

Terms and conditions for the sale of services offered by "Wieliczka" Salt Mine Turystyka sp. z o.o.

§ 1

Scope of the Terms and Conditions

1. The provisions of these Terms and Conditions shall apply to sales:
 - 1) Tickets and Services offered by "Wieliczka" Salt Mine, made:
 - a) online, at <https://sklep.kopalnia.pl>,
 - b) at the Cashier's Office of the Event Organisation Department located in the "Wieliczka" Salt Mine.
2. The seller of Tickets and Services which are the subject of these regulations is Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. with its registered office in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, Poland, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for Krakow - Śródmieście in Krakow XII Economic Division of the National Court Register under the number 0000030908, tax identification number (NIP): 6831480313, REGON: 351197769, e-mail: sekretariat@kopalnia.pl, tel. 12 278 73 75, hereinafter "KSW Turystyka."

§ 2

Definitions

- 1) **Ticket** – a visitor's registration document, which is confirmation of the conclusion of the Sales Agreement, authorising the start of a tour, use of a specific service or admission to another event organised by KSW Turystyka.
- 2) **On-line ticket** – Ticket purchased via the System.
- 3) **Cash Register** - a stationary service point where the Buyer can purchase a Ticket.
- 4) **Consumer** - a Buyer who is a natural person and who enters into a Sales Agreement not directly related to his/her business or professional activity.
- 5) **Buyer** - a natural person, a legal person or an entity without legal personality which is granted legal capacity by law, concluding a Sales Agreement.
- 6) **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.
- 7) **Operator** – jointly and severally liable „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 2 Classification]: 351428631, organising the tourist traffic in the "Wieliczka" Salt Mine at the order of KSW S.A. hereinafter referred to as "KSW Wsparcie" and Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. with its registered office in Wieliczka, Park Kingi 10, 32-020 Wieliczka, registered in the Register of Entrepreneurs of the National Court Register kept by the District Court for Kraków-Śródmieście in Kraków, XII Economic Department of the National Court Register under number 0000030908, Tax Identification Number (NIP): 6831480313, REGON: 351197769, e-mail: sekretariat@kopalnia.pl, tel. 12 278 73 75, which cooperates with

the "KSW Wsparcie" in matters of the organisation of the services specified in these Terms and Conditions, hereinafter referred to as "KSW Turystyka. The liability of the aforementioned Companies and their respective rights and claims arising from the implementation of these Terms and Conditions are joint and several.

- 8) **On-line service** - computer software enabling the conclusion of Sales Contracts on-line, made available on the website at <https://sklep.kopalnia.pl>.
- 9) **Sales Agreement** - the sales contract within the meaning of Article 535 § 1 of the Act of 23 April 1964 of the Civil Code, concerning Tickets and Vouchers.
- 10) **Online Sales Agreement** - a Sales Agreement concluded in real time via the on-line service (via the Internet), without the simultaneous physical presence of the parties.
- 11) **Special event** - a ticketed special event organized by KSW Turystyka, the nature and detailed rules of which are determined each time by separate terms and conditions.
- 12) **Voucher** - a document confirming payment which, within a specified time limit is exchangeable for a corresponding ticket.

§ 3

General Rules of Ticket Sales

1. Tickets can be purchased online, at <https://sklep.kopalnia.pl>, and at the Event Organisation Department Ticket Office of the Salt Mine "Wieliczka" Turystyka Park Kingi 10 Sp. z o.o, 32-020 Wieliczka.
2. The types of Tickets available, together with the specification of persons entitled to purchase a Tour Ticket other than a Standard Ticket and the prices of the Tickets, are set out in Appendix 1 to these Regulations.
3. The purchase of a Ticket for a visit is tantamount to the acceptance by the Buyer of these Regulations as well as the "Rules and Regulations for Visiting the Wieliczka Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower", available at the Box Office and on the website www.kopalnia.pl, and in case of purchasing ticket for the Tour and accommodation package in the Słowacki chamber also "Terms and Conditions of Overnight Accommodation in the Słowacki Chamber", as well as the commitment of the Buyer to acquaint all visitors for whom Tickets have been purchased with its provisions.
4. When purchasing a Ticket, the Purchaser chooses the ticket type, the specific day and time of the tour and the language of the tour (in the case of the "God Bless" Pilgrims' Route, Tour with the performance option and the accommodation package for individual tourists and groups). Organised groups speaking a language other than Polish are required to purchase Tickets for the tour in the foreign language.
5. The purchase of a ticket for the tour of the Tourist Route in the form of the event Following the legends - family tour and school groups' tours: Following the legends, Discovering Solilandia is only possible in the Polish language.
6. In case of accommodation package for individual tourists and groups, the "God Bless" Pilgrims' Route for groups and Tour with the performance option in Polish and English subject to the provisions of paragraph 7 and 7a.
7. Organised groups that have purchased Tickets for an accommodation package in the Slowacki Chamber, the "God Bless" Pilgrims' Route and the Tour with performance option may request a tour in another language. To this end, the group representative should contact the Event Organisation Department: noclegi@kopalnia.pl, pielgrzymka@kopalnia.pl, imprezy@kopalnia.pl, phone. +12 278 73 92. Visits in the

chosen language will only be possible if the Operator is able to organise this. KSW Turystyka does not guarantee the availability of the tour service in languages other than: Polish, English, German, French, Spanish, Italian, Russian, Ukrainian.

- 7a. If organising a tour with the guide speaking the language specified in the booking form turns out to be impossible, in consultation with the Visitors' representative, the Operator may agree for the tour to proceed in English or for the representative of the organised group to provide interpretation of the tour guide's story from the language chosen when purchasing the tickets or another language chosen by the parties (including Polish) to the language spoken by the group. In this case, the Visitors are obliged to pay the price of a Tour Ticket with guide speaking a language other than Polish. The interpretation of the tour guide's story is not permitted in any case other than the case indicated above (this applies to both organised group tours and individual tours).
8. In order to ensure proper organisation and safety, the number of visitor spots available during the tour is limited to a maximum of 40 people on the Tourist Route and 20 people on the Miners' Route. The Operator reserves the right to further limit the number of spots on a given tour due to organisational and safety concerns.
9. The Sales Contract is concluded as soon as the payment for the Tour Tickets has been made. Payment at the Cashier's Office in the Event Organisation Department can be made in cash (only the Polish zloty is accepted) or by payment card.
10. The purchase of a Ticket at the Box Office of the Event Organisation Department for individual tourists is only possible 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 Operators, except for the accommodation package in the Slowacki Chamber and Following the legends-family trip with stay at the Grand Sal Hotel**** package, which can be purchased on-line only. The guarantee of a visit to the mine within the offer of KSW Turystyka Sp. z o.o. for individual tourists on a specific date is only provided by the advance purchase of tickets online.
11. The purchase of a service offered by KSW Turystyka is possible at the Ticket Office 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. After the date specified, an unused Tour Ticket becomes invalid, and the Buyer is not entitled to claim a refund of the Ticket purchase costs.
12. Once purchased, the Buyer is not allowed to exchange the purchased Tour Ticket for another Ticket.
13. In the event of closure of the Tourist Route or the Miners' Route, the Buyer shall be entitled to claim a refund of the sale price paid for the Tour Ticket for the closed Tour or the Graduation Tower.
14. In the event of purchasing a Ticket for a visit other than the standard one, the Operator, no later than at the beginning of the visit, has the right to ask the visitor to present a document confirming the entitlement to purchase the different type of a Ticket. Check may occur in particular at the Ticket Offices or immediately before the start of the tour. In the event of a failure to produce such a document, the Operator has the right to refuse entry to the underground excavations of the "Wieliczka" Salt Mine, demanding the payment of an extra charge for the Standard Ticket. The fee should be paid on the day of the tour, at the Event Organisation Department Ticket Office.

§ 4

Rules for the sale of tickets for organised groups

1. In the case of purchasing Tickets for an organised group, the Purchaser is obliged to purchase at least 25 Tickets - in the case of purchasing Tickets to visit the Tourist Route, or at least 10 Tickets - in the case of purchasing Tickets to visit the Miners' Route. 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 for the Tourist Route.
3. In the case of Tour Tickets for school groups, complimentary tickets for group guardians do not count towards the limit of purchased tickets referred to in items 1 and 2. Group guardians are required to collect a free pass. A single school pass for a teacher/group guardian is provided to no more than one teacher/guardian for each started 10 purchased tickets for a school group.
4. The purchase of a smaller number of Tickets for an organised group than specified in items 1 and 2 is not possible. In this case, the Buyer should purchase Tour Tickets for individual tourists.
5. The total number of visitors in an organised group or school group may not exceed the maximum number of visitors indicated in § 3(8), regardless of the type of Tour Ticket.
6. In the case of an increase in the number of people in a group for which Tickets for a tour have been purchased, the Purchaser has the option to purchase additional Tickets at the Box Office on the day of the tour, but not more than the maximum number of people in the group as specified in § 3 (8). Purchase of the additional tickets for school groups choosing the tour with lunch package and accommodation package in the Słowacki chamber is possible only after prior informing KSW Turystyka about the increased number of people in a group by sending an email at: noclegi@kopalnia.pl, no later than 3 days before the accommodation date or programy.dzieci@kopalnia.pl , no later than 3 days before tour date in case of tour with lunch package for school groups.
7. If there are no available dates in the on-line service, the group representative can contact the Event Organisation Department directly at the email address: programy.dzieci@kopalnia.pl in the case of school and kindergarten group bookings, noclegi@kopalnia.pl in case of groups interested in the accommodation package in the Słowacki chamber or pielgrzymka@kopalnia.pl in the case of the Pilgrimage Route. Due to the large number of inquiries, the response time may exceed 3 business days. Booking of Tickets for group tours will only be made if there are organisational possibilities on the part of the KSW SA and Operators.
8. Groups that have already purchased Tickets for a tour and wish to change the tour date can only do so by contacting the Event Organisation Department by email at: programy.dzieci@kopalnia.pl in case of school and kindergarten groups' bookings, noclegi@kopalnia.pl, in case of accommodation package in the Słowacki chamber or pielgrzymka@kopalnia.pl in case of the Pilgrimage Route. Such changes can only be made within the respective price list season and no later than 72h before the tour time, and in case of accommodation package for individual tourists and groups, no

later than 7 days before the accommodation date. The proposed new tour date can be no later than 3 months after the change. The change of date to a date of the buyer's choice will depend on the organisational possibilities on the part of KSW Turystyka. KSW Turystyka does not guarantee the availability of the tour service on the date indicated in the email. 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.

9. 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 KSW Turystyka Ticket Office or using the quick payment link sent by the Operator.

§ 5

Rules for online ticket sales

1. On-line ticket sales for the tourist services of the Salt Mine "Wieliczka" Turystyka Sp. z o.o are carried out in the on-line service via the website <https://sklep.kopalnia.pl>.
2. The Purchaser may purchase Tickets online only after accepting the "Rules and Regulations for the provision of electronic services, the "Rules and Regulations for Visiting the Wieliczka Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower", "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A." and these Regulations. The Buyer accepts the above-mentioned regulations by checking the appropriate checkbox in the on-line service.
3. The purchaser may purchase a Tour Ticket online for a specific time on a given day, available to the public no earlier than 90 days before the date of the tour and no later than one hour before the date of the tour, until the end of the calendar year and no later than:
 - a) 1 hour before the time of the tour – in case of purchase of "Following the legends-family trip" for individual tourists
 - b) 24 hours before the date of the tour - in case of purchase of the ticket for the accommodation package in the Slowacki chamber for individual tourists
 - c) 72 hours before the tour date – in case of tickets for the group tours for: Discovering Solilandia, Following the Legends, "God Bless" Pilgrims' Route, Tour with the performance option, Accomodation Package in the Słowacki chamber and the offer for individual tourists: Following the legends-family trip with stay at the Grand Sal Hotel****
4. Buyers have the option to purchase Tickets online or Vouchers:
 - 1) after registration of an account on the Website, in accordance with the terms and conditions of the Regulations for the provision of services by electronic means,
 - 2) without registering an account on the Website.
5. In order to purchase an Online Ticket the Buyer should:

- 1) go to <https://sklep.kopalnia.pl>,
 - 2) select the option "Individual Tickets" or "Group Tickets"
 - 3) choose the offer, date, language and hour from available for this offer
 - 4) select the type of Ticket the Buyer wishes to purchase,
 - 5) select the visitor's country of origin and indicate the discount code - if the buyer agrees to indicate the country of origin or has a discount code or valid Voucher,
 - 6) in the case of a purchase after registering your account, log in to your account,
 - 7) in the case of a purchase without registration, provide at least the e-mail address to which the Online Ticket will be sent and the language of the contact
 - 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 and Regulations for Visiting Wieliczka" Salt Mine, the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower, the Rules and Regulations for the provision of electronic services, "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A." and these Terms and Conditions,
 - 10) accept the statement requesting the provision of a tour before the expiry of the withdrawal period in the event that the purchase is made by a consumer and the chosen tour date falls before the expiry of the statutory withdrawal period
 - 11) in the case of purchases without registering an account, verify the correctness of the e-mail address provided, by entering the PIN number sent to the specified address
 - 12) make payment for the purchased Tickets via the PayU fast payment operator (except in the case of Voucher exchange).
6. After making the payment or indicating the Voucher number and providing the necessary data, the Buyer automatically receives the purchased Ticket online to the e-mail address provided when registering the account or making the purchase. Receiving an electronic bill in the form of a receipt or invoice constitutes confirmation of the conclusion of the Online Sales Agreement. The Buyer receives the Ticket online electronically immediately after making the payment, unless during the purchase procedure they selected the option of delivering the Ticket by post (available for some types of Tickets) and provided the necessary postal data - in such a case the Buyer receives the Ticket by post sent to the address provided by them.

§ 6

Rules for the sale of vouchers

1. The buyer has the option to purchase a Voucher, entitling them to exchange for:
 - 1) Family ticket for the event Following of legends - family trip
 - 2) Standard ticket for accommodation package for individual tourists
2. The purchase of a Voucher can only be made via the on-line service.
3. In order to purchase a Voucher, the Buyer shall:
 - 1) access <https://sklep.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, “Regulations for the Sale of Services Offered by “Wieliczka” Salt Mine S.A.” 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) make payment for the purchased Voucher via the PayU fast payment operator except in the case of a Voucher exchange).
4. The Buyer automatically receives the Voucher purchased through the on-line service to the e-mail address provided when registering for an account or making a purchase. Receipt of the Voucher, constitutes confirmation of the conclusion of the On-Line Sales Agreement.
 5. Purchased Voucher can be exchanged for a Ticket via the on-line service by providing the Voucher number at the time of purchase,
 6. The Voucher is redeemable for a Tour 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

Rules for the sale of ancillary services

1. It is possible for the visitor to purchase a Ticket allowing the use of the following additional service: lift descent service in the Danilowicz shaft.
2. The purchase of a ticket for the Daniłowicz shaft lift service is only possible for an organised group, at the Event Organisation Department Ticket Office immediately prior to the start of the tour, provided KSW Turystyka Sp. z o.o. is able to organise this. The availability of the service is decided on a case-by-case basis by the mine dispatcher. KSW Turystyka Sp. z o.o. does not guarantee the availability of the above service.
3. The provisions of paragraphs 1 and 2 do not apply to visitors to the Miners' Route in its entirety, for whom the service of descent and departure is included in the price of the purchased tour ticket.

§ 8

Rules for Special Event Ticket Sales

1. The Tickets for Special events organised by KSW Turystyka can be purchased:
 - a) via the website at www.sklep.kopalnia.pl
 - b) at the ticket office: at the reception desk of the Grand Sal**** Hotel, Park Kingi 7, 32-020 Wieliczka or at the cash desk of the Event Organisation Department, Park Kingi 10, 32-020 Wieliczka
 - c) via other websites, selected for each event and listed in the Terms and

Conditions of the given event.

2. Due to the fact that the events are hosted at an active mining facility, laws concerning mining and geological activities are applicable. The Mine reserves the right to cancel the event due to factors stemming from these laws. The Mine undertakes to inform the attendees about the cancellation of the event as soon as possible. Should the event be cancelled at the Mine's fault, the ticket price shall be refunded in full.
3. Should the event be cancelled by the Operator, ticket refunds shall be processed in line with the general terms and conditions. The price of the ticket shall be refunded to the payment method used at the time of purchasing the ticket.
4. Please be informed that should you decide not to attend the event, pursuant to Article 38, item 12 of the Act of 30 May 2014 on Consumer Rights (Dz. U. [Journal of Laws] of 2023, item 2759, as amended), the buyer is not entitled to the right of withdrawal from the Contract.
5. Ticket prices for specific events are defined in the Terms and Conditions of the Event.
6. Purchasing a Special Event Ticket is tantamount to agreeing to the Terms and Conditions of the Event, which are available on the ticket purchase page.

§ 9

Rules for Online Ticket Sales

1. Payments for the on-line Tour Tickets and Vouchers purchased via the on-line service are handled by PayU S.A. with registered office in Poznań, Grunwaldzka 186, 60-166 Poznań, entered in the register of entrepreneurs kept by the District Court for Poznań - Nowe Miasto and Wilda in Poznań, 8th Economic Division of the National Court Register under the KRS no. 0000274399 and Tax Identification Number (NIP) no. 7792308495, with a share capital of 4,944,000.00 PLN paid in full; which is a national payment operator within the meaning of the Payment Services Act of 19 August 2011, entered in the Register of Payment Services under no. IP1/2012.
2. By completing a payment for the on-line Tour Ticket or Voucher purchased via the on-line service, the Visitor agrees to the Terms and Conditions of a Single PayU Payment Transaction, which are available at https://poland.payu.com/wp-content/uploads/sites/14/2021/04/Regulamin-pojedynczej-transakcji-p%C5%82atniczej-PayU_2021_04.pdf.
3. Payment must be made within 30 minutes of booking an Online Ticket or Voucher. If payment is not made within this period, the order will be cancelled.
4. Online payments can be made by credit card, e-transfer, BLIK or Masterpass.
5. During the purchase process, the Buyer electronically verifies the correctness of the provided e-mail address.
6. KSW Turystyka 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).

§ 10

Rights and obligations of the parties to the Agreement

1. By concluding the Sales Contract, the Buyer declares that he has familiarised himself with the content of these Terms and Conditions and undertakes to abide by them.
2. The Purchaser shall not be entitled to purchase Tickets for the purpose of resale, including in particular resale for profit, as referred to in Article 133 of the Act of 20 May 1971, Code of Offences. KSW Turystyka reserves the right to report suspicions of such activities to authorised law enforcement authorities.
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 writing to the Operator's address,
 - 2) via e-mail: imprezy@kopalnia.pl,
5. The complaint must contain at least the complainant's name and surname, data enabling a response to the complaint to be sent (e-mail address 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 to which the complaint relates, and the request made by the complainant. The operator shall, however, have the right to request further clarifications if these are necessary to clarify the matter and provide an answer.
6. The Operator shall 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 Purchaser's rights of warranty for defects under generally applicable law.
8. KSW Turystyka declares that it does not agree to participate in the procedure for out-of-court settlement of consumer disputes in the event that the complaint made by the Consumer is rejected.

§11

Withdrawal from the online sales agreement

1. Subject to the provisions of paragraph 2, the Consumer shall have the right to withdraw from the On-line Sales Agreement within 14 days without stating a reason and without incurring costs.
2. The right of withdrawal referred to in paragraph 1 shall not extend beyond the time the Operator commences the tour service, i.e.:
 - 1) until the tour guide is booked for the selected tour, which takes place 24 hours prior to the tour date as specified on the on-line tour ticket (applies to the Following of legends - family trip).
 - 2) until the employees necessary to perform the trip programme are booked which is 72 hours prior to the tour date as specified on the on-line tour ticket (applies to Accommodation package in the Słowacki Chamber for individual tourists, Following the legends-family trip with stay at the Grand Sal Hotel**** package, and the group tours with programmes: „God Bless” Pilgrims’ Route, Tour with the performance option, Following the legends, Discovering Solilandia, Group tour and accommodation in the Mine)
3. The consumer may withdraw from the contract referred to in paragraph 1 by submitting a declaration of withdrawal to KSW Turystyka. To meet the deadline, it is

sufficient to send the declaration in writing to the following address Salt Mine "Wieliczka" Turystyka sp. z o.o Kingi Park 10, 32 - 020 Wieliczka with the annotation "Event Organisation Department" or to the e-mail address imprezy@kopalnia.pl before its expiry. KSW Turystyka sp. z o.o shall immediately send an acknowledgement of receipt of the declaration of withdrawal submitted electronically to the e-mail address indicated by the Consumer.

4. If the Consumer exercises his/her right to withdraw from the Online Sales Agreement, KSW Turystyka shall immediately, no later than within 14 days of receipt of the Consumer's declaration of withdrawal, refund all payments made by the Consumer. Reimbursement will 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 incur any costs for the Consumer.
5. A notice of the Consumer's right of withdrawal and a template of the Consumer's statement of withdrawal, which the Consumer may use, is attached as Annex 2 to these Rules.
6. In the event of cancellation of a tour on the booked date, the Buyer is obliged to inform the Operator immediately via the e-mail address programy.dzieci@kopalnia.pl, also in the event that the Buyer is not entitled to withdraw from the contract.
7. The Buyer, who is not a Consumer, shall not be entitled to withdraw from the Online Sales Contract.
8. The Buyer shall not have the right to withdraw from the agreement when purchasing a Ticket or Voucher at the Event Organisation Department Ticket Office.
9. The provisions of this section concerning the Customer shall apply accordingly to a natural person concluding an On-line Sales Contract directly related to their business operations, when the language of the contract indicates that it is not related to business activity, resulting in particular from their business operations, indicated on the basis of the provisions of the law on the Central Registry and Information on Businesses. The declaration of withdrawal from the contract may be submitted only in line with the provisions of section 2, item 2 or item 3.

§ 12

Information clause on the processing of personal data

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

Purpose of data processing	Legal basis for data processing
Accepting an enquiry about an offer and responding, providing payment services and executing a contract	article 6 section 1 letter b) of the General data protection regulation (taking up actions at the request of data subject prior to entering the agreement and the implementation of the agreement)
Confirmation of entitlement to purchase a Ticket other than a Standard Ticket	article 6 section 1 letter a) of the General Data Protection Regulation (approval of the Purchaser) article 6 section 1 letter b) of the General data protection regulation (taking up actions at the request of data subject prior to entering the agreement and the implementation of the agreement)
Fulfilment of legal obligations to issue and keep accounting documents (bills, invoices)	article 6(1)(c) of the General Data Protection Regulation (legal obligation) - Accounting Act and tax legislation
Registration of participants for events organised by KSW Turystyka	article 6(1)(f) of the General Data Protection Regulation (legitimate interest - identification of persons entering the "Wieliczka" Salt Mine area to ensure safety and order)
Monitoring and analysis of the activity of the Buyers in the on-line service, including for the purpose of informing them of incomplete transactions (only applicable to Buyers subscribed to the Mine newsletter), as well as for statistical and advertising purposes.	article 6 section 1 letter a) of the General Data Protection Regulation (approval of the Purchaser)
Handling the complaints process	article 6 section 1 letter b) of the General data protection regulation (taking up actions at the request of data subject prior to entering the agreement and the implementation of the agreement)
Determining, investigating and taking action in connection with the debt recovery process, defending against claims	article 6(1)(f) GRPD (legitimate interest - establishment, investigation, defence of claims)

4. The recipients of your Personal Data may be authorised employees of the Joint Administrators, entities providing services to the Joint Administrators, in particular IT support for the On-line service and legal or marketing services, and furthermore entities authorised to receive data on the basis of the law.
5. Your Personal Data will be stored:
 - 1) for the duration of the performance of the contract concluded with you or the cooperation carried out,
 - 2) until you object to the processing of your data - where the processing of your personal data is carried out on the basis of a so-called legitimate interest,
 - 3) until the consent you have given is withdrawn, whereby you have the right to withdraw your consent at any time, without affecting the lawfulness of the processing carried out on the basis of your 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.
6. You have the following rights in relation to the processing of Personal Data:
 - 1) the right of access to the content of the data, the right of rectification, the right of erasure, the right to restrict processing, the right to data portability,
 - 2) the right to object to the processing of your data - where the processing of your personal data is carried out on the basis of a so-called legitimate interest and under the conditions set out in the provisions of the GDPR
 - 3) the right to lodge a complaint with a supervisory authority (the President of the Office for the Protection of Personal Data) if it is considered that the processing of personal data violates the provisions of the GDPR

7. All of the rights indicated above apply to the extent of the provisions of the GRPD.
8. You have the right to exercise your rights referred to in the above paragraphs against any of the Joint Administrators, without restriction.
9. Your provision of personal data is voluntary, but in some cases necessary for the conclusion or performance of the Sales Contract.
10. No automated decision-making, including profiling, will take place in the course of the processing of personal data by the Joint Controllers.

§ 13

Final provisions

1. In matters not covered by these Rules and Regulations, the "Rules and Regulations for Visiting the Wieliczka Salt Mine and the Underground Exposition of the Cracow Saltworks Museum and the Brine Graduation Tower", "Regulations for the Sale of Services Offered by "Wieliczka" Salt Mine S.A." or the Rules and Regulations for the Provision of Services by Electronic Means, the generally applicable provisions of the law shall apply, including in particular the provisions of the Civil Code Act of 23 April 1964 and the Consumer Rights Act of 30 May 2014.
2. These Terms and Conditions are available at the Cashier's Office of the Event Organisation Department, in hard copy and, downloadable by the Buyer, at www.kopalnia.pl, in the tab "Regulations".
3. KSW Turystyka reserves the right to amend these Terms and Conditions at any time, with the proviso that the amendment shall take effect from the date of posting of the amended Terms and Conditions on the website www.kopalnia.pl and shall only apply to Sales Contracts concluded after that date.
4. These Terms and Conditions do not preclude the conclusion of a Sales Contract with the Buyer on other terms and conditions, individually agreed with the Buyer.
5. The Annexes to these Rules of Procedure shall form an integral part thereof.
6. These Regulations shall enter into force on 1st February 2026.

Appendices:

- 1) Price list of "Wieliczka" Salt Mine Turystyka sp. z o.o.
- 2) A reminder of the Consumer's right to exercise the right of withdrawal, together with a model withdrawal declaration.

Appendix no 1

Price list of tourist services of the Salt Mine "Wieliczka" Turystyka Sp. z o.o.

Price list is valid from 1 January 2026.

Definitions:

Low season – the period from 1 January to 30 April 2026 and from 1 October to 31 December 2026

High season – the period from 1 May to 30 September 2026

Discovering Solilandia (school groups)

Duration	Low season	High season
School ticket – in Polish	PLN 75	PLN 75
Applies to organised groups constituting of pre-school children or children and the youth from primary schools upon the presentation of a valid school ID who visit the mine with a guide in Polish.		
Standard ticket – in Polish	PLN 103	PLN 119
Applies to a teacher/a carer of a school group who is not required to hold a ticket for a teacher/carers.		
Control school ticket for a teacher/carers	PLN 0	PLN 0
Control school ticket for a teacher/carers is given to 1 teacher/carers per each started 10 paid tickets for each school group.		
School ticket + Dinner – in Polish menu set I/menu set II	PLN 119	PLN 119
Standard ticket + Dinner – in Polish menu set I/menu set II	PLN 147	PLN 163

Following the legends (school groups)

Duration	Low season	High season
School ticket – in Polish	PLN 75	PLN 75
Applies to organised groups constituting of pre-school children or children and the youth from primary schools upon the presentation of a valid school ID who visit the mine with a guide in Polish.		
Standard ticket – in Polish	PLN 103	PLN 119
Applies to a teacher/a carer of a school group who is not required to hold a ticket for a teacher/carers.		
Control school ticket for a teacher/carers	PLN 0	PLN 0
Control school ticket for a teacher/carers is given to 1 teacher/carers per each started 10 paid tickets for each school group.		
School ticket + Dinner – in Polish menu set I/menu set II	PLN 119	PLN 119
Standard ticket + Dinner – in Polish menu set I/menu set II	PLN 147	PLN 163

Accommodation package in the Słowacki Chamber (school groups)

Duration	Low season	High season
School ticket – in Polish, menu set I/menu set II	PLN 289	PLN 289
Applies to organised groups constituting of pre-school children or children and the youth from primary schools upon the presentation of a valid school ID who visit the mine with a guide in Polish.		
Standard ticket – in Polish, menu set I/menu set II	PLN 317	PLN 333
Applies to a teacher/a carer of a school group who is not required to hold a ticket for a teacher/carers.		
Control school ticket for a teacher/carers, menu set I/menu set II	PLN 0	PLN 0
Control school ticket for a teacher/carers is given to 1 teacher/carers per each started 10 paid tickets for each school group.		

Accommodation package at Słowacki Chamber (organised groups)

Duration	Low season	High season
Discount ticket for children and youth – in Polish	PLN 359	PLN 359
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Standard ticket– in Polish	PLN 385	PLN 385
Discount ticket for children and youth – foreign language	PLN 397	PLN 397
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Standard ticket– foreign language	PLN 425	PLN 425
Group leader/guardian ticket – Polish and foreign languages	PLN 0	PLN 0

Accommodation package at Słowacki Chamber (individual tourists)

Duration	Low season	High season
Discount ticket for children and youth – in Polish	PLN 359	PLN 359
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Standard ticket– in Polish	PLN 385	PLN 385
Discount ticket for children and youth – foreign language	PLN 397	PLN 397
Applicable to children above the age of 4 and the youth until the age of 19, subject to a valid ID document with a photograph, confirming the date of birth.		
Standard ticket– foreign language	PLN 425	PLN 425
Blockade of an unused bed in a cubicle.		
Blockade of an unused bed in a cubicle. The overnight cubicles in Słowacki Chamber are for 2 people. Guests purchasing packages in one order are assigned beds next to each other.	PLN 80	PLN 80

Following the legends - family trip (individual tourists)

Duration	Low season	High season
Discount ticket – in Polish		
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.	PLN 105	PLN 119
Discount ticket for persons with disabilities – in Polish		
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 105	PLN 119
Standard ticket – in Polish	PLN 132	PLN 145
Family ticket – in Polish		
It is granted to a family of 2 adults and 2 children aged between 4 and 16 on presentation of a valid photo identity document proving their date of birth. Purchasing a family ticket for a tour of the Tourist Route in July-August 2026 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.	PLN 389	PLN 429
Family ticket pass – in Polish		
When a family ticket is purchased, the on-line service automatically provides two stubs for record purposes.	PLN 0	PLN 0
Pass for a child under the age of 4		
Applicable to children below 4 years of age.	PLN 0	PLN 0

Following the legends-family trip with stay at the Grand Sal Hotel**** package (individual tourists)

Duration	Low season	High season
Discount ticket – in Polish		
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.	PLN 310	PLN 339
Discount ticket for persons with disabilities – in Polish		
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.	PLN 310	PLN 339
Standard ticket – in Polish	PLN 337	PLN 365
Family ticket – in Polish	PLN 1038	PLN 1098

It is granted to a family of 2 adults and 2 children aged between 4 and 16 on presentation of a valid photo identity document proving their date of birth. Purchasing a family ticket for a tour of the Tourist Route in July-August 2024 entitles the visitors to a free visit to the Graduation Tower during its opening hours on the day of the tour.		
Family ticket pass – in Polish	PLN 0	PLN 0
When a family ticket is purchased, the on-line service automatically provides two stubs for record purposes.		
Pass for a child under the age of 4	PLN 0	PLN 0
Applicable to children below 4 years of age. Children up to 4 years old are provided with free accommodation if they sleep in the bed with their parents. The fee for an extra bed for a child over 4 years old is PLN 120 (it is necessary to inform the hotel at least one day before arrival, payment on site at the hotel).		

The “God Bless” Pilgrims’ Route (organised groups)

Duration	Low season	High season
Discount ticket – in Polish	PLN 102	PLN 113
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities – in Polish	PLN 102	PLN 113
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket – in Polish	PLN 123	PLN 139
Discount ticket- in a foreign language	PLN 141	PLN 151
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities – foreign language	PLN 141	PLN 151
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket – foreign language	PLN 163	PLN 179
Pass for a child under the age of 4 – Polish and foreign languages	PLN 0	PLN 0
Available for children under the age of 4.		
Group leader/guardian ticket – Polish and foreign languages	PLN 0	PLN 0
Available for one organised group leader or guardian.		

Tour with the performance option (organised groups)

Duration	Low season	High season
Discount ticket – in Polish	PLN 102	PLN 113
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities – in Polish	PLN 102	PLN 113
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket – in Polish	PLN 123	PLN 139
Discount ticket- in a foreign language	PLN 141	PLN 151
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities – foreign language	PLN 141	PLN 151
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket – foreign language	PLN 163	PLN 179
Pass for a child under the age of 4 – Polish and foreign languages	PLN 0	PLN 0
Available for children under the age of 4.		
Group leader/guardian ticket – Polish and foreign languages	PLN 0	PLN 0
Available for one organised group leader or guardian.		
The price includes descent or a ride up (one way only).		

Along the Path of History and Technology (organised groups)

Duration	Low season	High season
Discount ticket – in Polish	PLN 82	PLN 93
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities – in Polish	PLN 82	PLN 93
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket – in Polish	PLN 103	PLN 119
Discount ticket – in a foreign language	PLN 121	PLN 131
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities – in a foreign language	PLN 121	PLN 131
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket – foreign language	PLN 143	PLN 159
Discount ticket, tour after opening hours – in Polish	PLN 102	PLN 113
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities, tour after opening hours – in Polish	PLN 102	PLN 113
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket, tour after opening hours – in Polish	PLN 123	PLN 139
Discount ticket, tour after opening hours – in a foreign language	PLN 141	PLN 151
Available to children over the age of 4 and youth up to the age of 19 upon presentation of a valid photo ID confirming their dates of birth, university students up to the age of 26 upon presentation of a valid student ID card, as well as visitors over the age of 65 upon presentation of a valid photo ID confirming their dates of birth.		
Discount ticket for persons with disabilities, tour after opening hours – in a foreign language	PLN 141	PLN 151
Available to persons with disabilities upon producing a valid disability certificate. Available to caregiver of a person with disabilities (one caregiver per one person with disabilities). Both the person with disabilities and their caregiver need to purchase a separate discount ticket.		
Standard ticket, tour after opening hours – foreign language	PLN 163	PLN 179
Pass for a child under the age of 4 – Polish and foreign languages	PLN 0	PLN 0
Applicable to children below 4 years of age.		

Underground Escapade (organised groups)

Duration	Low season	High season
Standard ticket – in Polish	PLN 179	PLN 179
Standard ticket – in a foreign language	PLN 209	PLN 209

ADDITIONAL SERVICES

Duration: 01.01-31.12.2026		
Tourist Route guide change	PLN 399	
Tourist Route guide change for the organised group.		
Additional fee for changing the Tourist Route tour date	PLN 399	
Change of the Tourist Route tour dates for organised groups pursuant to the provisions of section 8 and 9, item 4 of the Terms and Conditions of the Sales of Services Offered by Kopalnia Soli "Wieliczka" Turystyka sp. z o.o.		
Elevator ride to Level I of the mine – up to 35 people	PLN 499	
The price includes descent or a ride up (one way only).		
Elevator ride to Level I of the mine – up to 40 people	PLN 575	
The price includes descent or a ride up (one way only).		
Elevator ride to Level II of the mine – up to 35 people	PLN 655	
The price includes descent or a ride up (one way only).		
Elevator ride to Level II of the mine – up to 40 people	PLN 729	

VOUCHERS

LOW SEASON VOUCHERS

Duration	Low season
Voucher „Tour and accommodation in the Mine 2026 – low season	PLN 385
The Voucher can be redeemed for a Standard Ticket for the “Tour and accommodation” package for individual tourists in Polish until the end of the price list season for which the Voucher was purchased.	
Family voucher Following the legends – family trip 2026 – low season	PLN 389
The Voucher can be redeemed for a Family Ticket for the “Following the legends – family trip” package for individual tourists until the end of the price list season for which the Voucher was purchased.	

HIGH SEASON VOUCHERS

Duration	High season
Voucher „Tour and accommodation in the Mine 2026 – high season	PLN 385
The Voucher can be redeemed for a Standard Ticket for the “Tour and accommodation” package for individual tourists until the end of the price list season for which the Voucher was purchased.	
Family voucher Following the legends – family trip 2026 – high season	PLN 429
The Voucher can be redeemed for a Family Ticket for the “Following the legends – family trip” package for individual tourists until the end of the price list season for which the Voucher was purchased.	

Kopalnia Soli “Wieliczka” Turystyka sp. z o.o. 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 about the consumer's right of withdraw from the agreement

You have the right to withdraw from the Online Sales Contract within 14 days without giving any reason.

The withdrawal period shall expire 14 days after the conclusion of the Online Sales Contract, 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 the Following of legends - family trip).
- 2) until the employees necessary to perform the trip programme are booked which is 72 hours prior to the tour date as specified on the on-line tour ticket (applies to Accomodation package in the Słowacki Chamber for individual tourists, Following the legends-family trip with stay at the Grand Sal Hotel**** package and the group tours with programmes: „God Bless” Pilgrims’ Route, Tour with the performance option, Following the legends, Discovering Solilandia, Group tour and accomodation in the Mine)

In order to exercise your right of withdrawal, you must inform Kopalnia Soli "Wieliczka" Turystyka Sp. z o.o. based in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, e-mail: imprezy@kopalnia.pl, tel. 12 278 73 92 of your decision to withdraw from the contract by an unequivocal statement (for example, a letter sent by post to: Kopalnia Soli "Wieliczka" Turystyka sp. z o.o Park Kingi 10, 32-020 Wieliczka with the note " Event Organisation Department " or by e-mail to imprezy@kopalnia.pl).

You may use the model withdrawal form below, but this 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 contract. We will refund your payment using the same means of payment as you used in the original transaction, unless you have expressly agreed otherwise; in any event, you will not incur any charges in connection with this refund.

MODEL WITHDRAWAL FORM

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

Addressee:

Kopalnia Soli „Wieliczka” Turystyka Sp. z o.o., Park Kingi 10, 32 – 020 Wieliczka, e-mail: imprezy@kopalnia.pl

- I/We^(*) hereby give notice^(*) of my/our^(*) withdrawal from the contract of sale of the following / for the provision of a tour of the Wieliczka Salt Mine, concluded on, Contract number:

- Name of consumer(s)

- Address of consumer(s)

- Signature of consumer(s) (only if the form is sent on paper)– Date

^(*) Delete as appropriate