



PRIVATE 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

Private tour, customized tour, tailor-made tour - a tour that is arranged exclusively for the Client and their group, based on their preferred itinerary, dates, activities, and services. The tour is customized and agreed in advance with the Client, subject to availability and these Terms and Conditions.

PRICE FOR THE TOUR

The price of each tour is calculated individually based on the requested itinerary, services, dates, and number of participants. The final price is provided in the email offer and charged in Polish Zloty (PLN). Prices in other currencies shown in email correspondence, on our website, and/or in printed materials are approximate and provided for the Client's information only.

Airfares, passport and visa fees, travel and cancellation insurance, excess luggage charges, airport taxes, extra meals, tips, laundry, drinks, medical expenses, optional activities or anything that is not listed in the Tour Proposal and any items of a personal nature are not included in your trip price.

PAYMENT POLICY

To confirm the booking, a deposit of 20% of the price is required. In the case of booking tours at a short notice (i. e. 45 days or less before the tour departure), a higher deposit may apply, calculated individually by the tour consultant. The remaining balance is paid 30 days prior to the start date.

CHANGES TO TRAVEL DATES

Changes to the dates of your tour can be made up to 60 days prior to the tour start date, subject to a handling fee of 400 Polish zloty (PLN). Please note that any additional costs incurred as a result of the date change, such as non-refundable tickets, hotel bookings, or other non-recoverable expenses, must be covered by the client and will be added to the final payment.

CHANGES TO YOUR ITINERARY

1. Changes to the Tour Requested by the Client Before the Tour Starts

If the Client requests changes to a booked tour itinerary before the tour starts, the Tour Consultant will confirm whether the requested changes are possible and advise the Client of any additional costs. Any additional costs must be paid together with the remaining balance.

If the requested changes involve removing or cancelling services included in the tailor-made tour, the total price may not be reduced if the Tour Operator has already incurred costs or made non-refundable bookings for those services.

2. Changes to the Tour Requested by the Client During the Tour

For a tailor-made or private tour, changes to the itinerary may be possible after the tour has started. The Client should contact the Tour Operator as soon as possible with any requested changes. We will consider each request individually and make every reasonable effort to accommodate the Client's needs; however, we cannot guarantee that the requested changes will be possible.

Additional charges may apply to any changes and must be paid by the Client.

Please note that cancelling or removing any bookings, services, activities, or other elements of the tour after the tour has started does not entitle the Client to a refund.

3. Changes made by RealPoland Tours

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 Tours' control or which cannot be reasonably foreseen.

CANCELLATION POLICY

In case unforeseen events occur, the Client 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 Client is required to cover these expenses.

The Client may cancel the tour at any time by providing written notice to the Tour Operator. The following cancellation terms apply:

- More than 150 days before the departure date: the deposit will be refunded, less a cancellation fee of PLN 100 per day of the tour, charged per tour booking and not per Traveler.
- 150–30 days before the departure date: the 20% deposit is non-refundable.
- 29–15 days before the departure date: 50% of the total tour price is non-refundable.

- 14 days before the tour or later: 100% of the total tour price is non-refundable.
- After the tour has started, or if the Client does not arrive in Poland: no refund will be provided for the unused portion of the tour.

If one or more Travelers in the group cancel, the price for the remaining Travelers will be recalculated based on the new group size. The price per Traveler may increase as a result. If the remaining Travelers do not accept the new price, their booking will be treated as cancelled and the applicable cancellation fees will apply.

CANCELLATION MADE BY REALPOLAND TOURS

RealPoland Tours may cancel your tour if we are prevented from performing the contract because of unavoidable and extraordinary circumstances. The Client 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 arrangements on a different date at no additional cost or to move your deposit to a different kind of tour. If this is not accepted by the Client, a full refund of the sum received by RealPoland Tours in Polish zloty (PLN) will be made.. RealPoland Tours is not liable for additional compensation (e.g. related to non-refundable airline tickets etc. or exchange rates)

PAYMENT METHODS

We accept the following payments methods:

- A. Bank transfer. Please note that the Client covers all additional bank fees.
- B. Online Credit Card Payment. The Client 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
- 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.

TOUR INCLUSIONS & EXCLUSIONS

The complete list of tour inclusions & exclusions is always presented in your Tour Proposal.

TRAVEL INSURANCE

Travel insurance is not included in the price of the tour. It is the responsibility of each traveler to obtain comprehensive travel insurance that provides medical coverage in case of illness or emergency while abroad, coverage for medical evacuation and hospital care.

We highly recommend purchasing cancellation insurance at the time of booking to protect your investment in the event of unforeseen circumstances.

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 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 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 in the case when Client cannot arrive because of Force Majeure (e.g. volcano eruption, floods) or flight cancellation and the Client's liability does not cover local cancellation fees – we promise to minimize the cancellation costs imposed on you.

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.

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), or post (RealPoland Sp. z o.o. ul. Grochowska 217/15, 04-077 Warszawa, Poland). The complaint should include

a description of services the Client was not satisfied with.

RealPoland Tours 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

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 Uniqą 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 Uniqą Insurance Company for the compensation.

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