

### Rules for Using Wow Krakow Hop On Hop Off Bus Services

1. The Wow Krakow Operator is company Jacek Legendziewicz Jordan Group with its registered office in Krakow at ul. Gęsia 8, 31 – 535.
2. Wow Krakow Hop On Hop Off Bus is a package of services including cabrio bus drive along a designated route, according to the Hop On Hop Off rules.
3. Buses run along a fixed route including the bus stops located in very attractive tourist areas. As part of 24h and 48h tickets you can get on and get off at any of the bus stops along the route as many times as you wish during the validity of the ticket. The ticket is valid for 24h or 28h after first use.
4. A single-ride ticket entitles to only one full course along the Wow Krakow route, without the possibility of getting on and off.
5. Children under 12 years of age in charge of their parents have the possibility of driving free of charge. A maximum of four children may take advantage of a free drive provided that the they are accompanied by an adult with a valid ticket.
6. The audio system tells about the attractions located along the route and at the nearest bus stop in 7 languages.
7. The Wow Krakow route runs through the city centre and the area of high-volume traffic of pedestrians, vehicles and public transport, which may cause delays.
8. The Operator makes every effort to ensure the appropriate location of the stops and departure times. However, the Operator reserves the right to changing the location of the stops and times of departures, if circumstances so require.
9. The Operator does not bear any responsibility for delays caused by factors outside its control, such as traffic jams, road closures, cultural events, festivals and all the external conditions that justify the delay.
10. The current location of the bus, travel time, possible delays in relation to the timetable can be followed on a virtual map on the website [wowkrakow.pl/trasa](http://wowkrakow.pl/trasa).
11. In order to use Wow Krakow services a valid ticket is required.
12. Ticket entitling to use Wow Krakow services is the original Wow Krakow ticket with a unique number and QR code.
13. Tickets purchased on websites, in tourist information points, local tours sale points, hotel receptions, which are issued in the form of printouts from online systems have to be replaced at the driver's with the original red Wow Krakow ticket.
14. In case of losing a ticket, neither a duplicate is issued, nor the costs of purchasing the ticket are returned.
15. In the case of Passengers resignation of ride, Passenger is entitled to repayment of duty adequate to unused transport services after deduction the part of payment due (compensation). Depending from the date of resignation Tour Operator is entitled to deduct following amounts:
  - a) Above 48 hours before ride 10% of tickets value ,
  - b) From 48 hours to 24 hours before ride 25% of tickets value,
  - c) Under 24 hours before ride 50% of ticket value.

16. Deductions described in point 15 of this terms of use shall not apply if Passenger renounces a transport contract due to failure to fulfil Tour Operator's obligations.
17. Rapayment of duty for unused ticket is made by Tourist Information Office, Local Tours Sales Office or Front Office Desk of Hotel where tickets was bought. Rapayment of duty for unused ticket bought form driver or tour guide is made by Tour Operator. Rapayment of unused ticket bought on website is made on website where ticket was bought.
18. 24h and 48h tickets enable the use of additional tourist attractions and discounts in facilities, premises, shops and museums - Wow Krakow Partners.
19. The Operator does not bear any responsibility for changes in the offer of discounts, which are provided by Wow Krakow Partners. They are updated on a regular basis.
20. The current list of Wow Krakow Partners is on the website [wowkrakow.pl](http://wowkrakow.pl).
21. Ticket purchase is equivalent to acceptance of these terms and conditions, the risk of delays and necessary route changes in the event of city events beyond the control of the Organizer.
22. Resale of purchased tickets is prohibited. Tickets bought in unauthorized point, repurchased, found or stolen are invalid.
23. The passenger is required to present a valid ticket to the Wow Krakow personnel at the entrance to the bus, in the case of willingness to take advantage of the attractions included in the ticket price as well as on request.
24. In the event that the Wow Krakow buses cannot run during the time of the ticket validity due to circumstances beyond the control of the Operator, the entire ticket amount will be returned. Reimbursement takes place only when the bus does not run at all, delays and changes of the stops locations caused by independent circumstances do not entitle to a refund of the ticket.
25. The Operator reserves the right to operate two types of vehicles: cabrio bus with opening roof and closed bus in emergency situations requiring the use of a bus replacement.
26. Free space on the bus is not guaranteed.
27. Getting on and off the bus is allowed only at designated stops and through the doors designed for that purpose.
28. Passengers are required to hold the handles or railings during travel. Driving in standing position is prohibited. While driving all passengers must remain in the seating position.
29. On board the bus using open fire, alcohol consumption, and smoking are strictly forbidden.
30. Passengers are required to comply with safety rules and follow the instructions given by the Wow Krakow personnel in this respect. In particular, this should be understood as actions threatening the security of driving, of other passengers or the actions prohibited in public places.
31. On the buses it is forbidden to carry objects that may pose a threat to the safety of other passengers or which may damage or dirty the vehicle (e.g. knives, machetes, axes, open containers of paint, grease etc.).
32. Persons whose behaviour will be considered by the Wow Krakow personnel as threatening the safety of other passengers, behaving aggressively or hindering the use of the service by other passengers may not be permitted to enter the bus or may be asked to leave the bus without a refund of the ticket.

- 
33. The Operator does not bear any responsibility for cases of personal injury, death, property loss or damage, which have been caused by:
- a. inappropriate behaviour of third parties, in particular other passengers
  - b. random events
34. Any complaints and claims as to the functioning of the Wow Krakow product may be submitted in writing together with the original ticket within 14 days of the travel date: Jordan Group, ul. Gęsia 8, 31-535 Krakow with a note: WOW KRAKOW.