDERGROUND EXHIBITION OF THE WIELICZKA CRACOW  
SALTWORKS MUSEUM WITH THE GRADUATION TOWER – guided tours in the Polish  
language and a visit to the Graduation Tower for individual tourists**

<b>Duration:</b>	<b>Low season</b>	<b>High season</b>
<b>Standard ticket</b> A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.	91 PLN	103 PLN
<b>Discount ticket</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. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.	73 PLN	83 PLN
<b>Discount ticket for people with disabilities</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. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.	73 PLN	83 PLN

<b>Duration:</b>	<b>Low season</b>	<b>High season</b>
<b>Family ticket</b>	270 PLN	306 PLN
Available to families of four made up of two adults and two children over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their dates of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
<b>Family ticket pass</b>	0 PLN	0 PLN
Purchasing a Family Ticket requires adding three passes for record-keeping purposes. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
<b>Pass for a child under the age of 4</b>	0 PLN	0 PLN
Available for children under the age of 4. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		

**TOURIST ROUTE AND UNDERGROUND EXHIBITION OF THE WIELICZKA CRACOW  
SALTWORKS MUSEUM WITH THE GRADUATION TOWER – guided tours in languages  
other than Polish and a visit to the Graduation Tower for individual tourists**

<b>Duration:</b>	<b>Low season</b>	<b>High season</b>
<b>Standard ticket</b>	127 PLN	139 PLN
A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
<b>Discount ticket</b>	107 PLN	117 PLN
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. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
<b>Discount ticket for people with disabilities</b>	107 PLN	117 PLN
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. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
<b>Family ticket</b>	382 PLN	418 PLN
Available to families of four made up of two adults and two children over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their dates of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
<b>Family ticket pass</b>	0 PLN	0 PLN
Purchasing a Family Ticket requires adding three passes for record-keeping purposes. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		
<b>Pass for a child under the age of 4</b>	0 PLN	0 PLN
Available for children under the age of 4. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.		

**TOURIST ROUTE AND UNDERGROUND EXHIBITION OF THE WIELICZKA CRACOW  
SALTWORKS MUSEUM – guided tours in the Polish language for organised groups**

<b>Duration:</b>	<b>Low season</b> <small>(price per ticket for one person visiting the Mine as part of an organised group)</small>	<b>High season</b> <small>(price per ticket for one person visiting the Mine as part of an organised group)</small>
<b>Standard ticket</b>	86 PLN	98 PLN
<b>Discount ticket</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.	68 PLN	78 PLN
<b>Discount ticket for people with disabilities</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.	68 PLN	78 PLN
<b>Pass for a child under the age of 4</b> Available for children under the age of 4.	0 PLN	0 PLN
<b>Group leader/guardian ticket</b> Available for one organised group leader or guardian.	0 PLN	0 PLN

**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.<sup>1</sup>**

<b>Duration:</b>	<b>Low season</b> <small>(price per ticket for one person visiting the Mine as part of an organised group)</small>	<b>High season</b> <small>(price per ticket for one person visiting the Mine as part of an organised group)</small>
<b>Standard ticket</b>	122 PLN	134 PLN
<b>Discount ticket</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.	102 PLN	112 PLN

<sup>1</sup> 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 organising a tour with the guide speaking the language specified in the booking form turns out to be impossible, in consultation with the Visitor, the Operator may agree for the representative of the organised group to provide interpretation of the tour guide's story. In this case, the Visitor is obliged to pay the price of a Tour Ticket with guide speaking a language other than Polish.

<b>Duration:</b>	<b>Low season</b> (price per ticket for one person visiting the Mine as part of an organised group)	<b>High season</b> (price per ticket for one person visiting the Mine as part of an organised group)
<b>Discount ticket for people with disabilities</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.	102 PLN	112 PLN
<b>Pass for a child under the age of 4</b> Available for children under the age of 4.	0 PLN	0 PLN
<b>Group leader/guardian ticket</b> Available for one organised group leader or guardian.	0 PLN	0 PLN

**TOURIST ROUTE AND UNDERGROUND EXHIBITION OF THE WIELICZKA CRACOW  
SALTWORKS MUSEUM – guided tours in the Polish language for school groups**

<b>Duration:</b>	<b>Low season</b> (price per ticket for one person visiting the Mine as part of an organised group)	<b>High season</b> (price per ticket for one person visiting the Mine as part of an organised group)
<b>School ticket</b> Available to organised groups of preschool and elementary school students touring the mine with a Polish-speaking guide upon producing a valid school ID.	40 PLN	40 PLN
<b>School ticket for a teacher/guardian</b> Available to teacher/guardian/chaperone of a school group, who is not entitled to a school ticket pass for a teacher/guardian.	86 PLN	98 PLN
<b>School ticket pass for teacher/guardian</b> A single school pass for a teacher/guardian is provided to one teacher/guardian for each started 10 paid tickets for a school group.	0 PLN	0 PLN

## MINERS' ROUTE

### MINERS' ROUTE – guided tours in the Polish language for individual tourists

Duration:	Low season	High season
<b>Standard ticket</b>	86 PLN	98 PLN
<b>Discount ticket</b>	68 PLN	78 PLN
Available to children over the age of 10 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>Family ticket</b>	254 PLN	290 PLN
Available to families of four made up of two adults and two children over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their dates of birth.  Purchasing a family ticket for a tour of the Miners' 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.		
<b>Family ticket pass</b>	0 PLN	0 PLN
Purchasing a Family Ticket requires adding three passes for record-keeping purposes.		
<b>Standard ticket with a Large Family Card</b>	60,2 PLN	68,6 PLN
Available to persons entitled to purchase a Standard Ticket upon producing the Large Family Card and a valid photo ID.		
<b>Discount ticket with a Large Family Card</b>	47.6 PLN	54.6 PLN
Available to children over the age of 10 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth along with the Large Family Card, university students up to the age of 26 upon presentation of a valid student ID card along with the Large Family Card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth along with the Large Family Card.		

### MINERS' ROUTE – guided tours in languages other than Polish for individual tourists

Duration:	Low season	High season
<b>Standard ticket</b>	122 PLN	134 PLN
<b>Discount ticket</b>	102 PLN	112 PLN
Available to children over the age of 10 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>Family ticket</b>	366 PLN	402 PLN
Available to families of four made up of two adults and two children over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their dates of birth.  Purchasing a family ticket for a tour of the Miners' 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.		
<b>Family ticket pass</b>	0 PLN	0 PLN
Purchasing a Family Ticket requires adding three passes for record-keeping purposes.		

### MINERS' ROUTE WITH THE GRADUATION TOWER – guided tours in the Polish language and a visit to the Graduation Tower for individual tourists

Duration:	Low season	High season
<b>Standard ticket</b>	91 PLN	103 PLN
A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		
<b>Discount ticket</b>	73 PLN	83 PLN
Available to children over the age of 10 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. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		
<b>Family ticket</b>	270 PLN	306 PLN
Available to families of four made up of two adults and two children over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their dates of birth. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		
<b>Family ticket pass</b>	0 PLN	0 PLN
Purchasing a Family Ticket requires adding three passes for record-keeping purposes. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		

**MINERS' ROUTE WITH THE GRADUATION TOWER – guided tours in languages other than Polish and a visit to the Graduation Tower for individual tourists**

Duration:	Low season	High season
<b>Standard ticket</b>	127 PLN	139 PLN
A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		
<b>Discount ticket</b>	107 PLN	117 PLN
Available to children over the age of 10 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. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		
<b>Family ticket</b>	382 PLN	418 PLN
Available to families of four made up of two adults and two children over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their dates of birth. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		
<b>Family ticket pass</b>	0 PLN	0 PLN
Purchasing a Family Ticket requires adding three passes for record-keeping purposes. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.		

**MINERS' ROUTE – guided tours in the Polish language for organised groups**

Duration:	Low season <small>(price per ticket for one person visiting the Mine as part of an organised group)</small>	High season <small>(price per ticket for one person visiting the Mine as part of an organised group)</small>
<b>Standard ticket</b>	86 PLN	98 PLN
<b>Discount ticket</b>	68 PLN	78 PLN
Available to children over the age of 10 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>Group leader/guardian ticket</b>	0 PLN	0 PLN
Available for one organised group leader or guardian.		

**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.<sup>2</sup>**

<b>Duration:</b>	<b>Low season</b> (price per ticket for one person visiting the Mine as part of an organised group)	<b>High season</b> (price per ticket for one person visiting the Mine as part of an organised group)
<b>Standard ticket</b>	122 PLN	134 PLN
<b>Discount ticket</b> Available to children over the age of 10 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.	102 PLN	112 PLN
<b>Group leader/guardian ticket</b> Available for one organised group leader or guardian.	0 PLN	0 PLN

**MINERS' ROUTE – guided tours in the Polish language for school groups**

<b>Duration:</b>	<b>Low season</b> (price per ticket for one person visiting the Mine as part of an organised group)	<b>High season</b> (price per ticket for one person visiting the Mine as part of an organised group)
<b>School ticket</b> Available to organised groups of elementary school students over 10 years of age touring the Mine with a Polish-speaking guide, upon producing a valid school ID.	40 PLN	40 PLN
<b>School ticket for a teacher/guardian</b> Available to teacher/guardian/chaperone of a school group, who is not entitled to a school ticket pass for a teacher/guardian.	86 PLN	98 PLN
<b>School ticket pass for teacher/guardian</b> A single school pass for a teacher/guardian is provided to one teacher/guardian for each started 10 paid tickets for a school group.	0 PLN	0 PLN

<sup>2</sup> 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 organising a tour with the guide speaking the language specified in the booking form turns out to be impossible, in consultation with the Visitor, the Operator may agree for the representative of the organised group to provide interpretation of the tour guide's story. In this case, the Visitor is obliged to pay the price of a Tour Ticket with guide speaking a language other than Polish.

## GRADUATION TOWER

<b>Duration: 1 January – 31 December 2024</b>	
<b>Entry ticket to the Graduation Tower</b>	7 PLN
<b>Entry ticket to the Graduation Tower with a Large Family Card</b>	4.9 PLN
Available to persons entitled to purchase an entry ticket to the Graduation Tower upon producing the Large Family Card and a valid photo ID.	
<b>Pass for a child under the age of 4</b>	0 PLN
Available for children under the age of 4.	
<b>Ticket for Wieliczka residents</b>	2 PLN
Available to residents of the City and Municipality of Wieliczka upon presentation of a valid document confirming their residence in the City or Municipality of Wieliczka.	
<b>5-visit pass for Wieliczka residents</b>	10 PLN
Available to residents of the City and Municipality of Wieliczka upon presentation of a valid document confirming their residence in the City or Municipality of Wieliczka. The pass entitles its holder to five visits to the Graduation Tower within 30 days from the date of first visit indicated on the ticket.	
<b>5-visit pass</b>	30 PLN
The pass entitles its holder to five visits to the Graduation Tower within 30 days from the date of first visit indicated on the ticket.	
<b>Additional fee</b>	50 PLN
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 Entry ticket to the Graduation Tower or the 5-visit pass.	

## ADDITIONAL SERVICES

<b>Duration: 1 January – 31 December 2024</b>	
<b>Panoramic elevator ride</b>	8 PLN
The price includes a one-time ride in the panoramic elevator (up and down).	
<b>Group ride in the panoramic elevator (maximum 9 participants)</b>	50 PLN
A group ride in the passenger elevator in the Staszic Chamber is available to organised groups. Due to the capacity of the panoramic elevator, 9 tour participants can ride in the elevator at the time. The price includes a one-time ride on the panoramic elevator (up and down).	
<b>Panoramic elevator ride for school groups (maximum 9 participants)</b>	20 PLN
School group ride in the passenger elevator in the Staszic Chamber is available to organised groups of preschool and elementary school students touring the mine with a Polish-speaking guide. The price includes a one-time ride on the panoramic elevator (up and down).	
<b>Selection of a specific guide for the Tourist Route</b>	300 PLN
Booking the service of a specific guide for an organised group visiting the Tourist Route.	
<b>Selection of a specific guide for the Miners' Route</b>	300 PLN
Booking the service of a specific guide for an organised group visiting the Miners' Route.	
<b>Elevator ride to Level I of the mine – up to 35 people</b>	429 PLN
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>	499 PLN
The price includes descent or a ride up (one way only).	
<b>Elevator ride to Level II of the mine – up to 35 people</b>	579 PLN
The price includes descent or a ride up (one way only).	
<b>Elevator ride to Level II of the mine – up to 40 people</b>	649 PLN
The price includes descent or a ride up (one way only).	

## VOUCHERS

### LOW SEASON VOUCHERS

Duration:	Low season
<b>Standard voucher – Tourist Route – 2024 Low Season – Polish guide</b>	86 PLN
The Voucher can be redeemed for a Standard Ticket for a tour of the Tourist Route and the Underground Exhibition of the Wieliczka Cracow Saltworks Museum with a Polish-speaking guide until the end of the price list season for which the Voucher was purchased.	
<b>Standard voucher – Tourist Route – 2024 Low Season – guide speaking a language other than Polish</b>	122 PLN
The Voucher can be redeemed for a Standard Ticket for a tour of the Tourist Route and the Underground Exhibition of the Wieliczka Cracow Saltworks Museum with a guide speaking a language other than Polish until the end of the price list season for which the Voucher was purchased.	
<b>Standard voucher – Miners’ Route – 2024 Low Season – Polish guide</b>	86 PLN
The Voucher can be redeemed for a tour of the Miners’ Route with a Polish-speaking guide until the end of the price list season for which the Voucher was purchased.	
<b>Standard voucher – Miners’ Route – 2024 Low Season – guide speaking a language other than Polish</b>	122 PLN
The Voucher can be redeemed for a Standard Ticket for a tour of the Miners’ Route with a guide speaking a language other than Polish until the end of the price list season for which the Voucher was purchased.	

### HIGH SEASON VOUCHERS

Duration:	High season
<b>Standard voucher – Tourist Route – 2024 High Season – Polish guide</b>	98 PLN
The Voucher can be redeemed for a Standard Ticket for a tour of the Tourist Route and the Underground Exhibition of the Wieliczka Cracow Saltworks Museum with a Polish-speaking guide until the end of the price list season for which the Voucher was purchased.	
<b>Standard voucher – Tourist Route – 2024 High Season – guide speaking a language other than Polish</b>	134 PLN
The Voucher can be redeemed for a Standard Ticket for a tour of the Tourist Route and the Underground Exhibition of the Wieliczka Cracow Saltworks Museum with a guide speaking a language other than Polish until the end of the price list season for which the Voucher was purchased.	
<b>Standard voucher – Miners’ Route – 2024 High Season – Polish guide</b>	98 PLN
The Voucher can be redeemed for a tour of the Miners’ Route with a Polish-speaking guide until the end of the price list season for which the Voucher was purchased.	
<b>Standard voucher – Miners’ Route – 2024 High Season – guide speaking a language other than Polish</b>	134 PLN
The Voucher can be redeemed for a Standard Ticket for a tour of the Miners’ Route with a guide speaking a language other than Polish until the end of the price list season for which the Voucher was purchased.	

Kopalnia Soli “Wieliczka” S.A. reserves the right to offer special deals, as well as discounts or rebates on the basis of separate terms and conditions or agreements concluded by the company.

## 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 to withdraw from the contract, you are required to inform Kopalnia Soli "Wieliczka" S.A. with registered office in Wieliczka, Park Kingi 1, 32-020 Wieliczka (mailing address: Kopalnia Soli "Wieliczka" Wsparcie Sp. z o.o., Park Kingi 10, 32-020 Wieliczka, e-mail: [online@kopalnia.pl](mailto:online@kopalnia.pl), phone: +48 12 278 74 08 of your decision to withdraw from the contract by means of an unequivocal declaration (for example submitted as a letter sent to: Kopalnia Soli "Wieliczka" Wsparcie Sp. z o.o., Park Kingi 10, 32-020 Wieliczka, by means of the "Ticket Refund" tab available in the system, or sent via e-mail to [online@kopalnia.pl](mailto: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](mailto:online@kopalnia.pl)

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

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