



REGULATIONS OF THE FAMILY THEME PARK

DEFINITIONS

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

Regulations - these regulations,

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,

Participant - a person visiting the Park,

Guardian - a parent, legal guardian or guardian authorized by the parent (or legal guardian) in a legally permitted manner, caring for an underage Participant; the guardian must be of legal age,

Ward - a minor Participant under the care of a Guardian.

§ 1 GENERAL PROVISIONS

1. These Regulations define the rules for Participants in the Park and the car park, which are intended to provide Participants with safe recreation and learning.
2. The Regulations of the Park are available at the entrance to the Park and on the Website.
3. Each Participant is obliged to read the Regulations before purchasing a Ticket. The purchase of a ticket and entry to the Park is tantamount to the unconditional acceptance of the Regulations by the Participant.
4. Tickets purchased through the Ticket System or at the ticket offices at the entrance to the Park entitle Participants to enter the Park.
5. Access to the Park is possible only during its opening hours. Management reserves the right to change the days and hours of the Park's opening, about which they will inform via their Facebook page or on the Website.
6. Management reserves the right to temporarily disable or completely disable the use of infrastructure located in the Park, or to temporarily close the Park, due to unfavorable weather conditions in order to ensure the safety of the Participants.
7. Regulations relating to personal data are specified in the Privacy Policy, constituting an appendix to these Regulations.
8. The Regulations are enforceable from the day they are placed at the ticket offices at the entrance to the Park and from when they are published on the Website. Regulations may be edited by Management at any time, if deemed necessary.

§ 2 TICKETS

1. Only Participants with a valid Ticket have the right to enter the Park. A Ticket entitles you to a single entry into the Park, in order to use its infrastructure and participate in organized events.
2. The Ticket entitles the Participant to use all elements of the park's playground infrastructure and participate in organized events, subject to availability on the day of the Ticket implementation. The availability of infrastructure and organized events may change. The Ticket price is fixed and is not subject to changes in the case of decreased availability of the Park's infrastructure or events planned.
3. Information on the types and prices of Tickets is available on the Website and at the ticket offices at the entrance to the Park.

4. A Ticket purchased at the Ticket Office at the entrance to the Park is valid only on the day of its purchase. An electronic ticket purchased through the Ticket System is valid from the date of purchase until the date indicated on it.
5. All reduced price Tickets purchased in the Ticket System or at the Park's ticket office, do not entitle the Participant to enter the Park without proper documentation supporting the right to a discount on the day of purchase and the date of the Ticket execution.
6. 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.
7. In order to receive a receipt with a tax identification number or to receive a VAT invoice for the purchase of Tickets, items in a shop or items a food point, please inform the park staff about it before starting the sale transaction.
8. After leaving the Park, it is not possible to return to its premises without purchasing a Ticket again. Exemptions to this provision are only possible in justified cases with the prior consent of the Park staff.
9. Participants are required to keep the Ticket throughout their stay in the Park for possible verification by Park staff.
10. Park staff reserves the right to ask the Participant to leave the Park if the Participant:
11. a. does not have a valid Ticket,
12. b. intentionally violates the provisions of the Regulations or generally accepted norms of behavior,
13. c. behaves in a way that threatens his own or other Participants' safety.

§ 3

RULES OF BEHAVIOR AND USE OF INFRASTRUCTURE

1. The Ward should be under the constant supervision of a Guardian who is responsible for the consequences of his behavior in the Park.
2. The Guardian is obliged to instruct the Ward about the content of these Regulations and the obligation to comply with them
3. The use of individual elements of the Park's infrastructure depends on the individual level of physical fitness, skills, and health condition of a given Participant. The Guardian decides about the possibility of using individual elements of infrastructure by his / her Ward and decides whether he or she will use a given element of the Park's infrastructure alone or together with the guardian.
4. Use of the playground infrastructure is allowed only in footwear that holds the feet well, preferably in sports footwear (except for the bare feet path and the water play area).

5. When using the playground infrastructure available in the Park, as with any other recreational sports activity, there is a risk of injury. By accepting the content of these Regulations, the Participant (in the case of the Ward) takes the risk of using the playground infrastructure by accepting the content of these Regulations.
6. The Participant (or the Guardian in the case of a Ward) who has suffered an injury or has had an accident in the Park is asked to immediately report to the service staff in order to provide first aid and record the event.
7. The Participant (or the Guardian in the case of the Ward) is responsible for deliberately caused material damage in the Park and is obliged to cover the costs related to the repair. All acts of vandalism and damage to property will be reported to the relevant public services.
8. In the event of evacuation, the Participant is obliged to follow the instructions of the service staff or public security authorities.
9. It is allowed for the Participant to bring his own drinks and snacks to the Park, excluding alcoholic beverages.
10. The following is prohibited in the Park:
 - a. conduct that threatens the safety, health or life of one's own or other Participants,
 - b. use of the infrastructure by Participants who are under the influence of alcohol or other substances,
 - c. smoking tobacco, outside of designated places,
 - d. bringing in alcohol and other substances,
 - e. bringing in weapons and other dangerous items or materials that may pose a threat to the life or health of the Participants,
 - f. bringing in animals, with the exception of a dogs assisting a Participant with disabilities (you should then have the appropriate documents confirming this condition),
 - g. polluting or littering in the area,
 - h. destroying the infrastructure or items belonging to the Park or other Participants,
 - i. entering service, utility or technical rooms,
 - j. conducting commercial or advertising activities and carrying out fundraisers without the written consent of Management,
 - k. using drones without the written consent of Management,
 - l. taking any objects owned by the Park outside the Park.

§ 4 USE OF THE CAR PARK

1. Parking is free, unguarded and unmonitored.

2. The vehicle user is obliged to follow the rules of the road, the instructions of the staff and the road signs in the car park.
3. It is strictly forbidden to enter the car park area with vehicles carrying hazardous, flammable materials and those that threaten the life or health of other Participants.
4. Entry of cars to the Park is prohibited, except for company and technical cars.

§ 5 CLAIMS & COMPLAINTS

1. After finalizing the transaction, please check the change received each time and keep the receipt. Complaints about cash transactions will not be accepted after departure from the checkout area.
2. Complaints about meals should be reported to the Park's staff immediately after noticing any irregularities. Otherwise, it may not be possible to resolve the situation for the benefit of the Participant.
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 Participant 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 Participant 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. The time for responding to the complaint is 14 business days from the date of receipt of the complaint. If the Participant does not provide all the necessary information to consider a given complaint or claim, Management will request the Participant to provide it. In such a situation, the deadline for addressing the complaint will be counted from the date of receipt of supplementary information.
5. Complaints should be submitted in Polish or English. Complaints submitted in a different language will not be considered.
6. The Participant will receive a response to the complaint in the manner in which the complaint was submitted to the correspondence or e-mail address provided in the complaint.

§ 6 MANAGEMENT'S RESPONSIBILITY

1. Management is not responsible for damages and possible thefts of vehicles parked in the Park's parking lot, as well as items left in the vehicles.
2. Management does not bear any financial responsibility for lost, stolen or left items in the Park, in its surroundings or in the car park. Items lost or left in the Park, if found by Park staff or returned by a third party, can be picked up at the Ticket Offices at the entrance to the Park, within 30 days from the moment they are found.
3. Management is not liable for damages caused by force majeure, natural forces, weather conditions, and the fault resulting from actions of the injured party or from a third party.
4. Management is not responsible for any interruptions in the supply of utilities (electricity, gas, water or other) without fault and for any inconvenience to the Participants resulting therefrom, the occurrence of which was not dependent on the actions or omissions of Management.
5. Management will make every effort to ensure that all elements of the playground infrastructure are available to the Participants on the day they are used. Any interruptions in the availability of individual infrastructure elements may be caused by the necessity to take measures to ensure their proper and safe use or by factors beyond the Administrator's control (e.g. weather conditions). In such a situation, participants have the opportunity to use other elements of infrastructure, whose correct and safe operation is not dependent on the circumstances described above.

§ 7 MONITORING AND RECORDING

1. There is a monitoring system in the Park to ensure safety. While in the Park, the Participant is aware of this and agrees to be monitored.
2. The Participant or the Guardian agrees to the free use of and dissemination of the image of his / her own person and / or the Ward, registered during their stay in the Park, for marketing purposes. The consent is granted for an indefinite period and without territorial restrictions. The consent also covers the dissemination of the image by third parties as part of broadcasting and public playback of marketing materials, photos, reports, promotional films, including on the Internet and on social networks (in accordance with Article 81 (2) (2) - Journal of Laws 2021.1062 - Copyright and related rights - permission does not require the dissemination of the image of a person constituting only a detail of the whole, such as an assembly, landscape, public event.)