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 Graduation Tower, as well as the services related to the above, made:
   a) on-line, at 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 Brine Graduation Tower.
4) **Online tour ticket** - A Tour Ticket or a Parking Ticket purchased via the Website.

4a) **Parking Ticket –** A ticket which entitles the Buyer to use a parking space at the KSW S.A. car park at Dembowskiego 22 in Wieliczka

5) **Ticket Office** - a brick-and-mortar customer service point where the Buyer can purchase a Ticket, with the exception of Parking Tickets.
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: 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 terms of sale of Tour Tickets and Parking Tickets

1. Tour tickets can be purchased on-line, at 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 Daniłowicza 10 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 Brine 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 Brine Graduation Tower and at the entrance to the" Wieliczka" Salt Mine, in the vicinity of the Daniłowicz Shaft Building.

1a. Parking Tickets can be purchased:
   1) at the entrance barrier to the car park in question, by picking up the printed ticket and then paying for it at the automated car park cash register, in line with the rules set out in Appendix No. 3 to these Terms and Conditions;
   2) on-line, at bilety.kopalnia.pl, under "Individual tickets" (this includes Parking Tickets for car and motorbike drivers).

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 of the "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.

3a. The purchase of a Parking Ticket is tantamount to accepting the Terms and Conditions of Entry and Parking, which constitute Appendix No. 3 to these Terms and Conditions, and which are posted on the information board in front of the entrance to the car park area.

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 Miners' 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 Miners' 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 that have purchased Tickets for a tour in a language other than Polish listed in item 5 or item 6 may request a tour in another language. 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 items 5 or 6.

7a. If it is not possible to provide the tour in the foreign language specified in the booking form, the Operator, in consultation with the Visitors' representative, may agree to arrange for the representative of the organised group to provide interpretation of the tour guide's commentary from the language selected when purchasing the Tickets or another language agreed upon by the parties (including Polish) into the language spoken by the group. On-the-fly interpretation of the tour guide's commentary shall not be permitted in any circumstances other than those specified above (this applies to both organised group tours and tours for individual visitors).

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 Brine 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 Brine Graduation Tower. After the date specified, an unused Tour Ticket becomes invalid.
12. A Tour Ticket may be purchased using a Karta Dużej Rodziny at the Ticket Offices upon presentation of the Karta Dużej Rodziny issued to the eligible person, or via the on-line service by entering the Karta Dużej Rodziny number in the designated field. A 30% discount on the price of a Tour Ticket specified in Appendix 1 to these Regulations shall apply exclusively to the purchase of Tour Tickets for individual

visitors for tours with a Polish-speaking guide, namely Standard Tickets, Discount Tickets or Discount Tickets for persons with disabilities. Each Karta Dużej Rodziny entitles its holder to purchase one Tour Ticket at the discounted price.

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 Brine Graduation Tower, the validity of the purchased pass is suspended for the period during which the Brine 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 Brine 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 Brine Graduation Tower.
15. The Operator or KSW S.A. shall be entitled to request, at any time before the end of the tour, that a Visitor produces a document confirming their entitlement to purchase a Tour Ticket at a price lower than that of a Standard Tour Ticket, in particular a Karta Dużej Rodziny or an appropriate ID card. Verification may take place, in particular, at the ticket offices or immediately before the tour begins. In the event of a failure to produce such a document, the Operator or KSW S.A. shall be entitled to refuse entry to the underground workings of the "Wieliczka" Salt Mine, require payment of an additional fee to upgrade the purchased Ticket to a Standard Ticket and, in the case of a visit to the Brine Graduation Tower, require payment of an additional fee in accordance with the Price List set out in Appendix No. 1. The Fee must be paid on the day of the visit, at the ticket offices on ul. Daniłowicza 10
16. Persons intending to take part in a tour of the Tourist Route, in the section intended for visitors requiring assistance with mobility (with no obstacles such as stairs, etc.), shall book in advance by e-mailing rezerwacja@kopalnia.pl (tickets cannot be purchased via the on-line service). To make a booking, persons requiring assistance with mobility, including wheelchair users, shall specify in the e-mail at least one assistant for each visitor. 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 25 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 Miners' Route.

2a. School Tickets shall be available to organised groups consisting of pre-school children or pupils of primary or secondary schools, visiting the Mine with a Polish-

speaking guide. Pupils of primary and secondary schools shall present a valid school ID to qualify for a School Ticket.

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 Buyer 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 free of charge in such a manner once per tour. Any subsequent change will be possible upon payment of an additional charge in accordance with the Price List in Appendix 1. Payment must be made by bank transfer, using the quick payment link sent by the Operator.
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 must be paid before the start of the tour at the Ticket Office or using the quick payment link sent by the Operator.

§ 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 bilety.kopalnia.pl.
2. The Buyer may purchase Tour Tickets online only after accepting the Terms and Conditions for the Provision of Services by Electronic Means, the Rules of Visiting the "Wieliczka" Salt Mine, the Underground Exhibition of the Wieliczka Cracow Saltworks Museum and the Brine Graduation Tower, and these Terms and Conditions.
3. The Buyer may purchase a Tour Ticket on-line for a specific time on a given day, if the Mine is open to the general public, no earlier than 90 days before the date of the tour, 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) until the hour of the final tour of the Brine Graduation Tower - in the case of purchasing a Brine Graduation Tower ticket,
   4) by 11:59 p.m. on the day prior to the day on which the Buyer intends to use the car park, in the case of purchase of a Parking Ticket.
4. The Buyer may 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 bilety.kopalnia.pl,
   2) select the option "Individual Tickets" or "Group Tickets",
   3) select the route, the date, the hour and the language of visiting from the available ones (in the case of Tickets for visiting the Tourist Route or the Miners' Route),
   4) select the type of Tour Ticket that the Buyer wishes to purchase,
   5) select the Visitor's country of origin or enter the Voucher number, discount code or Karta Dużej Rodziny number – if the Buyer consents to providing the country of origin, holds a valid Voucher or discount code, or is purchasing Tour Tickets for a Karta Dużej Rodziny holder,
   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 Miners' 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) approve a statement requesting performance of the service before the expiry of the withdrawal period, in the event that the purchase is made by a Consumer and the chosen date of the tour or use of the car park 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 Autopay 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 Buyer shall automatically receive the Tour Ticket purchased online at 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 Ticket 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, which may be exchanged for:
   1) a Regular Ticket for visiting the Tourist Route,
   2) a Regular Ticket for visiting the Miners' 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 Buyer shall:
   1) access 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 Autopay 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 Miners' 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 Miners' 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 tour 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 at the request of the Buyer. 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 Buyer, 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. Paragraph 5 shall not apply to visitors who complete the entire Tourist Route, as the lift service to the surface is included in the price of their Tour Ticket.

§ 8

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

1. Online payments for Tour Tickets and Vouchers purchased via the Website are handled by Autopay S.A. with registered office at Powstańców Warszawy 6, 81-718 Sopot, entered in the register of companies kept by the District Court for Gdańsk-Północ in Gdańsk, 8th Commercial Division of the National Court Register, under number 0000320590, using VAT ID 5851351185, with a share capital of 2,205,500.00 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. IP17/2013.
2. (repealed)
3. Payment must be made within 30 minutes of booking a Tour Ticket or a Voucher online. In case of non-payment within the specified time limit, the order will be cancelled automatically.
4. Online payments can be made by payment card (Visa, Visa Electron, Mastercard, MasterCard Electronic, Maestro), e-transfer, BLIK and 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 paragraph 2, the Consumer may withdraw from the Online Sales Agreement within 14 days of its conclusion, without giving any reason and without incurring any costs.
2. The right of withdrawal from the contract referred to in item 1 shall not extend beyond the time the Operator commences the performance of the service, namely:
   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 Miners' Route),
   2) until the time of the last entry to the Brine Graduation Tower on the day selected by the Consumer, but in any case, no later than the beginning of the tour of the Brine 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 Brine Graduation Tower),
   3) until the opening time of the car park on the day for which the Parking Ticket was purchased, in accordance with the Entry and Parking Regulations attached hereto as Appendix 3.
3. The Consumer 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 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 Consumer's right to exercise the right to withdraw from the contract and a sample of the Consumer's statement of withdrawal, which the Consumer 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 Buyer should immediately inform the Operator at the following e-mail address online@kopalnia.pl, even in the case where the Buyer is not entitled to withdraw from the contract.
7. The Buyer, who is not a Consumer, 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 Consumer shall apply accordingly to a natural person concluding an On-line Sales Contract directly related to their business operations, where the content of the contract indicates that it is not of a professional nature for that person, as determined in particular by the subject matter of their business activity disclosed in the Central Register and Information on Economic Activity. The declaration of withdrawal from the contract may be submitted only in line with the provisions of section 3, item 2 or item 3.
10. The natural person referred to in item 9 may declare the professional or non-professional character of the contract at the latest at the time of conclusion of the Online Sales Contract. The submission of a declaration does not constitute a condition for the conclusion of an Online Sales Contract.

§ 11
Information clause concerning the processing of personal data

1. The Personal Data Controller responsible for processing personal data in connection with the sale of Tickets and Vouchers is Kopalnia Soli "Wieliczka" S.A., with its registered office at Park Kingi 1, 32-020 Wieliczka, hereinafter referred to as the "Controller".
2. Compliance with the data protection rules shall be supervised by the appointed Data Protection Officer, who can be contacted by e-mail at: iod.ksw@kopalnia.pl.
3. Personal data shall be processed for the purposes of:

Purposes of data processing	**Legal grounds for data processing**
Booking and Sale of Tour Tickets, Parking Tickets and Vouchers	Article 6(1)(b) of the General Data Protection Regulation (taking steps at the request of the data subject prior to entering into an agreement and performing the agreement)
Verification of eligibility to purchase a specific type of Ticket or receive a discount, including eligibility for a Ticket for a person with a disability and their assistant, as well as verification of the age requirement	Article 6(1)(f) of the General Data Protection Regulation (the Controller's legitimate interest in verifying compliance with the conditions for applying a specific Ticket price category).

	Where verification of eligibility requires the presentation of a document confirming a disability and involves the processing of health data, such data shall be processed only to the extent necessary to confirm entitlement to a Discount Ticket, on the basis of Article 9(2)(a) of the General Data Protection Regulation, i.e. the explicit consent of the data subject.
Managing bookings for tours of the section of the Tourist Route intended for persons requiring assistance with mobility, including determining the number of wheelchair users	Article 6(1)(b) of the General Data Protection Regulation and, with regard to information concerning health or disability, also Article 9(2)(a) of the General Data Protection Regulation – the explicit consent of the data subject. The data shall be used solely to the extent necessary to organise the tour and ensure its safe conduct.
Compliance with the legal obligations incumbent on the Controller, in particular with regard to accounting and tax obligations.	Article 6(1)(c) of the General Data Protection Regulation (legal obligation)
Registration of Miners' Route participants in the "Register of Descents by Persons from Outside the Mining Plant", confirmation that they have completed the training prior to descending into the mine, including the submission of a declaration by the visitor or the guardian of a minor	Article 6(1)(c) of the General Data Protection Regulation (compliance with obligations arising from the provisions of geological and mining law and the rules applicable at the mining plant) and, to the extent not covered by a legal obligation, Article 6(1)(f) of the General Data Protection Regulation (the Controller's legitimate interest in ensuring the safety of participants and documenting the completion of the training)
Handling enquiries and the complaints process	Article 6(1)(b) of the General Data Protection Regulation, namely the performance of the agreement (booking and sale), and Article 6(1)(f) of the General Data Protection Regulation, namely the Controller's legitimate interest, consisting in the need to provide a response or handle a complaint,
Establishing and pursuing claims, as well as undertaking debt related to the debt collection process, defence against claims	Article 6(1)(f) of the General Data Protection Regulation (legitimate interest – the establishment, pursuit and defence against claims)

4. When purchasing tickets online, the processing of personal data in this process shall also be governed by the Regulations for the Provision of Services by Electronic Means.

5. The recipients of personal data may include authorised employees and associates of the Controller, entities providing IT, hosting, accounting and payment services, other companies of the KSW Group to the extent necessary to achieve the purposes referred to above, and entities authorised to receive the data under applicable law.
6. Personal data shall be stored:
   1) for the duration of the agreement and subsequently in accordance with the rules governing the preparation and retention of documentation at the mining plant and the provisions on document archiving
   2) until the objection to the data processing is lodged - where the processing of personal data is based on the so-called legitimate interest of the controller,
   3) until the consent given is withdrawn; the right to withdraw the consent may be exercised at any time, without affecting the lawfulness of the processing carried out on the basis of the consent prior to its withdrawal;
   4) for the period during which the applicable law prescribes the retention of the data or until the expiry of the limitation period for possible claims.
7. In connection with the processing of personal data, the following rights apply:
   1) the right of access to data content, the right of rectification, the right to erasure, the right to limit data processing, the right to data portability,
   2) the right to object to the processing of personal data – if the processing of personal data is based on the so-called legitimate interest and under the conditions specified in the provisions of the General Data Protection Regulation,
   3) the right to withdraw consent. The request may be submitted by emailing: iod.ksw@kopalnia.pl
   4) the right to lodge a complaint with the supervisory authority (President of the Personal Data Protection Office).
8. Providing personal data is voluntary but may be necessary to make a booking and purchase a Ticket, process payments, arrange delivery or handle complaints. The provision of data may be mandatory where required by law.

§ 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, 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 take effect on the date the amended Regulations are published on www.kopalnia.pl and shall apply only to 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 Regulations shall enter into force on 1 January 2027.

Appendices:

1) Price list for tourist services of the Wieliczka Salt Mine and Cracow Saltworks Museum within the Tourist Route, the Miners' Route and the Brine Graduation Tower.
2) A reminder of the Consumer's right to exercise the right of withdrawal, together with a model withdrawal declaration.
3) Terms and Conditions of Entry and Parking

Appendix No. 1

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

Price list of tourist services of the “Wieliczka" Salt Mine and Wieliczka Cracow Saltworks Museum within the Tourist Route, the Miners’ Route and the Brine Graduation Tower

Definitions

Low season – the period from 1 January to 31 March 2027 and from 1 November to 31 December 2027, with the exception of the Easter and Christmas seasons.

High season – the period from 1 April to 31 October 2027, and from 25 to 29 March 2027 (Easter season), as well as from 1 to 6 January 2027 and from 26 to 31 December 2027 (Christmas season)

TOURIST ROUTE

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

Validity period:	Low season	High season
Standard ticket	119 PLN	129 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.	93 PLN	103 PLN
Discount ticket for people with disabilities Available to people with disabilities upon producing a valid disability certificate and to the caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver are required to purchase a separate discount ticket.	93 PLN	103 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	294 PLN	320 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	350 PLN	382 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	
Standard ticket for holders of Karta Dużej Rodziny Available to people entitled to purchase a Standard Ticket upon producing the Karta Dużej Rodziny and a valid photo ID.	83,3 PLN	90,3 PLN
Discount ticket for holders of Karta Dużej Rodziny 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 Karta Dużej Rodziny, university students up to the age of 26 upon presentation of a valid student ID card along with the Karta Dużej Rodziny, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth along with the Karta Dużej Rodziny.	65,1 PLN	72,1 PLN
Discount ticket for people with disabilities who are holders of Karta Dużej Rodziny Available to people with disabilities upon producing a valid disability certificate, the Karta Dużej Rodziny card and a valid government ID with a photograph, as well as to the caregiver of a person with disabilities (one caregiver per one person with disabilities) upon producing the Karta Dużej Rodziny card and a valid government ID with a photograph. Both the person with disabilities and their caregiver are required to purchase a separate discount ticket.	65,1 PLN	72,1 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 – guided tours in languages other than Polish for individual tourists

Validity period:	Low season	High season
Standard ticket	159 PLN	179 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.	131 PLN	151 PLN
Discount ticket for people with disabilities Available to people with disabilities upon producing a valid disability certificate and to the caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver are required to purchase a separate discount ticket.	131 PLN	151 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	397 PLN	449 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	475 PLN	539 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 BRINE GRADUATION TOWER – guided tours in the Polish language and a visit to the Brine Graduation Tower for individual tourists

Validity period:	Low season	High season
Standard ticket A stay in the Brine Graduation Tower is only possible on the day of the tour of the Tourist Route.	126 PLN	137 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 Brine Graduation Tower is only possible on the day of the tour of the Tourist Route.	100 PLN	111 PLN
Discount ticket for people with disabilities Available to people with disabilities upon producing a valid disability certificate and to the caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver are required to purchase a separate discount ticket. A stay in the Brine Graduation Tower is only possible on the day of the tour of the Tourist Route.	100 PLN	111 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 Brine Graduation Tower is only possible on the day of the tour of the Tourist Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+1 family ticket priced at PLN 320 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Tourist Route tour.	312 PLN	341 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 Brine Graduation Tower is only possible on the day of the tour of the Tourist Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+2 family ticket priced at PLN 382 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Tourist Route tour.	372 PLN	407 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 Brine 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 BRINE GRADUATION TOWER – guided tours in languages other than Polish and a visit to the Brine Graduation Tower for individual tourists

Validity period:	Low season	High season
Standard ticket A stay in the Brine Graduation Tower is only possible on the day of the tour of the Tourist Route.	166 PLN	187 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 Brine Graduation Tower is only possible on the day of the tour of the Tourist Route.	138 PLN	159 PLN
Discount ticket for people with disabilities Available to people with disabilities upon producing a valid disability certificate and to the caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver are required to purchase a separate discount ticket. A stay in the Brine Graduation Tower is only possible on the day of the tour of the Tourist Route.	138 PLN	159 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 Brine Graduation Tower is only possible on the day of the tour of the Tourist Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+1 family ticket priced at PLN 449 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Tourist Route tour.	415 PLN	469 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 Brine Graduation Tower is only possible on the day of the tour of the Tourist Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+2 family ticket priced at PLN 539 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Tourist Route tour.	498 PLN	565 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 Brine 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 – guided tours in the Polish language for organised groups

Validity period:	Low season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)	
Standard ticket	119 PLN	129 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.	93 PLN	103 PLN
Discount ticket for people with disabilities Available to people with disabilities upon producing a valid disability certificate and to the caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver are required to purchase a separate discount ticket.	93 PLN	103 PLN
Pass for a child under the age of 4 Available for children under the age of 4.	0 PLN	
Group leader/guardian ticket Available for one organised group leader or guardian.	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. [1]

Validity period:	Low season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)	
Standard ticket	159 PLN	179 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.	131 PLN	151 PLN
Discount ticket for people with disabilities Available to people with disabilities upon producing a valid disability certificate and to the caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver are required to purchase a separate discount ticket.	131 PLN	151 PLN
Pass for a child under the age of 4 Available for children under the age of 4.	0 PLN	
Group leader/guardian ticket Available for one organised group leader or guardian.	0 PLN	

[1] Organised groups that have purchased Tickets for a tour in a language other than Polish listed in item 5 or item 6 may request a tour in another language. 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 items 5 or 6.

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

Validity period:	Low 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 students, as well as primary and secondary school students touring the mine with a Polish-speaking guide upon producing a valid school ID.	49 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.	119 PLN	129 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

Validity period:	Low season	High season
Standard ticket	119 PLN	129 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.	93 PLN	103 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	294 PLN	320 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	350 PLN	382 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	
Standard ticket for holders of Karta Dużej Rodziny Available to people entitled to purchase a Standard Ticket upon producing the Karta Dużej Rodziny and a valid photo ID.	83,3 PLN	90,3 PLN
Discount ticket for holders of Karta Dużej Rodziny 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 Karta Dużej Rodziny, university students up to the age of 26 upon presentation of a valid student ID card along with the Karta Dużej Rodziny, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth along with the Karta Dużej Rodziny.	65,1 PLN	72,1 PLN

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

Validity period:	Low season	High season
Standard ticket	159 PLN	179 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.	131 PLN	151 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	397 PLN	449 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 2027 entitles the visitors to a free visit to the Brine Graduation Tower during its opening hours on the day of the tour.	475 PLN	539 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 BRINE GRADUATION TOWER – guided tours in the Polish language and a visit to the Brine Graduation Tower for individual tourists

Validity period:	Low season	High season
Standard ticket A stay in the Brine Graduation Tower is possible only on the day of the tour of the Miners' Route.	126 PLN	137 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 Brine Graduation Tower is possible only on the day of the tour of the Miners' Route.	100 PLN	111 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 Brine Graduation Tower is possible only on the day of the tour of the Miners' Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+1 family ticket priced at PLN 320 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Miners' Route tour.	312 PLN	341 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 Brine Graduation Tower is possible only on the day of the tour of the Miners' Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+2 family ticket priced at PLN 382 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Miners' Route tour.	372 PLN	407 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 BRINE GRADUATION TOWER – guided tours in languages other than Polish and a visit to the Brine Graduation Tower for individual tourists

Validity period:	Low season	High season
Standard ticket A stay in the Brine Graduation Tower is possible only on the day of the tour of the Miners' Route.	166 PLN	187 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 Brine Graduation Tower is possible only on the day of the tour of the Miners' Route.	138 PLN	159 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 Brine Graduation Tower is possible only on the day of the tour of the Miners' Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+1 family ticket priced at PLN 449 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Miners' Route tour.	415 PLN	469 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 Brine Graduation Tower is possible only on the day of the tour of the Miners' Route. *The high-season price applies outside July and August 2027. During the summer holiday period (July–August 2027), the 2+2 family ticket priced at PLN 539 includes complimentary admission to the Brine Graduation Tower during its opening hours on the day of the Miners' Route tour.	498 PLN	565 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

Validity period:	Low season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)	
Standard ticket	119 PLN	129 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.	93 PLN	103 PLN
Group leader/guardian ticket Available for one organised group leader or guardian.	0 PLN	

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]

Validity period:	Low season	High season
	(price per ticket for one person visiting the Mine as part of an organised group)	
Standard ticket	159 PLN	179 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.	131 PLN	151 PLN
Group leader/guardian ticket Available for one organised group leader or guardian.	0 PLN	

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

Validity period:	Low 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 primary and secondary school students over 10 years of age touring the Mine with a Polish-speaking guide, upon producing a valid school ID.	49 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.	119 PLN	129 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	

[2] Organised groups that have purchased Tickets for a tour in a language other than Polish listed in item 5 or item 6 may request a tour in another language. 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 items 5 or 6.

BRINE GRADUATION TOWER

Validity period:	Low season/ High season
Entry ticket to the Brine Graduation Tower	12 PLN
Entry ticket to the Brine Graduation Tower for holders of Karta Dużej Rodziny Available to people entitled to purchase an entry ticket to the Brine Graduation Tower upon producing Karta Dużej Rodziny and a valid photo ID.	8,4 PLN
Pass for a child under the age of 4 Available for children under the age of 4.	0 PLN
Ticket for Wieliczka residents 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.	2 PLN
5-visit pass for Wieliczka residents 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 includes five visits to the Brine Graduation Tower within 30 days from the date for which it was purchased.	10 PLN
5-visit pass The pass includes five visits to the Brine Graduation Tower within 30 days from the date for which it was purchased.	50 PLN
Additional fee Additional fee, payable for visiting the Brine 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 an Entry ticket to the Brine Graduation Tower or the 5-visit pass.	50 PLN

CAR PARK (22 Dembowskiego Street, Wieliczka)

Validity period:	Low season	High season
Personal vehicles/Motorcycles	45 PLN	50 PLN
Coaches/RVs	70 PLN	80 PLN
Extra charge for leaving a vehicle in the car park after closing time.	100 PLN	100 PLN
Free parking period from entry to exit:	15 min	15 min

ADDITIONAL SERVICES

Validity period: 01.01-31.12.2027	
Panoramic elevator ride The price includes a one-time ride in the panoramic elevator (up and down).	13 PLN
Group ride in the panoramic elevator (maximum 9 participants) 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).	81 PLN
Panoramic elevator ride for school groups (maximum 9 participants) School group ride in the passenger elevator in the Staszic Chamber is available to organised groups of preschool and primary/secondary school students touring the mine with a Polish-speaking guide. The price includes a one-time ride on the panoramic elevator (up and down).	54 PLN
Selection of a specific guide for the tour of the Tourist Route or guide change Booking the service of a specific guide for a tour of the Tourist Route for an organised group or guide change.	399 PLN
Additional fee for changing the Tourist Route tour date Change of the Tourist Route tour dates for organised groups pursuant to the provisions of section 9, item 4 of the Terms and Conditions of the Sales of Services Offered by Kopalnia Soli "Wieliczka" S.A.	399 PLN
Selection of a specific guide for the tour of the Miners' Route Booking the service of a specific guide for a tour of the Miners' Route for an organised group or guide change.	399 PLN
Additional fee for changing the Miners' Route tour date Change of the Miners' Route tour dates for organised groups pursuant to the provisions of section 9, item 4 of the Terms and Conditions of the Sales of Services Offered by Kopalnia Soli "Wieliczka" S.A.	399 PLN
Elevator ride to Level I of the mine – up to 35 people The price includes descent or a ride up (one way only).	519 PLN
Elevator ride to Level I of the mine – up to 40 people The price includes descent or a ride up (one way only).	585 PLN
Elevator ride to Level II of the mine – up to 35 people The price includes descent or a ride up (one way only).	675 PLN
Elevator ride to Level II of the mine – up to 40 people The price includes descent or a ride up (one way only).	739 PLN

VOUCHERY

LOW SEASON VOUCHERS

Validity period:	Low season
Standard voucher – Tourist Route – 2027 Low Season – Polish guide 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.	119 PLN
Standard voucher – Tourist Route – 2027 Low Season – guide speaking a language other than Polish 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.	159 PLN
Standard voucher – Miners' Route – 2027 Low Season – Polish guide The Voucher can be redeemed for a Standard Ticket 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.	119 PLN
Standard voucher – Miners' Route – 2027 Low Season – guide speaking a language other than Polish 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.	159 PLN

HIGH SEASON VOUCHERS

Validity period:	High season
Standard voucher – Tourist Route – 2027 High Season – Polish guide 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.	129 PLN
Standard voucher – Tourist Route – 2027 High Season – guide speaking a language other than Polish 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.	179 PLN
Standard voucher – Miners' Route – 2027 High Season – Polish guide The Voucher can be redeemed for a Standard Ticket 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.	129 PLN
Standard voucher – Miners' Route – 2027 High Season – guide speaking a language other than Polish 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.	179 PLN

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 Miners' Route),
2) until the time of the last entry to the Brine Graduation Tower on the day selected by the Consumer, but no later than the beginning of the tour of the Brine 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 Brine Graduation Tower).
3) until the opening time of the car park on the day for which the parking ticket was purchased.

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 Contract of Service concerning the tour of the “Wieliczka” Salt Mine / parking spot rental(*), which was concluded on ……., order no.: …….

– 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.

Appendix No. 3

TERMS AND CONDITIONS OF ENTRY AND PARKING

I. ORGANISATION OF THE CAR PARK

1. The car park is operated by Kopalnia Soli "Wieliczka" S.A., hereinafter referred to as KSW S.A.
2. The car park is open from 6:00 a.m. until 10:00 p.m. on all days of the week (with the exception of 1 January, Easter Sunday, 1 November, as well as 24 and 25 December). KSW S.A. reserves the right to close the car park on other days, as well as change the opening hours of the car park by either shortening or extending the opening time, of which the car park users will be informed before entering the car park.
3. By entering the area of the car park in a motor vehicle, every car park user agrees to the terms and conditions of these Terms and Conditions and undertakes to observe their provisions.

II. ENTRY, PARKING AND DEPARTURE CONDITIONS

1. By entering the car park, as the user of the car park (hereinafter referred to as “the user”) you conclude a paid parking space lease agreement with KSW S.A. The agreement expires upon leaving the car park.
2. Upon entering the car park, the User who does not have a parking ticket purchased via the Website drives up to the barrier and collects the relevant printout (entry ticket). The user who has already purchased a Parking Ticket displays the QR code on the ticket to the reader located in front of the barrier (without collecting an entry ticket).

2a. The exemption from the parking fee referred to in Part III, paragraph 9, shall be available only upon collecting an entry ticket (the exemption shall not apply where a Parking Ticket is purchased via the online service).

3. The entry barrier opens automatically when the control system reads the vehicle registration plate number and the entry ticket is collected or the QR code from the Parking Ticket is scanned.
4. When the entry barrier is opened, the User parks their vehicle in a vacant parking space.

4a. Visitors wishing to benefit from the parking fee exemption referred to in Part III, paragraph 9, shall park their vehicles in one of the three spaces designated for persons with disabilities. Parking in any space other than those designated shall not entitle visitors to the exemption. KSW S.A. does not guarantee the availability of parking spaces for persons with disabilities.

5. Subject to the provisions of Part III, paragraph 9, Visitors who have collected an entry ticket shall pay the parking fee at one of the two payment machines located within the car park before leaving, if more than 15 minutes have elapsed since entering the car park. The time between payment of the parking fee and departure is 15 minutes (once this time is exceeded, the Visitor will be charged another parking fee). If it is not possible to pay the ticket at the car park cash register, the Visitor needs to pay the parking fee at the exit terminal via credit/debit card.
6. The exit barrier is opened automatically (subject to payment of the parking fee or obtaining an exemption from the fee where the car park is used on the basis of an

entry ticket) when the vehicle pulls up to the exit terminal and stops in front of the exit barrier or after scanning the entry ticket or Parking Ticket.
7. In order to contact support, both the terminals and the payment booths are equipped with intercoms which enable contact with car park staff.

III. PRICE AND PARKING TIME

1. A one-off charge is collected for each case of parking the vehicle between 6:00 a.m. and 10:00 p.m. - the daily parking duration is not limited.
2. The fee for entry and parking of a vehicle in the car park is charged in accordance with the price list specified in Appendix No. 1 to the Terms and Conditions of the Sale of Services offered by Kopalnia Soli "Wieliczka" S.A. and displayed on the information board in front of the car park entrance.
3. Subject to the provisions of paragraph 9, the vehicle shall leave the Car Park only after payment of the parking fee and any additional fee charged.
4. If the user leaves their vehicle in the car park after 10:00 p.m., an additional charge will apply, in line with the price list. In order to be able to leave the car park area after 10:00 p.m., the User is required to contact the telephone number provided in a visible place at the entrance to the car park area. KSW S.A. security staff will allow the User to leave the car park area after confirming that the User has paid the parking fee and any additional fees.
5. If the vehicle is left for a longer time, i.e. from 6:00 a.m. to 10:00 p.m. on the following day, in addition to the previous day's parking charge and an additional fee, another parking charge will be levied, according to the price list. The charges are added up.
6. Payment for parking is made by entering the registration number of the vehicle or by scanning the entry ticket on the panel of the payment booth and paying the relevant fee. After payment, the User may leave the car park.
7. Payment can be made by credit/debit card or cash.
8. Payments 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 KRS number: 0000490970, NIP (National Business Registry Number): 1181477610, REGON (National Business Registry Number): 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.
9. A Visitor may be exempt from the obligation to pay a parking charge, provided that:
   1) fulfilment of the conditions set out in Part II, paragraphs 2a and 4a,
   2) presentation, at the information desk located within the car park, of a disabled person's parking permit issued by the competent authority, before leaving the car park.

   The right to exemption does not apply to the additional charge.

IV. LIABILITY

1. KSW S.A. shall not be liable for damage due to theft, loss or destruction of the vehicle, as well as items left in the vehicle, during the period the vehicle is parked in the car park.

2. The User shall be responsible for any damage caused in the car park, including to other Users and third parties.
3. The User is obliged to immediately inform the car park staff of any damage caused and/or incurred in the car park no later than before leaving the car park.
4. Failure to comply with these Terms and Conditions, in particular a failure to pay the relevant fee will result in the inability to leave the car park until all relevant fees have been paid.
5. Dangerous vehicles and any vehicles parked outside the designated areas and obstructing traffic may be towed away at the expense and risk of the User by authorised services.

V. TERMS AND CONDITIONS OF USE OF THE CAR PARK

1. Vehicles may only be parked in designated parking spaces or in areas indicated by the car park attendant.
2. It is forbidden to park near entrances, exits, lanes, crossings, pedestrian crossings, as well as places marked with a "NO PARKING" sign.
3. Users are required to respect road signs (vertical and horizontal) and other terms and conditions of use of the car park and to follow the instructions of the KSW S.A. security staff and other marked KSW S.A. staff members.
4. KSW S.A. shall have the right to refuse entry of a vehicle in situations justified by security, safety or organisational reasons, including in particular the lack of available parking spaces.
5. A storage contract within the meaning of Article 835 et seq. of the Civil Code of 23 April 1964 is not concluded between the User and KSW S.A. The car park user is obliged to protect the motor vehicle and the movable property in the motor vehicle against theft and damage. Kopalnia Soli “Wieliczka” S.A. shall not be held liable for loss of or damage to motor vehicles or items left in the motor vehicles parked in the car park.
6. Any complaints regarding the concluded rental agreement can be submitted in writing or to the Operator's e-mail address. The complaint must include at least the registration number of the vehicle, the date of parking and the contact details of the complainant. The Operator shall respond to the complaint within 14 days of receipt in writing or by e-mail.

VI SAFETY REGULATIONS

1. The provisions of the Act of 20 June 1997 – Road Traffic Law, its executive acts and other generally applicable legal Terms and Conditions are in force in the area of the car park.
2. A speed limit of 10 km/h is enforced on the premises of the car park.
3. Users are forbidden from bringing weapons, dangerous materials and illegal substances to the car park premises.
4. On the premises of the car park, the following are strictly forbidden:
   a. smoking, the use of open flames, consuming alcohol and other intoxicants;
   b. storing fuels, flammable substances and empty fuel containers;
   c. refuelling of vehicles, with the exception of charging of electric vehicles;
   d. parking cars with the ignition switch on, lights on, open windows, doors or boot;
   e. parking of vehicles with visible leaks;
   f. leaving children or animals unattended in the motor vehicles;

g. carrying out any promotional or advertising activities on the premises of the car park without the consent of the Operator;
h. repairing, washing or vacuuming the motor vehicle, as well as carrying out other works that may pollute the car park area.
i. taking off and operating drones and other flying devices;
j. parking in spaces for drivers with disabilities in the case of vehicles not entitled to do so;
k. leaving waste.

KSW S.A. contact details

Kopalnia Soli "Wieliczka" S.A.
Park Kingi 1
32-020 Wieliczka
Phone: +48 12 278 71 11
email: sekretariat.sa@kopalnia.pl
Emergency telephone (Security): +48 12 278 71 24
These Terms and Conditions are publicly available and are located in a visible place at the entrance to the car park and on the www.kopalnia.pl website.