Regulations of Visiting the "Wieliczka" Salt Mine and the Underground Exposition of the Wieliczka Cracow Saltworks Museum and the Brine Graduation Tower

§1
General Provisions

1. The Organiser of the visits is "Wieliczka" Salt Mine S.A. with it 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, hereinafter referred to as: "Mine".
2. These Regulations lay down the principles for visiting the "Wieliczka" Salt Mine and the Underground Wieliczka Cracow Saltworks Museum, hereinafter referred to collectively as the "Mine Excavations," as well as the principles for visiting the Graduation Tower on the premises of the "Wieliczka" Salt Mine.
3. The mine is an establishment within the meaning of the Act of 9 June 2011 Geological and Mining Law, carrying out activities for purposes other than those specified in the Act, in particular tourism, treatment and recreation.
4. Mine Excavations, which include the Tourist Route and the Miner's Route, do not constitute a "museum" within the meaning of the Act of 21 November 1996 on museums.

§2
Providing the Mine for Use

1. The Mine makes the following available for visiting:
    a. the underground Tourist Route, comprising a complex of 10 to 20 mine workings and extending up to 2.2 km, and the Underground Exhibition of the Wieliczka Cracow Saltworks Museum, extending up to 1.5 km and comprising a complex of 10 to 19 mine workings,
    b. the underground Miners' Route and its rough workings, surrounded by the oldest preserved Regis Shaft, comprising a complex of 7 to 14 mine workings and extending up to 2 km,
    c. the Brine Graduation Tower, located at Park Kingi 1 in Wieliczka.
2. The "Wieliczka" Salt Mine is open daily, with the exception of 1 January, Easter Sunday, 1 November and 24 and 25 December. The Mine reserves the right to close the Tourist Route, the Miners' Route or the Graduation Tower to visitors entirely on certain days, or to shorten visiting hours. This may occur in particular due to organisational reasons, sanitary reasons, safety concerns or (in particular when it comes to the Graduation Tower) due to bad weather, particularly storms and low temperatures. The Mine shall immediately inform visitors who have purchased tickets for the tour online via the email address indicated at the time of purchase about the complete closure of the Tourist Route, the Miners' Route or the Graduation Tower, and shall refund the ticket payment

to the account from which the payment was made, unless the Customer chooses an alternative method of refund.

2a. The Mine reserves the right to delay the start date of the tour of the Tourist Route or the Miners' Route due to organisational reasons. Visitors waiting for the start of the tour will be informed of any delays.

3. Detailed information on the opening days and hours of the mine workings and the Graduation Tower, as well as touring restrictions, including the closure of the mine workings to the public, are communicated on the Mine's website www.kopalnia.pl and at the sales and information points located at Daniłowicza 10 in Wieliczka.
4. Carrying out any commercial or promotional activities on the premises of the "Wieliczka" Salt Mine is strictly forbidden.
5. Guardians or legal representatives of minors or incapacitated persons are fully responsible for the persons under their care and for any damage caused by them during the tour.
6. Animals shall not be allowed in the Mine workings or on the premises of the Graduation Tower, with the exception of assistance dogs accompanying persons with disabilities, including guide dogs for blind and visually impaired persons, in accordance with the provisions of the Act of 27 August 1997 on Vocational and Social Rehabilitation and Employment of Persons with Disabilities.
7. No luggage is allowed in the Mine workings and the Graduation Tower except for hand luggage. Hand luggage means luggage with maximum dimensions of 35 cm x 20 cm x 20 cm.
8. Luggage exceeding the dimensions specified in item 7, including prams or suitcases, must be left in coaches, cars, etc. or, if its size allows, in the lockers of the automated luggage storage facility provided by the Mine, located on the premises of Kopalnia Soli „Wieliczka" S.A. near the Daniłowicz shaft head building. The Mine does not guarantee the availability of luggage lockers.
9. The rules governing the use of the automated luggage storage facility are set out in the "Terms and Conditions for the Use of the Automated Luggage Storage Facility on the Premises of Kopalnia Soli „Wieliczka" S.A., Located near the Daniłowicz Shaft Head Building", available at www.kopalnia.pl or on the noticeboard located near the luggage storage facility.

§3
General Principles for Visiting the Mine Works

1. Visits to the Wieliczka Salt Mine are possible upon the presentation of an electronic ticket or a paper printout, specifying the day and time and the selected language. The visitor is obliged to keep the ticket until the end of the tour.
2. The rules for booking visits and purchasing tickets are specified in the Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A. available at the Mine's ticket offices and on the website www.kopalnia.pl.
3. Visitors should arrive at the place of visit at least 15 minutes before the scheduled visiting time. The mine reserves the right to refuse the visit service in case the visitor arrives after the visiting time indicated on the ticket.
4. In the case of organised groups, prior to the start of the tour the group representative shall report to the group box office (designated box office in the building of the

Daniłowicz shaft in the case of a tour of the Tourist Route or in the building of the Regis shaft in the case of a tour of the Miner's Route) to verify the number of persons in the group. In the case of a tour of the Tourist Route, a representative of the group should then report to the dispatcher for the assignment of a guide designated by the Mine. A group member using a complimentary pass for the pilot/group leader is required to support the visitors in the organised group and the Operator in the organisation of the tour.

5. After showing the Ticket, the visitor should go to the marked entrance to the mine workings.
6. Visits to the excavations of the Mine take place in groups, the size of which is determined each time by the Mine and does not exceed 40 persons for the Tourist Route and 20 persons for the Miner's Route. Tours take place with a guide appointed by the Mine. Breaking away from the group and visiting independently is strictly prohibited.
7. When visiting the mine excavations, please follow the instructions of the guides, attendants and technical services in charge of tourist traffic.
8. Visits to the tourist route or the miner's route take place at a depth of 64 to 135 metres below sea level, where specific conditions prevail: the air temperature is 17°C on average in the tourist route excavations and 15°C on average in the miner's route excavations (it is advisable to wear clothing ensuring adequate thermal comfort). In addition, there is a difference in atmospheric pressure of approximately 18 hPa, humidity of up to 75% and artificial lighting.
9. Visiting the Mine workings involves moving around and staying in a confined space (stairwells, narrow galleries, mine lift, etc.).
10. The conditions set out in paragraphs 8 and 9 may affect a visitor's health. Pregnant women and persons suffering from chronic illnesses, in particular claustrophobia, severe respiratory or circulatory failure, or epilepsy, should consult a doctor before visiting the underground workings. By commencing the tour of the Mine workings, the visitor declares that their physical and mental condition allows them to complete independently, as applicable, the Tourist Route and the underground exhibition of the Wieliczka Cracow Saltworks Museum, or the Miners' Route.
11. Photography and filming for private purposes is possible during the tour of the mine workings. The use of photographs and videos for commercial purposes without the Mine's consent is prohibited. There are works protected by copyright and exclusive industrial property rights on the premises of the Wieliczka Salt Mine (e.g. trademarks, some elements of the exhibition). In the event of a visitor's infringement of copyright or exclusive rights, the Mine reserves the right to assert any claims under applicable law.

§4
Detailed Regulations for Visiting the Tourist Route and the Underground Exposition of the Wieliczka Cracow Saltworks Museum

1. A tour of the Tourist Route, combined with a visit to the underground exhibition of the Wieliczka Cracow Saltworks Museum, takes approximately 2–3 hours. For organisational or safety reasons, the Mine reserves the right to extend or shorten the duration of the tour and to exclude individual workings without giving a reason, provided that the number of Mine workings available for visiting shall not be less than 15 (including at least 6 as part of the underground exhibition of the Wieliczka Cracow

Saltworks Museum). The tour includes the descent via the stairwell to level I of the Mine, the ascent by lift to the surface, as well as the stay in the designated chamber complex, where visitors are supervised by the dispatcher and mining staff. The duration of the stay in the chamber complex is limited solely by the opening hours of the Mine workings for visitors.

2. The Tourist Route is open to visitors of all ages, although persons under the age of thirteen and persons who are completely incapacitated may only visit the Tourist Route when accompanied by a person of full legal capacity.

2a. The tour of the underground Tourist Route (not including the underground exhibition of the Krakow Saltworks Museum) features tour guide devices, which are provided to the visitors by the Mine directly before the start of the tour. The visitors are required to return the provided device immediately after completing the tour of the underground Tourist Route at the spot indicated by the guide. Visitors are liable for loss or damage to the tour guide device according to the relevant provision of the civil law. The value of one tour guide device is 655.00 PLN.

3. The tour, subject to the provisions of section 4, starts with a descent by stairs (380 steps) in the Daniłowicz shaft (address: 10 Daniłowicza St.) or in the Paderewski shaft to level I of the mine (64 m above sea level) and ends with the exit from level III (135 m above sea level) via the Regis shaft, Daniłowicz shaft or St. Kinga shaft. In the case of a trip to the surface via the Regis shaft or St. Kinga shaft, it is possible for tourists to return with a guide to the Daniłowicza shaft area.

4. In accordance with the rules specified in the "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A.," subject to the organisational possibilities of the Mine and the related availability of places in the lift, the visitor has the possibility to purchase the service of going down or leaving by lift in the Daniłowicz shaft. The mine does not guarantee the availability of the above service to all willing visitors.

5. There are sections on the Tourist Route that are negotiated by stairs, so the use of pushchairs during the tour is not recommended.

6. Tour tickets for the Tourist Route allow the visitor to visit the underground exhibit of the Wieliczka Cracow Saltworks Museum. Touring the underground exhibit of the Wieliczka Cracow Saltworks Museum takes place after touring the Tourist Route and before returning to the surface. The rules and conditions of the tour of the underground exhibit of the Wieliczka Cracow Saltworks Museum are outlined by the guide. The decision to visit the underground exhibit is made by the visitor.

6a. Subject to the provisions of paragraphs 7–11, due to the uneven and bumpy ground and the need to negotiate stairs, the Tourist Route shall not be accessible to persons with mobility difficulties, including wheelchair users and persons using additional mobility aids, in particular crutches, walking frames or walking poles.

7. A section of the Tourist Route covering level II (from 3 to 7 excavations), as well as the underground exhibition of the Wieliczka Cracow Saltworks Museum on level III, is adapted and made accessible to visitors with impaired mobility. These excavations are free of obstacles in the form of stairs or are equipped with facilities for transporting wheelchair users.

8. Persons with mobility difficulties, including wheelchair users, may visit the route referred to in paragraph 7 only when accompanied by an assistant. Due to the

dimensions of the lift, the maximum dimensions of the wheelchair used by the visitor with mobility difficulties shall not exceed 100 cm x 58 cm x 170 cm.

9. Tours for Visitors with mobility problems are available only with guides speaking the Polish or English languages.
10. Due to organisational concerns, tours for Visitors with mobility problems are organised only as the first or the last tour on a given day.
11. The Terms and Conditions for booking tours and purchasing tickets by Visitors with mobility problems are specified in the Terms and Conditions of Sales of Services Offered by Kopalnia Soli "Wieliczka" S.A. Tours require booking in advance.

§ 5
Detailed Regulations for Visiting the Miner's Route

1. The Miners' Route is open to persons at least 10 years of age. Persons under the age of 18 may only participate in the tour when accompanied by a person of full legal capacity.
2. For safety reasons, the uneven and bumpy ground, and the need to use stairs and ladders, persons with mobility difficulties, including wheelchair users, shall not be permitted to use the Miners' Route.
3. A tour of the Mining Route takes approximately 2 – 3 hours. For organisational or safety reasons, the Mine reserves the right to extend or shorten the visiting time and to exclude individual excavations without giving any reason, provided that the number of excavations to be visited shall not be less than that indicated in § 2 section 1(a).
4. In the underground excavations of the Mining Route, you may only move in full footwear that covers the foot. Visitors wearing footwear other than that required (e.g. flip-flops, sandals, high-heeled shoes, etc.) will be asked to change into suitable footwear before the start time of the tour as shown on the ticket, otherwise they will not be allowed to participate in the tour for safety reasons.
5. The tour begins with a lift ride in the Regis shaft (9 Kościuszki Square) to level I of the Wieliczka Salt Mine (57 m above sea level) and ends with a ride in the same shaft from level II (101 m above sea level). For safety or organisational reasons, the Mine reserves the right to organise an exit or descent via a shaft other than the Regis shaft.
6. Before descending into the underground workings, each visitor is issued with a mining helmet, a protective suit, a carbon monoxide absorber, along with an electronic card and a mining lamp, and receives training on how to use them. Visitors are obliged to take care of the equipment entrusted to them and return it undamaged to the staff after the visit.
7. Visitors who arrive after the starting time of the tour as specified on their admission ticket or who do not collect the equipment specified in paragraph 6 by that time shall not be allowed to participate in the tour.
8. Admission to the Mine Route is conditional on a named entry in the "Off-site Visitors' Book" and written confirmation of training in the use of a carbon monoxide canister.

§ 6
Detailed Regulations for Visiting the Graduation Tower

1. Entry to the Graduation Towers is subject to the condition that the ticket is scanned electronically or printed on paper at the ticket counter located at the entrance to the Graduation Towers.

2. The Graduation Tower is open to visitors of all ages, although persons under the age of thirteen and persons who are completely incapacitated may only visit the Tourist Route when accompanied by a person of full legal capacity.
3. The time spent in the Graduation Tower is limited only by the opening hours of the Graduation Tower, whereby:
    1) the visitor is allowed to stay in the Graduation Tower no longer than 30 minutes after the last hour of entry,
    2) leaving the area of the Graduation Tower makes it impossible to return to the area of the Graduation Tower with the same ticket.
4. The area around the Graduation Tower is accessible to persons with disabilities, including persons with mobility difficulties. Access to the viewing platforms and the observation tower requires the use of stairs.
5. The number of visitors to the Graduation Tower is not limited, with the proviso that the number of people who can be on at the same time:
    1) the viewing platform on level 1 (+9.0 m) may not exceed 60 persons,
    2) the viewing platform in the tower on level 2 (+18 m) may not exceed 10 persons,
    3) both observation decks of the tower (level 1 and level 2) may not exceed 20 people.
6. The mine reserves the right to limit access to the viewing platforms due to reaching the maximum number of visitors indicated in section 5.
7. Visitors to the viewing platforms are required to exercise extreme caution, in particular it is prohibited to lean over the fences.
8. For safety reasons, including adverse weather conditions, (especially storms) the Mine reserves the right to interrupt tours at any time and require visitors to leave the Graduation Tower area.
9. The Mine shall not be liable for damage (soiling) to the clothing of persons in the Graduation Tower caused, in particular, by contact with the brine.

§ 7
Safety Regulations

1. The mine site is monitored and protected. The information clause concerning the processing of personal data from video surveillance, in accordance with the provisions of Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC, is available at the entrances to the "Wieliczka" Salt Mine and on the website www.kopalnia.pl.
2. The Wieliczka Salt Mine is protected by a specialised armed security formation called "Straż Ochrony – SKARBNIK", which operates pursuant to the Act of 22 August 1997 on the Protection of Persons and Property. For reasons of safety and public order, persons present on the premises of the "Wieliczka" Salt Mine shall comply with the instructions of the Security Guard within the limits set out in these Regulations and the provisions of the aforementioned Act.
3. The Mine reserves the right to summon to leave the area of the "Wieliczka" Salt Mine any persons disturbing the public order, under the influence of alcohol or drugs, not possessing a ticket or otherwise violating the rules of these Regulations and thus posing an immediate threat to human life or health or to the protected property.

4. The area of the Wieliczka Salt Mine and all the facilities located therein form an integral, legally protected whole. It shall be prohibited to move, carry away or damage any objects or elements of decoration located on the premises of the Wieliczka Salt Mine.
5. Tourists are only allowed in the areas made accessible by the Mine and under the conditions specified in these Regulations.
6. Weapons and ammunition of any kind, including imitations thereof, pyrotechnic materials, explosives, flammable and toxic substances, alcohol and other intoxicants, as well as any objects or substances that may pose a threat to the life, health or safety of persons or property, shall not be brought onto the premises of the Mine, except where the applicable provisions of law permit the bringing in of the aforementioned objects or materials.
7. Persons entering the premises of the Wieliczka Salt Mine and their luggage, in the event of justified suspicion of possessing items or materials indicated in item 6, may be subjected to inspection, including being asked to show the contents of the luggage and any items brought in, as well as being checked using electronic equipment for the detection of materials and hazardous items. Persons who refuse to submit to inspections or who obstruct the inspections will not be allowed to enter the pits of the Mine.
8. Luggage and other items shall not be left unattended on the premises of the "Wieliczka" Salt Mine. Items left unattended, in particular travel bags, backpacks, etc., may be considered objects posing a potential threat, which shall result in the Police being called. KSW S.A. reserves the right to claim damages against any visitor who has left an item that may pose a threat unattended. Items that are not identified as objects posing a potential threat shall be deemed abandoned.
9. Alcohol consumption is prohibited in underground workings except in designated areas.
10. The use of open flames, including smoking, and the use of electronic cigarettes is strictly prohibited in the mine workings.
11. In the event of a sudden health problem or a medical emergency during the tour, the visitor should immediately inform the guide or any other employee of the Mine in order to receive emergency medical assistance.
12. The Mine provides basic first aid supplies and its staff is trained in providing first aid.

§8
Final Provisions

1. These Regulations are available for download at www.kopalnia.pl, under "Regulations"as well as in a paper version at the ticket offices in the "Wieliczka" Salt Mine at ul. Daniłowicza 10 and by 9 Kościuszki Square. Acceptance of these Regulations is a condition of ticket purchase.
2. The Mine shall not be liable for any damage caused by the breach of these Rules and Regulations by visitors or resulting from causes beyond the control of the Mine, including acts of God or decisions of authorised public administration bodies.
3. Any comments or requests can be made at the information desk located at ul. Daniłowicza 10, by post to: Kopalnia Soli "Wieliczka" Wsparcie Sp. z o.o., 32-020 Wieliczka, Poland Park Kingi 10, and by electronic mail to: reklamacje@kopalnia.pl or via the contact form available in the on-line ticketing system at: bilety.kopalnia.pl. Detailed rules for the submission and consideration of complaints are specified in the Regulations for the sale of services offered by Kopalnia Soli "Wieliczka" S.A.

4. The Mine reserves the right to amend these Regulations at any time, subject to the condition that the amendment shall become effective on the moment of publishing the amended Regulation on the Website www.kopalnia.pl. Visitors who purchased a ticket before the amendment to the Regulations came into force and whose visit date falls after the date on which the amendment came into force shall have the right to withdraw from the contract concluded within 14 days from the date on which the Mine informs them of the amendment to the Regulations by e-mail to the address indicated when purchasing the ticket, but no later than by the date or time of the visit indicated on the ticket, sending a statement of withdrawal to the postal address or e-mail address indicated in section 3.
5. The Regulations shall enter into force on 1 January 2027.