

Terms and conditions governing the provision of services by electronic means by **CITY TOUR POLSKA** Spółka z ograniczoną odpowiedzialnością Spółka Komandytowa
General information

Pursuant to the provisions of Article 8 paragraph 1 point 1 of the Act of 18 July 2002 on the provision of services by electronic means (Journal of Laws no 144, item 1204 with subsequent amendments), CITY TOUR POLSKA Spółka z ograniczoną odpowiedzialnością Spółka komandytowa with its registered seat in Kraków adopts the present terms and conditions governing the provision of services by electronic means, hereinafter referred to as Terms and Conditions, and undertakes to comply with its provisions.

Terms and conditions specifies the type, scope and conditions of providing services via electronic means by CITY TOUR POLSKA Spółka z ograniczoną odpowiedzialnością Spółka komandytowa through the intermediary of the Service, conditions regulating the acquisition of information on the tourism products provided by CITY TOUR POLSKA Spółka z ograniczoną odpowiedzialnością Spółka komandytowa, booking and purchase of a tourism-related product.

The Service operator is CITY TOUR POLSKA Spółka z ograniczoną odpowiedzialnością Spółka komandytowa (hereinafter referred to as "CITY TOUR") with its registered seat in Kraków, (31-109 Kraków), Piłsudskiego 6/9 street, entered in the National Court Register (KRS) conducted by the District Court of Kraków-Śródmieście in Kraków, 11th Economic Division of the National Court Register, no 0000329305, NIP: 6762397447, REGON: 120917352

Any user of the Service who wishes to use the booking system and purchase tourism-related products of CITY TOUR available via the Service must accept Terms and Conditions and undertake to abide by the provisions specified therein. The user who proceeds to using the Service has accepted the provisions outlined in Terms and Conditions and confirmed that he/she understands them.

Types and scope of services provided via electronic means

On the www.krakowcard.com, website, hereinafter referred to as the "Service", CITY TOUR shall provide users with the opportunity to familiarize themselves, with KrakowCard

The Service shall enable clients to obtain a current calculation, that is to establish the preliminary price of an event.

The service enables customers to make a purchase KrakowCard, as well as making payments for the card

The provisions of Participation conditions shall apply to bookings and the conclusion of service organisation agreements, as well as service cancellation, booking or agreement modification and the processing of a complaint. The above conditions are outlined on the website of the Service, at www.krakowcard.com.

Rules governing the use of the Service

Selection of booking criteria

The User shall select the available services on the main page of the website, that is:

www.krakowcard.com,

The User shall specify the following: name of the service, number of participants, and other parameters.

Search results, service presentation. The Service shall present all services on the basis of the expectations outlined by the User, as well as the detailed description and prices thereof.

Online booking of services.

When booking services, the User shall provide his/her personal data, including: name and surname, contact data: address, telephone number and email address. The User shall read and accept the Terms and Conditions of the service, Participation Conditions and grant permission for the use and processing of personal data for the purpose of the booking process.

Delivery information

Delivery of the products is possible by pick-up the card/s at the points of distribution (listed on web site) in Krakow after presentation of the voucher.

Available payment methods

The Service shall allow for the following methods of payment:

credit card payment through the PayPal system
on-line payment through the PayPal system

Credit card payment through PayU system

Booking confirmation and agreement conclusion

Booking and agreement conclusion with the Users of the Service is carried out in the following modes:
online booking,

Agreements shall be concluded in a written form or through ticket purchase. Payment for the service (in whole or in part) shall mean that the User has accepted the terms of the agreement and declares that he/she has read Terms and Conditions of the Service and Participation Conditions, and is not required to express his/her consent to the conclusion of the agreement in any other manner.

Rules of using the card KrakowCard :

KrakowCard card can be used by only 2 or 3 consecutive days, depending on the type of card

KrakowCard card can only be used by its holder who becomes the owner of the card after by its purchase and signing it , once signed card can not be transferred to another person .

KrakowCard card is not valid for trips to the museum with a guide or access to museums - while they are closed

Return policy

The User has the right to cancel purchase within 14 days after purchasing. To exercise the right to a cancellation and refund must notify the Service within the 14-day period. The User can contact the Service by email info@krakowcard.com or at address Piłsudskiego 6/9 street; 31- 109 Kraków. Cards must be complete and unused. Any costs for returning cards will not be refunded by KrakowCard. Refunds will be transferred to the bank account details provided by the User. Refunds will take 14 days after receiving the cancelled cards and the return being approved by KrakowCard.

There is no refunds or replacements for lost or stolen cards. Also no reimbursement if an attractions or other service facilities are closed. No reimbursement for bits/services not used within the period of validity.

Technical requirements necessary for the use of the Service.

Internet browser Internet Explorer 7.0 or higher, Safari 5.1.2 or higher, Mozilla Firefox 3.6 or higher, with Java Virtual Machine.

Personal data protection and privacy policy.

CITY TOUR POLSKA Spółka z ograniczoną odpowiedzialnością Spółka komandytowa with its registered seat in Kraków shall be the administration of the user's personal data, pursuant to the provisions of the Act on the protection of personal data (Act of 29 August 1997 on the protection of personal data - Journal of Laws no 133, item 883 with subsequent amendments). Personal data shall be stored and processed by CITY TOUR POLSKA Spółka z ograniczoną odpowiedzialnością Spółka komandytowa

with its registered seat in Kraków, in keeping with all relevant security measures specified in the provisions of legal acts in force in Poland.

Users of the Service agree to the processing of their personal data by CITY TOUR POLSKA Spółka z ograniczoną odpowiedzialnością Spółka komandytowa with its registered seat in Kraków for the purposes of providing services by the Service and for marketing purposes.

The provision of personal data shall be voluntary, however necessary for the appropriate provision of services.

In the period of data processing, the person whose data is being processed shall be entitled to access his/her personal information and modify it.

In order to facilitate the use of the service, its managing mechanism shall use the technologies known as cookies - information saved by the server on the user's computer. It is not used for the obtention of any information concerning persons who browse through the service or follow their searches. The User can disable cookies in its Internet browser at any time. This may, however, impede the use of the service.

The collected server logs (IP address, IP domain) shall be stored for an indefinite period of time and used for the generation of statistical data facilitating the administration of the service. These summaries have a collective character and do not include elements on the basis of which a person visiting www.krakowcard.com could be identified. The logs are not disclosed to any third parties not involved in the management of the service.

Final provisions, copyright.

Any information, materials or prices presented on the www.krakowcard.com website shall not constitute an offer for sale as defined by the provisions of the Civil Code. CITY TOUR shall not be liable for any technically incorrect functioning of the Service that does not depend on CITY TOUR or for any interruptions in the availability of the Service. CITY TOUR shall not be liable for any events that occur during the use of the Service. CITY TOUR wishes to remind about the dangers due to the use of the Internet, such as the possible seizure of information during their tele transmission by unauthorized persons and entities.

The Users of the Service shall not undertake any actions aimed at the transmission of illegal content.

Complaints policy

Any additional questions, as well as complaints regarding the use of the Service should be directed to the Service Operator: by email info@krakowcard.com or at address Piłsudskiego 6/9 street; 31- 109 Kraków Complaints shall be replied to via electronic mail within 14 days of their receipt.

A correct complaint must contain at least data concerning the User lodging the complaint (name, surname, address) and a description of the complaint's object.

CITY TOUR shall be the holder of the copyright for the works published in the Service. The users of the Service are entitled to browse through the information published in the Service, save them in the form of temporary files and print selected pages solely for private purposes.

Any amendments to the Terms and Conditions shall be introduced by CITY TOUR through the publication of the new Terms and Conditions on the following website: www.krakowcard.com

The amended Terms and Conditions shall take effect upon their publication on the website specified above.
