

Terms and Conditions for the use of the luggage storage and the automated luggage storage facility on the premises of Kopalnia Soli „Wieliczka” S.A., located near the Daniłowicz Shaft building

§1

1. These “Terms and Conditions” set out the rules concerning the use of:
 - 1) the luggage storage facility in the “Górnik” building;
 - 2) automated luggage storage facility;
located on the premises of Kopalnia Soli „Wieliczka” S.A. near the Daniłowicz Shaft building, hereinafter collectively referred to as ‘storage facilities’.
2. The storage facilities are owned by Kopalnia Soli „Wieliczka” S.A., with its registered office in Wieliczka, Park Kingi 1, KRS no.: 0000278401, VAT ID 683 000 34 27, share capital: 21,000,000.00 PLN.
3. The use of storage facilities is free of charge.
4. By using the storage facilities, you agree to abide by the terms and conditions set out in this document.
5. The storage facilities are intended solely for the storage of belongings of visitors touring the “Wieliczka” Salt Mine (hereinafter referred to as ‘the Mine’) as well as participants in events organised at the Mine.

§2

1. The storage facilities are open every day, except on days when the Mine is closed to visitors, as listed at www.kopalnia.pl.
2. The luggage storage facilities are available 30 minutes before the start of the tours of the Tourist Route on a given day until 30 minutes after the last group of visitors has left the Mine on that day.
3. The automated luggage storage facility may be used until 7:00 a.m. on the following day at the latest.
4. Personal belongings must be collected from the storage facilities within the timeframe specified in sections 2 and 3.
5. The Mine reserves the right to change the days and times of operation of the storage facilities and to close them on specific days and at specific times. Visitors are to be notified of any changes via the www.kopalnia.pl website.

§3

1. The user of the storage facilities enters into a free-of-charge contract with Kopalnia Soli “Wieliczka” S.A. concerning the safekeeping of items left in storage. The agreement is concluded for a period no longer than the deadline specified in Section 2, item 2 of these Terms and Conditions. In matters not covered by these Terms and

Conditions, the provisions of the Act of 23 April 1964 (Civil Code) concerning contracts of storage shall apply.

2. Only items weighing no more than 20 kilograms and measuring no more than 80 x 120 x 120 centimetres may be left for storage. Items left for storage must be properly secured to prevent their contents from spilling or being damaged in any other way, and must not pose a risk to other items left in the storage facilities.
3. When leaving an item in the storage facilities, the user receives a ticket issued by the staff. Items shall be returned upon presenting the ticket. The user is liable for the loss or misplacement of the ticket in accordance with the terms set out in these Terms and Conditions.

§4

1. Only items weighing no more than 20 kilograms and small enough to fit into the selected locker may be stored in the automated luggage storage facility. The following locker sizes are available (in centimetres): 30x30x50, 45x40x50, 60x50x85, 90x50x85.
2. The automated luggage storage facility is operated via a touchscreen. The users may choose their preferred language (Polish or English).
3. To use the automated luggage storage facility, the user selects and taps any locker marked in green on the screen. Lockers that are in use or out of service are marked in grey .
4. Selecting a locker requires selecting the “YES” button when the screen displays the message “SELECT LOCKER NO. x?” along with the options ‘YES’ and ‘NO’.
5. To confirm the choice of a locker, a ticket is printed with the number of the selected locker, a barcode, and the date and time. The locker door opens automatically. After placing personal belongings in the locker and closing the door, the user has to keep the ticket safe, as it is the only proof of storing the personal belongings in the selected locker, which is required to claim them at a later time.
6. Selecting ‘NO’ cancels the locker selection process and the locker availability chart reappears on the display.
7. After collecting the ticket referred to in item 5, the user places their belongings in the selected locker and closes the locker door by pressing it shut.
8. To open the locker, the user holds the ticket against the scanner with the code facing upwards. The locker opens and the following message appears on the screen: “DO YOU WANT TO CONTINUE USING LOCKER NO. x?”; upon selecting “YES”, the locker will open and remain assigned to the user, who can continue using it with the same ticket. Selecting “NO” releases the locker and the ticket becomes invalid.
9. After emptying the locker, the user has to leave it in in the same condition as before, including ensuring it is clean enough for the next person to use.
10. The ticket referred to in item 5 serves as the sole proof that an item has been deposited in the automated luggage storage facility. The user is liable for the loss or misplacement of the ticket in accordance with the terms set out in these Terms and Conditions.

11. Kopalnia Soli „Wieliczka” S.A. shall not be held liable for items left in the automated luggage storage facility.

§ 5

1. It is forbidden to leave belongings outside the luggage storage or the automated luggage storage facility.
2. It is prohibited to leave the following items in the luggage storage or the automated luggage storage facility:
 - 1) cash, securities, promissory notes, cheques;
 - 2) identity documents;
 - 3) jewellery and other valuables;
 - 4) weapons and ammunition;
 - 5) explosive, corrosive, toxic and other materials and substances that may pose a danger to life, health and property;
 - 6) materials and substances that give off an unpleasant odour or are highly perishable.
 - 7) narcotics as well as addictive substances and materials, the possession and distribution of which is prohibited by law;
 - 8) items whose storage is prohibited under separate regulations.
 - 9) animals and pets;

§ 6

In the event of a threat to the safety of persons or the infrastructure of the “Wieliczka” Salt Mine, or if information is received regarding the possibility of such a threat, the lockers in the automated luggage storage facility may be opened in emergency mode and their contents checked for safety reasons. Emergency opening is carried out, in particular, on the instructions of the person in charge of the rescue operation, in the presence of a representative of the emergency services, the police or the fire brigade.

§ 7

1. The automated luggage storage facility is not supervised by Kopalnia Soli „Wieliczka” S.A. Kopalnia Soli „Wieliczka” S.A. shall not be held liable for the theft, loss or damage to the items left in the lockers.
2. The area where the storage facilities are located is under surveillance. The controller of the personal data processed in connection with the operation of the surveillance system is Kopalnia Soli „Wieliczka” S.A. The full information clauses concerning the processing of personal data are available at www.kopalnia.pl and at the visitor service desk located next to the Daniłowicz Shaft.

§ 8

1. The loss of the locker ticket and inability to open the automated luggage storage facility locker due to technical issues shall be reported immediately by calling: +48 12 278 76 07.
2. In the event of losing or misplacing the ticket, items stored in the luggage storage or the automated luggage storage facility may only be released if the person claiming them submits a written statement containing:
 - 1) the date and (approximate) time when the items were handed in for storage at the luggage storage or deposited in the automated luggage storage facility locker;
 - 2) a list of the items left for safekeeping or deposited in the automated luggage storage facility, along with a description enabling their identification;A proof of payment of the fee for the loss of a free ticket.
3. In the situations referred to in item 1, subject to provisions of item 2, the automated luggage storage facility locker shall be opened by a group comprising the Assistant Dispatcher or a designated member of the Tourist Services Department staff, and this shall be confirmed by a written record.
4. If a ticket is lost or misplaced, the visitor will be charged a fee of 50 PLN, payable at the visitor service desk located next to the Daniłowicz Shaft. The desk is open during the Mine's visiting hours, except on days when the Mine is closed to visitors. Detailed opening hours and dates on which the Mine is closed are available at www.kopalnia.pl.
5. Users of the storage facilities are entitled to submit a complaint in writing to the address of Kopalnia Soli „Wieliczka” S.A. or via e-mail: reklamacje@kopalnia.pl. Kopalnia Soli „Wieliczka” S.A. will process the complaint within 14 days of its receipt and will notify the complainant in writing or via e-mail sent to the address provided in the complaint.

§9

1. Items not collected from the storage facility within the time limit specified in § 2(2) or (3) will be placed in the lost property office of the “Wieliczka” Salt Mine, subject to the provisions of items 3–5.
2. The lost property office forms an integral part of the luggage storage facilities. Items held at the lost property office may be collected during the hours specified in § 2(2). To collect their belongings, the owner must present their ticket and provide a detailed description of the items left in storage. A report is drawn up to record the handover of the items.
3. Items not collected from the lost property office within 3 days will be handed over to the relevant district administrator or police unit, in accordance with the provisions of the Act of 20 February 2015 on lost property.
4. Items that are not required to be handed over to the relevant district administrator in accordance with the provisions of the Act referred to in paragraph 2 shall be formally disposed of if they are not collected within 30 days of being handed over to

the lost property office of the "Wieliczka" Salt Mine. The owner has no claims in this regard against Kopalnia Soli „Wieliczka” S.A.

5. Should any items left behind be deemed to pose a potential risk, Kopalnia Soli „Wieliczka” S.A. reserves the right to report the failure to collect such items to the police or other competent authorities.

§ 10

Any enquiries regarding the storage facilities or the lost property office should be directed to the staff responsible for assisting visitors during the Tourist Route's opening hours; at other times, enquiries can be made via e-mail: brz@kopalnia.pl or by telephone: +48 12 278 76 07.

§11

1. Users of the luggage storage facilities can read the Terms and Conditions at www.kopalnia.pl or on the notice board located next to the facility.
2. In matters not regulated in these Terms and Conditions, the provisions of the Act of 23 April 1964 (Civil Code) shall apply.