



## **SMALL GROUP TOURS**

### **INTRODUCTION**

RealPoland Spółka z ograniczoną odpowiedzialnością, hereinafter referred to as RealPoland Tours, is an incoming tour operator with its seat in Warsaw, ul. Grochowska 217/15, 04-077 Warszawa. RealPoland Tours tax number is PL5322061151. RealPoland Tours is registered in the Register of Tourism Organizers and Intermediaries for Mazowieckie Voivodeship, no 2686.

RealPoland Tours holds an obligatory tour operator insurance issued by UNIQA Towarzystwo Ubezpieczeń S.A.

By making payment to RealPoland Tours 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 22 travelers. Itineraries, available dates and prices are published on the RealPoland Tours website. The minimum number of participants for Small Group Tours is 8.

### **PAYMENT POLICY**

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

The remaining balance, including all additional services, is paid 30 days prior to the departure date.

### **PAYMENT METHODS**

We accept the following payment methods:

- A. Bank transfer. Please note that the Traveler covers all additional bank fees.
- B. Online Credit Card Payment. The Traveler receives a secure payment link from RealPoland Tours, where they provide the credit card details.

### **ONLINE CREDIT CARD PAYMENT**

The payment operator is Stripe Payment Services Europe Ltd.

Once you book your tour, your tour consultant sends you a personalized link and payment instructions to the email 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 Tours 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., ul. Grochowska 217/15, 04-077 Warszawa, Poland, or
- b) by email to: [contact@realpolandtours.com](mailto:contact@realpolandtours.com)
- c) The description of the complaint should contain:
- d) information about the circumstances of the complaint, especially the kind of defect or fault and the date when it occurred,
- e) information about what you demand with regard to your complaint, and
- f) the contact details of the person filing the complaint.

This will help RealPoland Tours investigate your complaint faster. Providing the above-mentioned information is only a recommendation and it does not affect the validity of your complaint. RealPoland Tours shall answer your complaint immediately, no later than within 14 calendar days from the moment the complaint is filed.

### **CANCELLATION POLICY**

In case unforeseen events occur, the Traveler is entitled to transfer the tour contract to another person who satisfies all the conditions applicable to that contract. Notice should be given in writing at the latest 7 days before the start of the tour. RealPoland Tours does not charge any fees for transferring the contract to another person. However, should any subcontractor require a fee for changing the name of the traveler or for canceling a ticket and issuing a new one, the traveler is required to cover these expenses.

Travel arrangements of any traveler may be canceled at any time by written notice sent directly to RealPoland Tours. 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 in 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 Tours 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 and will depend among other things on availability of other dates/tours and on the costs that RealPoland Tours has already incurred in relation to your travel arrangements.

## **CANCELLATION MADE BY REALPOLAND**

RealPoland Tours may cancel your tour if:

- a) The minimum number of participants for the Small Group Tour is not reached. The Traveler shall be notified no later than 30 days prior to the tour start day.
- b) RealPoland Tours is prevented from performing the contract because of unavoidable and extraordinary circumstances. The Traveler shall be notified about this without undue delay before the start of the tour.

Should it be necessary to cancel a tour, RealPoland Tours 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 private option of the tour at the lowest possible price. If this is not accepted by the Traveler, a full refund of the sum received by RealPoland Tours in Polish zloty (PLN) will be made to the Traveler. RealPoland Tours is not liable for additional compensation (e.g. related to non-refundable airline tickets etc. or exchange rates).

## **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 Traveler'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 Tours 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**

Triple rooms are not available 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 Tours of any medical conditions which may affect their ability to participate in the tour. In some cases RealPoland Tours 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 Traveler's responsibility to get to know and comply with the immigration regulations when traveling 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 Traveler can have one big suitcase (up to 23 kg / 50 lbs) and one piece of cabin luggage (i.e. backpack/handbag). If a Traveler 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, tour leader's assistance, city and museum guides, entrance tickets and meals as per itinerary.

We never include tips, gratuities nor airfare.

### **PHOTOS AND MARKETING**

You give RealPoland Tours an irrevocable, royalty-free license 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 Traveler'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 Tours provides services it will do so with due care and skill. RealPoland Tours 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 Tours 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 Traveler's inability to arrive in Poland as a consequence of external circumstances (e.g. volcano eruptions, floods, flight cancellation) does not release the Traveler from paying the cancellation fee. However, if the Traveler 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 Tours 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 Tours trip are entirely at your own risk.

### **CHANGES TO YOUR HOLIDAY**

You acknowledge that traveling with RealPoland Tours requires a degree of flexibility, good humor 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 email (to: [contact@realpolandtours.com](mailto:contact@realpolandtours.com)) or post (RealPoland Sp. z o.o., ul. Grochowska 217/15, 04-077 Warszawa, Poland). The complaint should include a description of the services the Traveler was not satisfied with.

RealPoland Tours will refund the difference between the contracted services and the replacement services, on the condition that the Traveler 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.

### **REALPOLAND'S INSURANCE IN CASE OF BANKRUPTCY**

Due to the regulations of the Polish Law, RealPoland as a registered Polish Tour Operator holds an obligatory Tour Operator Insurance provided by Unią Towarzystwo Ubezpieczeń S.A. to protect travelers in case of the tour operator's bankruptcy.

If your tour is canceled by RealPoland and your deposit is not refunded due to the tour operator's insolvency, you can apply to the Marshall of Mazowieckie Voivodeship or Unią Insurance Company for the compensation.

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