



TERMS AND CONDITIONS SMALL GROUP 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 Mazowickie 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

Small Group Tours - tours organized at guaranteed dates. Tours are fully escorted. Groups are no bigger than 18 travellers. Currently RealPoland organizes four types of such tours: Ultimate Poland Tour, Polish Delight Tour, Polish Heritage Tour and Poland & the Baltic States Tour.

PAYMENT POLICY

To confirm the booking, a deposit of 20% of the price for the tour is required.

The remaining balance is paid 30 days prior to the departure date. All additional services should be paid by then as well.

PAYMENT METHODS

We accept the following payment methods:

- A. Credit card payment (MO/TO). We accept payments with the 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.

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:

45 days and more prior to departure date, the cancellation fee is 10% of the total price for the tour.

44-30 days prior to departure date, the cancellation fee is 20% of the total price of the tour.

29-10 days prior to departure date, the cancellation fee is 80% of the total price of the tour.

9 days prior to departure date or later, the cancellation fee is 100% of the total price of the tour.

No money is refunded if you resign from the tour once it has started or you do not arrive to Poland at all.

Please note that should the cancellation made by one of the members of the party result in room change from double/twin to single, the remaining party will be responsible for the charges for the new room type.

Should you need to cancel your travel arrangements for an important reason, RealPoland may agree to transfer your deposit to a tour departing on a different date or to a different tour. Each case will be considered individually.

CANCELLATION MADE BY REALPOLAND

We never cancel tours. However, should it be necessary to cancel a Tour prior to departure, RealPoland will make every effort to provide similar alternative arrangements on the next available date at no additional cost, offer an alternative small group tour or a more private option of the tour at the lowest possible price. If this is not acceptable, a full refund of the sum received by RealPoland



in Polish zloty (PLN) will be made to the Client. The Client will be informed about any cancellations at least 50 days prior to the tour start date. We disclaim responsibility for any additional costs or fees related to such a Tour booking (e.g. non-refundable airplane tickets etc.).

BILLING PRICE

The rates for the Small Group Tours are quoted and debited in Polish Zloty (PLN). Prices in other currencies published on our website and/or in our printed materials are approximate and are given just for the Client's orientation.

The prices are based on either a double share or a single share. The final price may be increased by adding services not included in the basic price for the Small Group Tour, such as accommodation before the tour starts or after it finishes, extension tours, etc.

AIR TRANSPORTATION

The price for the airline ticket is not included in the tour price and RealPoland does not book airfare.

LAND TRANSPORTATION

For ground transportation we use minibuses (16-35 seats) with separate luggage space.

Seats cannot be booked in advance. We reserve the right for the Tour Leader to make all decisions regarding the seating on the bus.

TOUR LEADER & LANGUAGE

Our small group tours are conducted in English. The Tour Leader who will accompany you throughout the whole tour speaks English and so do the city or museum guides.

TRIPLE ROOMS

We do not sell triple rooms on small group tours.

MEALS

The exact number of meals is specified in the tour itinerary and the tour contract. However, breakfast is always included and served by the hotel the group stays in. We can provide vegetarian and/or gluten-free meals, if requested upfront by filling the appropriate section of the Tour Order Form. In case of other dietary requirements, please contact our Travel Specialist.

FITNESS

Although there are no specific age limits to our tours, a reasonable level of fitness is necessary to make it possible for the entire group to enjoy the tour. On certain days the tour requires walking for several hours, often on uneven surfaces. In the Salt Mine there are a lot of stairs to climb down. The tour participants are required to be able to get on and off various modes of transport without assistance. Travelers must inform RealPoland of any medical conditions which may affect their ability to participate in the tour. In some cases RealPoland may exclude a tour participant from the tour or a



certain activity, should their participation put their safety or the safety of the rest of the group at risk.

PASSPORT AND VISA

It is the Client's responsibility to get to know and comply with the immigration regulations when travelling to Poland. Your passport needs to be valid for at least 6 months beyond the departure date from Poland. Citizens of some countries require a Schengen Visa to enter Poland. For further information please consult the Polish Embassy in your country.

LUGGAGE

Each Client can have one big suitcase (up to 23 kg / 50 lbs) and one piece of cabin luggage (i.e. backpack/handbag). If a Client brings more luggage, it might happen that it will not fit into the bus.

TOUR INCLUSIONS

All specific tour inclusions will be listed first in our offer, then in the tour contract issued after the booking.

The price usually includes: accommodation, ground transportation, airport transfers, tour leader's assistance, city and museum guides, entrance tickets and meals.

We never include tips, gratuities nor airfare.

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.

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.

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 changes in schedule, delays, losses or injuries caused by acts, incidents, omissions and conditions that are beyond our ability to control, i.e. caused by fortuitous events, acts of governments, local laws, climatic conditions, fires, wars, riots, 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 etc. ("Force Majeure").

Cancellation of Tour or any services caused by the Client's inability to arrive in Poland as a consequence of external circumstances (e.g. volcano eruptions, floods, flight cancellation) does not release the Client from paying the cancellation fee. However, if the Client cannot arrive due to Force Majeure (e.g. volcano eruption, floods) or flight cancellation, we will do our best to make the cancellation costs as low as possible.

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 HOLIDAY

You acknowledge that travelling with RealPoland requires a degree of flexibility, good humour and understanding that the itinerary, accommodation, 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 the 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.