



TERMS AND CONDITIONS CITY TOURS

INTRODUCTION

RealPoland Spółka z ograniczoną odpowiedzialnością, hereinafter referred to as RealPoland, is an incoming tour operator with its seat in Góraszka, ul. Krótka 22, 05-462 Wiązowna. RealPoland's tax number is PL5322061151. RealPoland is registered in the Register of Tourism Organizers and Intermediaries for Mazowieckie Voivodeship, no 1801.

RealPoland holds an obligatory tour operator insurance issued by AXA Ubezpieczenia Towarzystwo Ubezpieczeń i Reasekuracji S.A.

By making payment to RealPoland you confirm accepting these Terms and Conditions.

TOUR DEFINITION

City tours - excursions lasting no more than 3 days and include less than 5 services.

PRICE FOR THE TOUR

The prices are given in the e-mail offer, on confirmation voucher and the receipts sent to the Client. Airfares, passport and visa fees, travel insurance, excess luggage charges, airport taxes, extra meals, tips, laundry, drinks, medical expenses, optional activities or anything that is not listed in this Contract as included and any items of a personal nature are not included in your trip price.

PAYMENT POLICY

The tour needs to be prepaid in full 72 hours prior to the start date.

CANCELLATION POLICY

Travel arrangements of any member of the party may be cancelled at any time by written notice sent directly to RealPoland. Please note that if you cancel your travel arrangements:

73 hours or more before the tour starts - no cancellation fee applies.

72 hours or less before the tour starts - 100% cancellation fee

PAYMENT METHODS

We accept the following payments methods:

- A. Credit Card payment. We accept payments with following cards: Visa, Visa Electron, Mastercard, MasterCard Electronic, Maestro, American Express, Diner's Club. No commission charges apply.
- B. Bank transfer. Please note, that the Client covers all additional bank fees.
- C. Online Credit Card Payment. The Client receives a secure payment link from RealPoland, where they provide the credit card details.



ONLINE CREDIT CARD PAYMENT

RealPoland is responsible for online payment and proceeds with your payment through the EspagoLink system. The payment operator is the Polish branch of Elavon Financial Services Designated Activity Company.

Once you book your tour, your tour consultant sends you a personalized link and payment instructions to the e-mail address you provided during the booking process. The link directs you to a payment site, protected by the SSL protocol, where you can complete your credit card payment.

All the data necessary to proceed with your payment, such as the card number, the expiration date and the CVV code (the three-digit code at the back of your card), is entered through a secure website with an SSL protocol. The data is processed only for the purpose of operating the payment.

RealPoland does not store or process any credit card numbers, only the information about card type and the last four digits of its number.

Complaints regarding online payment and/or the functioning of the website should be sent:

- A. by mail to: RealPoland Sp. z o.o. Góraszka, ul. Krótka 22, 05-462 Wiązowna, Poland, or
- B. by e-mail to: info@realpolandtours.com

The description of the complaint should contain:

- A. information about the circumstances of the complaint, especially the kind of defect or fault and the date when it occurred,
- B. information about what you demand with regard to your complaint, and
- C. the contact details of the person filing the complaint.

This will help RealPoland investigate your complaint faster. Providing the above-mentioned information is only a recommendation and it does not affect the validity of your complaint.

RealPoland shall answer your complaint immediately, no later than within 14 calendar days from the moment the complaint is filed.

TOUR INCLUSIONS & EXCLUSIONS

The complete list of tour inclusions & exclusions is always presented in your travel documents: tour proposal, tour voucher and tour contract.

TRAVEL INSURANCE

Travel insurance is not included in the price of the tour. It is the Client's responsibility to obtain comprehensive travel insurance. Please note that travel insurance offered by credit card companies may not be considered adequate.



PHOTOS AND MARKETING

You give RealPoland an irrevocable, royalty-free licence to use images of you taken during your tour for marketing, advertising and promotional purposes in any medium we choose.

EXCLUSION OF LIABILITY

Where RealPoland provides services it will do so with due care and skill. RealPoland is not responsible for the acts and omissions of others, including airlines and accommodation providers or for any loss, damage, death, injury and expense which you may incur as a consequence of the acts and omissions of others.

RealPoland excludes in advance responsibility for delays, changes in schedule, losses, injuries caused by acts of God, or of governments, local laws, climatic conditions, fires, wars, whether declared or not, riots, theft, terrorist activities, social and labor unrest, theft, mechanical or construction failures and difficulties, diseases, epidemics, quarantine, medical or customs regulation or danger, incidents to sea, land and air travel, and other similar acts, incidents, omissions, and conditions beyond our ability to control ("Force Majeure").

Cancellation of Tour or any services caused by the Customer's inability to arrive in Poland as a consequence of external circumstances (e.g. volcano eruptions, floods, flight cancellation) does not release the Customer from paying the cancellation fee. However in the case when Customer cannot arrive because of Force Majeure (e.g. volcano eruption, floods) or flight cancellation and the Customer's liability does not cover local cancellation fees – we promise to minimize the cancellation costs imposed on you.

RealPoland will not accept any responsibility or liability if you contravene any law or regulation of any country or region visited. Any independent arrangements that you make that are not part of the RealPoland trip are entirely at your own risk.

CHANGES TO YOUR VACATION

1. Changes made by the Client after the tour has been booked & prepaid but before the tour starts.

If the Client requests changes to the tour itinerary that has been already booked and prepaid, the Tour Consultant will inform whether they are possible to be made. Please note that additional costs may apply.

2. Changes made by the Client once the tour has started.

In the case of city tours, it might be possible to change the tour program once it has started. The Client should contact RealPoland office as soon as possible in order to inform RealPoland about their requests. We treat every tour individually and do our best to fulfill our Clients' needs. However, we cannot guarantee that the requested changes will be possible to be made.

Please note that additional charges may apply.

3. Changes made by RealPoland.

You acknowledge that traveling with RealPoland requires a degree of flexibility, good humor and understanding that the itinerary, and/or modes of transport may change, even after the tour's commencement, without prior notice due to local circumstances. Changes may occur due to force majeure, poor road conditions, weather, availability of tickets, vehicle breakdown, or other forces



beyond RealPoland's control or which cannot be reasonably foreseen.

COMPLAINTS

All formal complaints must be submitted in writing within 14 days after the end of the tour. It is possible to send them via e-mail (to: info@realpolandtours.com), or post (RealPoland Sp. z o.o. Góraszka, ul. Krótka 22, 05-462 Wiązowna, Poland). The complaint should include a description of services the Client was not satisfied with.

RealPoland will refund the difference between the contracted services and the replacement services, on the condition that the Client does not receive replacement services of the same or higher value.

We recommend contacting us also during the tour, then we will be able to address the problem immediately.