



REGULATIONS OF ONLINE TICKET SALES

DEFINITIONS

Whenever the following terms are used in these Regulations, they should be understood as:

Regulations - these regulations,

Seller / Management - "L&S Kisiel" s.c. Lucja Kisiel, Sławomir Kisiel, Anita Przybyłowska, Edyta Janaszek, Jakub Kisiel with its location in Niwa Babicka [08-500 Ryki, Niwa Babicka 91], NIP 506-00-40-218, REGON 060089335,

Park - Family Theme Park "Las Odkrywców" [Ułęż 215E, 08-504 Ułęż], whose owner is Management,

Website - the website www.lasodkrywcow.pl,

Ticket - a ticket entitling you to enter the Park, use its infrastructure and participate in organized events in accordance with the Regulations, available on the Website and at the entrance to the Park,

Ticket System - Ticket sales system available via the Website,

Payment system - the Przelewy24 payment service belonging to the online payment operator PayPro SA based in Poznań [ul. Kanclerska 15, 60-327 Poznań], NIP 779-236-98-87, REGON 301345068,

Buyer - a person using the Ticket System to purchase a Ticket,

Park Regulations - regulations specifying the rules applicable in the Park and the car park, which are aimed at ensuring safe recreation and learning; available at the entrance to the Park and on the website.

§ 1 GENERAL PROVISIONS

The Regulations define the rules for purchasing Tickets via the Ticket System.

1. Purchase of Tickets through the Ticket System must be preceded by reading these Regulations and the Park'S Regulations available on the website and is tantamount to their acceptance.
2. The ticket system enables the purchase of Tickets, provided that the payment for the ordered Tickets is made at the time of their purchase, via the Payment System.
3. The Regulations enter into force on the date of their publication on the Website and may be edited by the Seller at any time if deemed .

§ 2 TICKET ORDERS

1. Tickets are purchased by placing an order for Tickets via the Ticket System and payment of the amount due under the order via the Payment System, on the terms specified in the Regulations.
2. Ticket prices are indicated in the price list on the Website.
3. Placing an order takes each time the Buyer follows the below steps:
 - a. selecting the type and number of Tickets in the Ticket System,
 - b. providing the Buyer's personal data (name, surname, address, email, mobile phone number),
 - c. submitting statements of acceptance of the terms of these Regulations, the Park Regulations and statements related to the processing of the Buyer's personal data, with the content indicated on the subpages of the Ticket System,
 - d. accepting the costs of the order and the terms of purchase,
 - e. payment for the ordered Tickets via the Payment System,
 - f. receiving confirmation of the order with its status to the e-mail address provided in the order,
 - g. receipt of delivery of the ordered Ticket by electronic means to the e-mail address provided by the Buyer.
4. In order to receive a VAT invoice (sent electronically), before paying for the transaction, provide the necessary data for issuing a VAT invoice:
 - a. name and surname or name of the buyer,
 - b. address (city, postal code, street),
 - c. NIP number (not applicable to natural persons).
5. The seller reserves the right to end the sale at any time without giving reasons.

§ 3 PAYMENT

1. Payment for a Ticket ordered via the Ticket System will only be possible via the Payment System to which the Buyer will be redirected immediately after placing the order.
2. The Buyer may pay for the ordered Tickets only by means of the payment methods available in the Payment System.
3. The Buyer is not entitled to make payments in installments or separately for individual Tickets. Payment obligations resulting from one order must be made at one time.
4. Payment should be made not earlier than the moment of placing the order and not later than within the time specified at the stage of accepting the order, without interrupting the continuity of the transaction. After the expiry of the deadline for making the payment, the Buyer's order will be canceled, which the Buyer will be informed about by e-mail to the address indicated in the order. The moment decisive for the execution of the payment is the receipt by the Seller of the information on the execution of the payment. The prices indicated in the Ticket System, in the order confirmation and on the Ticket are gross amounts, including VAT calculated in accordance with applicable regulations.

§ 4 DELIVERY AND TICKET RULES

1. Tickets are delivered to the Buyer after the Buyer receives confirmation of the payment being credited, via an attachment with the Ticket to the e-mail address provided by the Buyer.
2. The Buyer is obliged to immediately check the received Tickets for compliance with the order placed.
3. A ticket purchased on the Ticket System is valid from the moment of delivery to the Buyer until the date indicated therein.
4. Each Ticket is marked with an individual code. The code is generated electronically and made available only to the Buyer. The ticket must be kept in a safe place. Copying, destroying or losing the ticket may prevent the Buyer from using the Ticket.
5. Entry to the Park is possible only after presenting and validating the Ticket. The ticket may be presented in the form of a printout or on a mobile device.
6. All Discount Tickets purchased in the Ticket System, without documenting the right to a discount on the day of using the Tickets, do not permit entry into the Park.
7. For Tickets purchased with a discount available to holders of the Large Family Card (KDR), Participants must present a Large Family Card (KDR) for each family member in order to verify the right to the discount.

§ 5 COMPLAINTS AND RETURNS

1. The Buyer has the right to submit a complaint regarding irregularities in the functioning of the Ticket System. All complaints should be reported immediately after the situation causing the need to report it, but not later than within 14 days from the disclosure of the cause of the complaint.
2. Complaints should be submitted in Polish or English. Complaints submitted in a different language will not be considered.
3. Complaints for non-compliance with the sale of Tickets or other articles should be submitted using one of the following methods:
 - a. Report directly to the Park's Ticket Office.
 - b. Send by email to the following e-mail address: kontakt@lasodkrywcow.pl, with the text "Complaint" in the "Subject" field. In the content of the e-mail, the Buyer should provide his correspondence details, contact telephone number, and describe the reason for the complaint. Please attach a copy of your proof of purchase.
 - c. Send by post to the address of Management, ie "L&S Kisiel" s.c. Lucja Kisiel, Sławomir Kisiel, Anita Przybyłowska, Edyta Janaszek, Jakub Kisiel, Niwa Babicka 91, 08-500 Ryki. In the content of the letter, the Buyer should provide their data, including the correspondence address and telephone number for contact, as well as a description of the reason for the complaint. Please attach a copy of your proof of purchase.
4. Complaints will be considered by the Seller immediately, but no later than within 14 days from the date of their receipt.
5. The Buyer will receive a response to the complaint in the same way as the complaint was submitted to the correspondence or e-mail address provided in the complaint.
6. Tickets are non-exchangeable or non-refundable (in accordance with Article 38 (12) of the Act of 30 May 2014 on consumer rights; Journal of Laws 2014.827)
7. Complaints regarding payments made through the Payment System are considered by the online payment operator PayPro SA with its registered office in Poznań [ul. Kanclerska 15, 60-327 Poznań] on the terms specified in the regulations of this website available at www.przelewy24.pl. The seller is not responsible for the performance of this service.

§ 6 PERSONAL DATA

1. By making a purchase, the Buyer agrees to the storage, processing and transfer by the Seller of the personal data provided in the Ticket System, subject to their use only for the purpose of order fulfillment. Providing data is voluntary, but necessary to complete the order.

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2. If the service of ordering Tickets requires the Buyer to provide specific data, the Buyer undertakes to provide true, complete, lawful and not misleading data. The Buyer is solely responsible for any consequences resulting from incorrect completion of forms, applications and other documents in the scope of the provided data.

