

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

§ 1

Subject Matter of the Regulations

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

§ 2

Definitions

- 1) **Ticket machine** - an 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 containing information about the system identifier of the transaction, as well as tour date and time, assigned by the on-line service. Generating the Order Number and completing a payment for the transaction is 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) **On-line service** - computer software, which enables concluding Sales Contracts on-line, available at: 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 Contract** - a Sales Contract concluded in real time via the on-line service (via the internet), without requiring the presence of both parties in person.
- 13) **Voucher** - a document confirming payment which is redeemable for a corresponding Tour Ticket within a specified period.

§ 3

General Principles for Purchasing Visiting Tickets

1. Tour tickets can be purchased on-line, at www.bilety.kopalnia.pl, and in the case of Tour Tickets for individual tourists, subject to the provisions of sections 10 - 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, 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 may only be purchased for tours with guides speaking the following languages: Polish, English, French, Spanish, German, Russian, Ukrainian and Italian, subject to the provisions of items 7 and 7a.
6. The Tour Tickets for the Miner’s Route are available only for tours with guides speaking the following languages: Polish and English, subject to the provisions of items 7 and 7a.
7. Organised groups may also purchase a Tour Ticket for a tour with a guide speaking a language other than that indicated in items 5 and 6. In order to purchase such a ticket, the group representative should use the booking form available for

registered users in the on-line service. 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.

- 7a. 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 tour to be conducted in English or to allow a member of the organised group to provide interpretation of the tour guide's story. In this case, the group will be charged the full price of a Tour Ticket with guide speaking a language other than Polish. Providing an interpretation of the guide's story in cases other than those indicated above is not permitted (this applies both to organised groups and individual tours).
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 Ticket is possible at the Ticket Offices listed in section 1 and via the on-line service. The above-mentioned Tour Ticket shall be valid only on the date and time indicated at the time of purchase (in the case of the Tourist Route and the Miners' Route tickets) and during the opening hours of the Graduation Tower. After the date specified, an unused Tour Ticket becomes invalid.
12. Purchasing a Tour Ticket with a Large Family Card is possible only at the Ticket Offices on the day of the tour, upon producing the Large Family Card issued to each eligible Customer.
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 take part in the tour of the Tourist Route, in particular its parts intended for visitors with reduced mobility (with no obstacles such as stairs, etc.) need to book a tour in advance by sending an e-mail to rezerwacja@kopalnia.pl, (tours are not available for purchase via the on-line service). The spot on the tour will be booked subject to availability. KSW S.A. does not guarantee the availability of the service. Tour 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 on-line service, the group representative can contact the booking department directly via e-mail: rezerwacja@kopalnia.pl (Tourist Route) or trasa.gornicza@kopalnia.pl (Miners' Route) or through the contact form available in the on-line service. 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 Tour Tickets and wish to change the tour date can only do so by contacting the booking departments of the Tourist Route at rezerwacja@kopalnia.pl and the Miners' Route at trasa.gornicza@kopalnia.pl. Such changes can only be made within the relevant pricing season, no later than 36 hours before the tour time, and the proposed new tour date must not be later than 3 months ahead of the date of the change. The change of the tour date for the day selected by the Visitor depends on the availability and the organisational capabilities 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 date may only be changed in such a manner once per tour.
10. In the event that a representative of an organised group or a school group arrives after the Tour Time indicated on the Tour Ticket, the Operator may allow the Tour to take place on the given day, subject to the availability of the guide and the payment of an additional fee for the change of the designated guide. The amount of the fee is specified in the Appendix no. 1 to these Terms and Conditions. The additional fee can only be paid at the Ticket Office.

§ 5

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

1. The on-line ticket sales are carried out using the on-line service available at www.bilety.kopalnia.pl.
2. The Visitor may complete an on-line ticket purchase only after accepting the Terms and Conditions of Touring the "Wieliczka" Salt Mine and the underground exhibit of the Wieliczka Cracow Saltworks Museum and the Graduation Tower", as well as these Terms and Conditions.
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 Visitor may purchase purchase Tour Tickets on-line:
 - 1) after signing up for an account in the on-line service, in line with the Terms and Conditions of the provision of services by electronic means;
 - 2) without signing up for an account in the on-line service.
5. In order to purchase an On-line Visiting Ticket, the Buyer should:
 - 1) access www.bilety.kopalnia.pl,
 - 2) select the option "Individual Tickets" or "Group Tickets",

- 3) please select the route, the date, the hour and the language of visiting from the available ones (in the case of Tickets for visiting the Tourist Route or the Miners' Route),
 - 4) select the type of Tour Ticket that the Buyer wishes to purchase,
 - 5) 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 completing the payment or entering the Voucher number and providing the necessary details, the Visitor shall receive Tour Ticket purchased on-line automatically to the e-mail address provided upon signing up for the account or completing the purchase. The receipt of an on-line Tour Ticket constitutes confirmation of the conclusion of the On-line Sales Contract.
 7. 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.
 8. 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.
 9. By purchasing a Ticket for a visit in the Ticket Machine the Purchaser accepts the Rules of Visiting the "Wieliczka" Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower as well as these Regulations. The content of the above-mentioned Regulations is available at the

ticket offices or on the website at www.kopalnia.pl in the “Rules and Regulations” tab.

§ 6

Rules for the Sale of Vouchers

1. The buyer has the option to purchase a Voucher, granting him or her the right to replace it for:
 - 1) a Regular Ticket for visiting the Tourist Route,
 - 2) a Regular Ticket for visiting the Miner’s Route,
2. A Voucher can be purchased at the Ticket Office or via the on-line service.
3. In order to purchase a Voucher for the tour of the Tourist Route or the Miners’ Route via the on-line service, the Visitor shall:
 - 1) access www.bilety.kopalnia.pl,
 - 2) select the option “Individual Tickets,”
 - 3) select the option “Buy a Voucher,”
 - 4) select the Voucher type which the Buyer wishes to purchase,
 - 5) provide the discount code – if the Buyer has a discount code,
 - 6) in the case of a purchase after account registration – log in to your account,
 - 7) in the case of a purchase without registration, provide at least the e-mail address to which the Voucher will be sent and the language in which it will be contacted and, if an invoice is requested, other details, including your name and surname and, in the case of a sole trader, your business name, tax identification number and the address of your permanent place of business,
 - 8) accept the Rules of Visiting the “Wieliczka” Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower, The Regulations for rendering services by electronic means as well as these Regulations,
 - 9) 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 via the on-line service to the e-mail address provided at the time of signing up for an account or completing a purchase. The receipt of the Voucher is tantamount to a confirmation of the conclusion of the On-line Sales Contract.
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 on-line service 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" Salt 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 the on-line Tour Tickets and Vouchers purchased via the on-line service are handled by PayU S.A. with registered office in Poznań, Grunwaldzka 186, 60-166 Poznań, entered in the register of entrepreneurs kept by the District Court for Poznań - Nowe Miasto and Wilda in Poznań, 8th Economic Division of the

National Court Register under the KRS no. 0000274399 and Tax Identification Number (NIP) no. 7792308495, with a share capital of 4,944,000.00 PLN paid in full; which is a national payment operator within the meaning of the Payment Services Act of 19 August 2011, entered in the Register of Payment Services under no. IP1/2012.

2. By completing a payment for the on-line Tour Ticket or Voucher purchased via the on-line service, the Visitor agrees to the Terms and Conditions of a Single PayU Payment Transaction, which are available at https://poland.payu.com/wp-content/uploads/sites/14/2021/04/Regulamin-pojedynczej-transakcji-p%C5%82atniczej-PayU_2021_04.pdf.
3. Payment must be made within 30 minutes after booking a Tour Ticket or a Voucher on-line. In case of non-payment within the specified time limit, the order will be automatically cancelled.
4. On-line payments can be made by credit card, e-transfer, BLIK or Masterpass.
5. Payments at the Ticket Machines are processed by Centrum Elektronicznych Usług Płatniczych eService sp. z o. o. with its registered office in Warsaw, Jana Olbrachta 94, 01-102 Warsaw, entered in the register of entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register under the KRS number: 0000490970, NIP: 1181477610, REGON: 016107240, share capital 56,000,000 PLN, a national payment institution within the meaning of the Payment Services Act of 19 August 2011, entered in the Payment Services Register under number IP7/2013.
6. Payment at the Ticket Machine can only be made by credit card or BLIK, directly after selecting a Tour Ticket.
7. In the event of a legitimate request for an invoice for a Tour Ticket purchased through a Ticket Machine, the Buyer shall:
 - 1) come to the Ticket Office with the purchased Tour Ticket; the Ticket Office is located at Daniłowicza 10 or Plac Kościuszki 9.
 - 2) send an invoice request to the e-mail address: online@kopalnia.pl, with the number of the Tour Ticket and the data required for issuing an invoice.
8. KSW S.A. shall not be held liable for the situations where the payment system is not available due to reasons beyond its control, including security reasons and any sanctions, which may limit the ability to complete payments, as well as for the exchange rate risks, in the cases where the transaction currency is different than the Polish zloty (PLN).

§ 9

Rights and Obligations to the Parties of the Sales Agreement

1. By concluding the Sales Agreement, the Buyer declares that he or she became acquainted with the contents of these Terms and Conditions and undertakes to act in accordance with them.
2. The Purchaser does not have the right to purchase Tickets for the purpose of their further resale, including in particular resale for profit, as referred to in Article 133 of the Act of 20 May 1971 – the Code of Offences. KSW S.A. reserves the right to report suspicions of such activities to authorised law enforcement agencies.
3. The Buyer has the right to lodge a complaint regarding the concluded Contract of Sale only in case of purchase of Tickets or Vouchers from the places indicated in § 3, item 1.

4. A complaint may be lodged:
 - 1) in person, at the information point located at ul. Daniłowicza 10,
 - 2) in writing to the Operator's address,
 - 3) via e-mail: to the address reklamacje@kopalnia.pl,
 - 4) using the contact form available in the on-line service.
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 statement of withdrawal from an on-line sales contract can be submitted:
 - 1) via the "Ticket Refund" tab available in the on-line service; in order to do so, the Consumer needs to:
 - a) go to www.bilety.kopalnia.pl;
 - b) select the "Ticket Refund" option;
 - c) enter the required details: sales receipt number, e-mail address and date of order;
 - d) select the Tickets to refund;
 - e) Select the "Refund selected Tickets" option. The service will display the "Your request has been submitted. Thank you! We have received your ticket refund request" notification.

- 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 submitting a statement via e-mail to: online@kopalnia.pl before the date specified in item 1 above.

KSW S.A. shall immediately send an acknowledgement of the receipt of the declaration of withdrawal from the Contract to the e-mail address provided by the Buyer. The submission of the declaration of withdrawal from the Contract by the Consumer is tantamount to the signing of the receipt confirmation by KSW S.A. and the Buyer.

4. If the Consumer exercises his or her right to withdraw from the On-line Sales Agreement, KSW S.A. shall immediately, no later than within 14 days of receipt of the Consumer's declaration of withdrawal, refund to the Consumer all payments made by the Consumer. The reimbursement shall be made using the same method of payment used by the Consumer to the account from which the payment was made, unless the Consumer has expressly agreed to a different method of reimbursement that does not involve any costs for the Consumer.
5. A notice of the Customer's right to exercise the right to withdraw from the contract and a sample of the Customer's statement of withdrawal, which the Customer may use, is attached as Appendix 2 to these Terms and Conditions.
6. In case of cancellation of the tour on the booked date, the Visitor should immediately inform the Operator at the following e-mail address online@kopalnia.pl, even in the case where the Visitor is not entitled to withdraw from the contract.
7. The Buyer, who is not a Customer, shall not have the right to withdraw from the On-line Sales Contract, subject to the provisions of section 9.
8. The Buyer is not entitled to withdraw from the contract when purchasing a Ticket or Voucher at the Ticket Office or a Ticket at a Ticket Machine.
9. The provisions of this section concerning the Customer shall apply accordingly to a natural person concluding an On-line Sales Contract directly related to their business operations, when the language of the contract indicates that it is not related to business activity, resulting in particular from their business operations, indicated on the basis of the provisions of the law on the Central Registry and Information on Businesses. The declaration of withdrawal from the contract may be submitted only in line with the provisions of section 2, item 2 or item 3.

§ 11

Personal Data Processing Information Clause

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

Purpose of data processing	Legal basis for processing
Accepting an enquiry about an offer and responding, providing payment services and executing an agreement	Article 6(1)(b) of the General Data Protection Regulation (taking action at the request of the data subject prior to entering into a contract and performance of the agreement)
Confirmation of the right to purchase a Ticket other than a Regular Ticket	article 6(1)(a) of the General Data Protection Regulation (consent of the buyer) Article 6(1)(b) of the General Data Protection Regulation (taking action at the request of the data subject prior to entering into a contract and performance of the agreement)
Fulfilment of legal obligations to issue and keep accounting documents (bills, invoices)	Article 6(1)(c) of the General Data Protection Regulation (legal obligation) - Accounting Act and tax legislation
Registration of participants for the Miner's Route tour	Article 6(1)(f) of the General Data Protection Regulation (legitimate interest - identification of visitors to the Mining Route for the purposes of safety and order)
Monitoring and analysis of the activity of the Buyers in the on-line service, including for the purpose of informing them of incomplete transactions (only applicable to Buyers subscribed to the Mine newsletter), as well as for statistical and advertising 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 include authorised employees of the Joint Administrators, entities providing services to the Joint Administrators, in particular IT support handling the on-line service, as well as companies providing legal and advertising services, along with entities authorised to receive data on the basis of the law.
5. Your personal data shall be retained:
 - 1) for the duration of the execution of the Agreement concluded by you or the maintained cooperation,
 - 2) until your objection against the processing - in cases where the personal data is processed pursuant to the so-called legal justified interest.
 - 3) until the granted consent is revoked, while you have the right to revoke the consent at any time without affecting the legality of the processing carried out based on the consent before it has been revoked,

- 4) for the duration when the appropriate legal provisions require the retention of the data or until the lapse of the statute of limitation of potential claims.
6. You have the following rights due to the processing of your Personal Data:
 - 1) the right of access the contents, the right to rectification, the right to erasure, the right to restrict processing, the right to data portability,
 - 2) the right to object to the processing of data – where the processing of personal data is carried out on the basis of the so-called legitimate interest and under the conditions laid down in the provisions of the GDPR,
 - 3) the right to lodge a complaint with a supervisory authority (the President of the Office for Personal Data Protection) in case you believe the processing of personal data violates the provisions of the GDPR.
7. All the rights indicated above apply to the extent that they arise from the provisions of the GDPR.
8. You have the right to exercise your rights referred to in the above paragraphs against any of the Joint Administrators, without restriction.
9. Your provision of personal data is voluntary, but in some cases necessary for the conclusion or performance of the Sales Agreement.
10. No automated decision-making, including profiling, will take place in the course of the processing of personal data by the Joint Controllers.

§ 12

Final Provisions

1. In matters not covered by these Rules and Regulations, the “Rules of Visiting the “Wieliczka” Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower” or the “Rules for Providing Services by Electronic Means,” the generally applicable provisions of the law shall apply, including in particular the provisions of the Act of 23 April 1964 Civil Code and the Act of 30 May 2014 on Consumer Rights.
2. These Terms and Conditions are available at the Cashiers in hard copy and, downloadable by the Buyer, at www.kopalnia.pl, at www.kopalnia.pl, in the tab “Regulations”.
3. KSW S.A. reserves the right to amend these Regulations at any time, subject to the condition that the amendment shall become effective on the moment of publishing the amended Regulation on the website www.kopalnia.pl and relates solely to the Sales agreements concluded after that date.
4. These Regulations do not exclude the possibility of entering into a Sales Agreement with the Buyer on other, individually discussed terms.
5. The appendices to these Regulations form an integral part thereof.
6. These Terms and Conditions shall enter into force on 1 January 2025.

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 - 1 January to 30 April 2025

Middle season - 1 May - 30 June and 1 September - 31 December 2025

High season – 1 July - 31 August 2025.

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	Middle season	High season
Standard ticket	90 PLN	103 PLN	106 PLN
Discount ticket			
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.	72 PLN	82 PLN	85 PLN
Discount ticket for people with disabilities			
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.	72 PLN	82 PLN	85 PLN
Family ticket 2+1			
Available to families made up of two adults and a child over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. Purchasing a family ticket for a tour of the Tourist Route in July-August 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	223 PLN	255 PLN	263 PLN
Family 2+1 stub	0 PLN		
When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.			
Family ticket 2+2			
Available to families 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 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	266 PLN	304 PLN	314 PLN
Family 2+2 stub	0 PLN		
When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.			
Standard ticket with a Large Family Card			
Available to persons entitled to purchase a Standard Ticket upon producing the Large Family Card and a valid photo ID.	63,0 PLN	72,1 PLN	74,2 PLN
Discount ticket with a Large Family Card			
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.	50,4 PLN	57,4 PLN	59,5 PLN
Discount ticket for people with disabilities with a Large Family Card			
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.	50,4 PLN	57,4 PLN	59,5 PLN
Pass for a child under the age of 4	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**

Duration:	Low season	Middle season	High season
Standard ticket	128 PLN	143 PLN	146 PLN
Discount ticket 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.	108 PLN	121 PLN	124 PLN
Discount ticket for people with disabilities 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.	108 PLN	121 PLN	124 PLN
Family ticket 2 +1 Available to families made up of two adults and a child over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. Purchasing a family ticket for a tour of the Tourist Route in July-August 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	321 PLN	358 PLN	366 PLN
Family 2+1 stub When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.	0 PLN		
Family ticket 2 +2 Available to families 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 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	386 PLN	430 PLN	441 PLN
Family 2+2 stub When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.	0 PLN		
Pass for a child under the age of 4 Available for children under the age of 4.	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**

Duration:	Low season	Middle season	High season
Standard ticket			
A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.	96 PLN	109 PLN	112 PLN
Discount ticket			
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.	78 PLN	88 PLN	91 PLN
Discount ticket for people with disabilities			
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.	78 PLN	88 PLN	91 PLN
Family ticket 2 +1			
Available to families made up of two adults and a child over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.	239 PLN	271 PLN	-
Family 2+1 stub			
When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.	0 PLN		-
Family ticket 2 +2			
Available to families 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.	286 PLN	324 PLN	-
Family 2+2 stub			
When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.	0 PLN		-
Pass for a child under the age of 4			
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.	0 PLN		

**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**

Duration:	Low season	Middle season	High season
Standard ticket	134 PLN	149 PLN	152 PLN
A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.			
Discount ticket	114 PLN	127 PLN	130 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.			
Discount ticket for people with disabilities	114 PLN	127 PLN	130 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.			
Family ticket 2 +1	336 PLN	374 PLN	-
Available to families made up of two adults and a child over the age of 4 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. A stay in the Graduation Tower is only possible on the day of the tour of the Tourist Route.			
Family 2+1 stub	0 PLN		-
When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.			
Family ticket 2 +2	405 PLN	450 PLN	-
Available to families 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.			
Family 2+2 stub	0 PLN		-
When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.			
Pass for a child under the age of 4	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**

Duration:	Low season	Middle season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)		
Standard ticket	90 PLN	103 PLN	106 PLN
Discount ticket	72 PLN	82 PLN	85 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.			
Discount ticket for people with disabilities	72 PLN	82 PLN	85 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.			
Pass for a child under the age of 4	0 PLN		
Available for children under the age of 4.			
Group leader/guardian ticket	0 PLN		
Available for one organised group leader or guardian.			

**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.¹**

Duration:	Low season	Middle season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)		
Standard ticket	128 PLN	143 PLN	146 PLN
Discount ticket	108 PLN	121 PLN	124 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.			
Discount ticket for people with disabilities	108 PLN	121 PLN	124 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.			
Pass for a child under the age of 4	0 PLN		
Available for children under the age of 4.			
Group leader/guardian ticket	0 PLN		
Available for one organised group leader or guardian.			

¹ Organised groups may also purchase a Tour Ticket for a tour with a guide speaking a language other than that indicated in items 5 and 6. In order to purchase such a ticket, the group representative should use the booking form available for registered users in the on-line service. 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.

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

Duration:	Low season	Middle season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)		
School ticket Available to organised groups of preschool and elementary school students touring the mine with a Polish-speaking guide upon producing a valid school ID.	43 PLN		
School ticket for a teacher/guardian Available to teacher/guardian/chaperone of a school group, who is not entitled to a school ticket pass for a teacher/guardian.	90 PLN	103 PLN	106 PLN
School ticket pass for teacher/guardian 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		

MINERS' ROUTE

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

Duration:	Low season	Middle season	High season
Standard ticket	90 PLN	103 PLN	106 PLN
Discount ticket			
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.	72 PLN	82 PLN	85 PLN
Family ticket 2 +1			
Available to families made up of two adults and a child over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. Purchasing a family ticket for a tour of the Miners' Route in July-August 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	223 PLN	255 PLN	263 PLN
Family 2+1 stub	0 PLN		
When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.			
Family ticket 2 +2			
Available to families 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 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	266 PLN	304 PLN	314 PLN
Family 2+2 stub	0 PLN		
When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.			
Standard ticket with a Large Family Card			
Available to persons entitled to purchase a Standard Ticket upon producing the Large Family Card and a valid photo ID.	63,0 PLN	72,1 PLN	74,2 PLN
Discount ticket with a Large Family Card			
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.	50,4 PLN	57,4 PLN	59,5 PLN

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

Duration:	Low season	Middle season	High season
Standard ticket	128 PLN	143 PLN	146 PLN
Discount ticket 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.	108 PLN	121 PLN	124 PLN
Family ticket 2 +1 Available to families made up of two adults and a child over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. Purchasing a family ticket for a tour of the Miners' Route in July-August 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	321 PLN	358 PLN	366 PLN
Family 2+1 stub When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.	0 PLN		
Family ticket 2 +2 Available to families 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 2025 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	386 PLN	430 PLN	441 PLN
Family 2+2 stub When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.	0 PLN		

**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	Middle season	High season
Standard ticket			
A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.	96 PLN	109 PLN	112 PLN
Discount ticket			
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.	78 PLN	88 PLN	91 PLN
Family ticket 2 +1			
Available to families made up of two adults and a child over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.	239 PLN	271 PLN	-
Family 2+1 stub			
When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.	0 PLN		-
Family ticket 2 +2			
Available to families 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.	286 PLN	324 PLN	-
Family 2+2 stub			
When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.	0 PLN		-

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	Middle season	High season
Standard ticket			
A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.	134 PLN	149 PLN	152 PLN
Discount ticket			
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.	114 PLN	127 PLN	130 PLN
Family ticket 2 +1			
Available to families made up of two adults and a child over the age of 10 and up to the age of 16 upon producing a valid photo ID confirming their date of birth. A stay in the Graduation Tower is possible only on the day of the tour of the Miners' Route.	336 PLN	374 PLN	-
Family 2+1 stub			
When a 2+1 family ticket is purchased, the on-line service automatically provides two stubs for record purposes.	0 PLN		-
Family ticket 2 +2			
Available to families 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.	405 PLN	450 PLN	-
Family 2+2 stub			
When a 2+2 family ticket is purchased, the on-line service automatically provides three stubs for record purposes.	0 PLN		-

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

Duration:	Low season	Middle season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)		
Standard ticket	90 PLN	103 PLN	106 PLN
Discount ticket	72 PLN	82 PLN	85 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.			
Group leader/guardian ticket	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.²

Duration:	Low season	Middle season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)		
Standard ticket	128 PLN	143 PLN	146 PLN
Discount ticket	108 PLN	121 PLN	124 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.			
Group leader/guardian ticket	0 PLN		
Available for one organised group leader or guardian.			

² Organised groups may also purchase a Tour Ticket for a tour with a guide speaking a language other than that indicated in items 5 and 6. In order to purchase such a ticket, the group representative should use the booking form available for registered users in the on-line service. 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.

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

Duration:	Low season	Middle season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)		
School ticket	43 PLN		
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.			
School ticket for a teacher/guardian	90 PLN	103 PLN	106 PLN
Available to teacher/guardian/chaperone of a school group, who is not entitled to a school ticket pass for a teacher/guardian.			
School ticket pass for teacher/guardian	0 PLN		
A single school pass for a teacher/guardian is provided to one teacher/guardian for each started 10 paid tickets for a school group.			

GRADUATION TOWER

Duration:	Low season	Middle season	High season
Entry ticket to the Graduation Tower	8 PLN	10 PLN	11 PLN
Entry ticket to the Graduation Tower with a Large Family Card	5,6 PLN	7,0 PLN	7,7 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.			
Pass for a child under the age of 4	0 PLN		
Available for children under the age of 4.			
Ticket for Wieliczka residents	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.			
5-visit pass for Wieliczka residents	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.			
5-visit pass	30 PLN	40 PLN	45 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.			
Additional fee	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

Duration: 1 January – 31 December 2025	
Panoramic elevator ride	10 PLN
The price includes a one-time ride in the panoramic elevator (up and down).	
Group ride in the panoramic elevator (maximum 9 participants)	63 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).	
Panoramic elevator ride for school groups (maximum 9 participants)	36 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).	
Selection of a specific guide for the tour of the Tourist Route or guide change	349 PLN
Booking the service of a specific guide for a tour of the Tourist Route for an organised group or guide change.	
Selection of a specific guide for the tour of the Miners' Route	349 PLN
Booking the service of a specific guide for a tour of the Miners' Route for an organised group or guide change.	
Elevator ride to Level I of the mine – up to 35 people	469 PLN
The price includes descent or a ride up (one way only).	
Elevator ride to Level I of the mine – up to 40 people	545 PLN
The price includes descent or a ride up (one way only).	
Elevator ride to Level II of the mine – up to 35 people	625 PLN
The price includes descent or a ride up (one way only).	
Elevator ride to Level II of the mine – up to 40 people	699 PLN
The price includes descent or a ride up (one way only).	

VOUCHERS

LOW SEASON VOUCHERS

Duration:	Low season
Standard voucher – Tourist Route – 2025 Low Season – Polish guide	90 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.	
Standard voucher – Tourist Route – 2025 Low Season – guide speaking a language other than Polish	128 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.	
Standard voucher – Miners’ Route – 2025 Low Season – Polish guide	90 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.	
Standard voucher – Miners’ Route – 2025 Low Season – guide speaking a language other than Polish	128 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.	

MIDDLE SEASON VOUCHERS

Duration:	Middle season
Standard voucher – Tourist Route – 2025 Middle Season – Polish guide	103 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.	
Standard voucher – Tourist Route – 2025 Middle Season – guide speaking a language other than Polish	143 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.	
Standard voucher – Miners’ Route – 2025 Middle Season – Polish guide	103 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.	
Standard voucher – Miners’ Route – 2025 Middle Season – guide speaking a language other than Polish	143 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
Standard voucher – Tourist Route – 2025 High Season – Polish guide	106 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.	
Standard voucher – Tourist Route – 2025 High Season – guide speaking a language other than Polish	146 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.	
Standard voucher – Miners’ Route – 2025 High Season – Polish guide	106 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.	
Standard voucher – Miners’ Route – 2025 High Season – guide speaking a language other than Polish	146 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, 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).

You may use the model withdrawal form below; however, it is not obligatory.

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

Effects of withdrawal

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

Model Agreement withdrawal form

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

Addressee:

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

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

- Name and surname of the consumer(s)

- Address of the consumer(s)

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

- Date

(*) Delete as appropriate.