

## TERMS AND CONDITIONS OF THE WALKTHROUGH ATTRACTION

### § 1. General Provisions

1. Walkthrough Attraction (hereinafter referred to as the "Attraction" or "Exhibition") is an interactive educational exhibition located within the Góra Parkowa Resort in Krynica-Zdrój (hereinafter referred to as the "Resort").
2. The educational exhibition is managed by Polskie Koleje Linowe S.A. with its registered office in Zakopane, at: ul. Bachledy 7D, 34-500 Zakopane, registered in the Register of Entrepreneurs of the National Court Register by the District Court for Kraków – Śródmieście in Kraków, 12th Commercial Division of the National Court Register, under KRS number: 0000429345, NIP: 7361716338, and REGON number: 122633430 (hereinafter also referred to as "PKL").
3. The Manager makes the Attraction available for viewing to individuals, groups of people, and organized groups (hereinafter referred to as "Visitors") under the terms and conditions set forth in these Terms and Conditions.
4. Visitors are obliged to comply with these Terms and Conditions.
5. The Exhibition is available to Visitors only on designated days and during specified hours. Information regarding the opening hours of the Exhibition is posted at the ticket offices and on the website [www.pkl.pl](http://www.pkl.pl).
6. A maximum of 45 Visitors may be present within the Attraction area at any one time. The number of people is monitored by an electronic access control system.
7. PKL reserves the right to change or exclude parts of the Exhibition in justified cases and – in circumstances that prevent Visitors from remaining within the exhibition area – the right to temporarily close the Exhibition. Information regarding the above situations will be published on an ongoing basis at the ticket offices and on the PKL website (subpage: <https://www.pkl.pl/gora-parkowa/parkowa.html>).
8. Changing or excluding a part of the Attraction does not constitute grounds for a full or partial refund of the ticket fee, provided that information about such change was published by PKL in the manner specified in section 6.
9. For the safety and comfort of Visitors, the number of people allowed to be present within the Exhibition area at the same time may be limited. PKL is entitled to stop admitting Visitors to the Exhibition area or specific parts of the exhibition. Such a restriction is incidental in each case and, therefore, does not constitute grounds for a full or partial refund of the ticket fee.
10. Visiting the Attraction is subject to a fee; the current ticket price list is available at the ticket offices and on the website [www.pkl.pl](http://www.pkl.pl).
11. PKL offers selected groups of Visitors the opportunity to purchase products and services at a reduced price (discount). The right to purchase a reduced-price admission ticket is granted to Visitors in accordance with the provisions of § 3 of the Terms and Conditions for the Use of the Góra Parkowa Resort by Consumers. Children up to 4 years of age (based on year of birth) are entitled to free admission.

12. Visitors may purchase tickets at the Attraction Ticket Office. Additionally, tickets for organized groups may be purchased at the upper and lower ticket offices of the Góra Parkowa funicular railway.
13. Visitors may not resell, distribute, or otherwise transfer for a fee the ownership of purchased tickets authorizing them to visit the Attraction.
14. Tickets for the Attraction are non-refundable. The Visitor may not withdraw from the sales contract in this regard.

## **§ 2. Rules for Visitors Staying within the Exhibition Area**

1. The purchase of a ticket for other attractions available at the Resort does not entitle Visitors to enter the Exhibition area.
2. The Attraction is a place where Visitors may take photos and videos for their own personal use featuring unique scenery, props, and illusion scenes.
3. An admission ticket entitles the holder to use all available equipment and attractions throughout the entire stay at the Attraction on the day indicated on the ticket. The ticket entitles the holder to a single entry to the Attraction area.
4. There is no time limit for staying within the Attraction area. Entry to the Attraction area is possible no later than 60 minutes before the designated closing time.
5. The purchased ticket entitles the holder to a single entry to the Attraction area. Leaving the Attraction area is equivalent to finishing the visit.
6. Visitors must strictly follow the instructions of the PKL Staff within the Attraction area.
7. Any malfunctions or damages must be reported immediately to the PKL Staff.
8. PKL shall not be held liable for any incidents resulting from failure to follow instructions provided by the PKL Staff or contained on pictograms/information boards, nor from the improper use of equipment by Visitors.
9. Minor Visitors under the age of 12 may stay within the Attraction area only under the constant care and supervision of a guardian – an adult with a purchased admission ticket.
10. Minor Visitors over the age of 12 may stay within the Attraction area independently; however, PKL shall not be held liable for the behavior of such persons, nor can it assume supervision over their behavior.
11. Visitors may leave backpacks, large bags, outerwear, and umbrellas in the cloakroom or deposit lockers. The rules for using the cloakroom are governed by § 3 of these Terms and Conditions.
12. Bringing animals into the Attraction area is prohibited, with the exception of guide dogs for the blind and visually impaired, and assistance dogs for people with physical disabilities. If justified by safety requirements, the dog should wear a muzzle.
13. The following are prohibited within the Attraction area: a) consumption of alcohol and other substances with similar effects; b) smoking, including e-cigarettes; c) bringing in dangerous items, including flammable materials; d) littering and contaminating the

facility; e) damaging elements of the Attraction or using them in a manner inconsistent with their intended purpose; f) entering rooms not intended for visitors; g) any behavior that may hinder or prevent the use of the Attraction; h) moving around using rollerblades, skateboards, scooters, roller skates, or other personal transport devices.

14. The following persons will not be admitted to the attraction: a) intoxicated persons or those under the influence of drugs or other similarly acting intoxicants or medications; b) persons behaving in a manner that threatens the safety of Visitors or risks damaging the exhibits, disturbs order, or violates generally accepted standards of behavior in public places; c) persons in possession of dangerous items; d) children under 12 years of age without a legal guardian.
15. PKL Staff has the right to refuse entry or ask a Visitor to leave if they do not comply with these Terms and Conditions. In the case referred to in the preceding sentence, the Visitor is not entitled to a refund of the ticket price in whole or in part, unless the removal took place before entering the Attraction area.
16. For damage to elements of the Attraction resulting from the Visitor's fault, the Visitor bears full financial liability. The amount of the claim against the person responsible for the damage is determined by PKL based on the actual cost of restoring the equipment/device to full working order.
17. For damages caused by minor Visitors, financial liability is borne by their legal guardians.

### **§ 3. Rules for Using the Cloakroom**

1. PKL provides Visitors with a cloakroom in the form of deposit lockers for the purpose of storing outerwear, umbrellas, hand luggage, etc.
2. The cloakroom is open during the operating hours of the Attraction. Use of the cloakroom is free of charge.
3. Visitors should not leave the following in the cloakroom: a) money and other valuable items; b) documents; c) jewelry and valuables; d) electronic equipment, in particular laptops, cameras, mobile phones, and portable media players; e) elements of outerwear of significant value that can be detached from the rest of the garment without damaging it; f) items that may cause damage to third parties or their property, in particular through damage or contamination, as well as items that may damage or contaminate the cloakroom area; g) weapons; h) flammable, combustible, or explosive objects and substances, as well as other hazardous materials; i) animals, including any pets in cages or containers.
4. The Visitor is obliged to collect the outerwear or other items left in the cloakroom before leaving the Attraction and must leave the key to the deposit locker in its lock.
5. Leaving items specified in section 3 in the cloakroom constitutes a violation of these Terms and Conditions. Any person leaving such items in the Cloakroom does so solely at their own risk and responsibility.
6. Items left in the cloakroom/deposit lockers and not collected may be transferred to the nearest Lost and Found Center after the Attraction closes.

7. The cloakroom area is monitored.
8. In the event that a Visitor loses the key to a deposit locker, the Visitor may be charged for reasonable costs incurred by PKL related to the emergency opening of the locker. PKL is entitled to verify, including by means of a written statement from the Visitor, that the items left in the locker subject to emergency opening belong to the Visitor.
9. PKL shall not be held liable for items left in the deposit lockers.

#### **§ 4. Photography and Visitors' Images**

1. PKL allows Visitors to capture their visit in photographs and moving images exclusively for personal and souvenir use.
2. Professional and commercial sessions, as well as all forms of product placement, require prior written consent from PKL. Inquiries regarding this matter can be sent to the following e-mail address: bok@pkl.pl.
3. Participation in the "Face Scanning – Picture Gallery" attraction is voluntary and requires the Visitor's consent for image processing, granted each time by accepting the terms within the application on the device screen. Detailed provisions are included in the Information Clause, which constitutes an annex to these Terms and Conditions.

#### **§ 5. Safety Rules**

1. In order to ensure the safety of persons and property, the Attraction is covered by a video surveillance system (CCTV). This system allows for the recording of the image of every person staying within the Attraction area.
2. Monitoring recordings may be used as evidence in proceedings to hold legally accountable those persons who do not comply with the provisions of these Terms and Conditions or the provisions of generally applicable law.
3. Access to monitoring recordings is restricted to PKL employees responsible for the security of the Attraction.
4. Staff members are authorized to ensure safety within the Attraction area and to enforce compliance with the provisions of these Terms and Conditions and other regulations applicable within the Attraction area, including the provisions of other terms and conditions in force at the Resort.
5. Any hazards observed within the Attraction area must be reported immediately to the PKL Staff.
6. In cases of immediate threat to life or health, the appropriate emergency services should be called first, and then a PKL Staff member should be informed.

## **§ 6. Complaints**

1. If, in the Visitor's opinion, PKL has performed the contract improperly or has failed to perform it at all, the Visitor has the right to file a complaint.
2. Any complaints may be submitted by the Visitor in electronic or written form no later than 30 days from the date of using the Attraction. Electronic complaints should be sent to the e-mail address: reklamacje@pkl.pl, while written complaints should be sent to the following PKL correspondence address:

**Polskie Koleje Linowe S.A.**

**Bachledy 7d**

**34-500 Zakopane**

3. PKL shall review complaints within 14 days from the date of their receipt.
4. A complaint should include the Visitor's first and last name, their postal address, the ticket number (or order number), and the reasons for the complaint. In the case of a complaint submitted via e-mail, the Visitor should also provide their e-mail address.
5. Complaints will be processed by PKL within 14 days from the date of their receipt. The Visitor will be notified of the outcome of the complaint procedure in writing or electronically to the e-mail address provided. If no response to the Visitor's complaint is provided within the period referred to in the preceding sentence, it is presumed that PKL has deemed the complaint justified.

## **§ 7. Final Provisions**

1. These Terms and Conditions are available on the PKL website and at the Attraction's ticket offices. The purchase of a ticket by a Visitor and entry into the Attraction area are equivalent to the Visitor's acceptance of these Terms and Conditions and their commitment to comply with its provisions.
2. PKL reserves the right to disable elements of the Attraction at any time due to the necessity of maintenance, repairs, renovations, disinfection, or other events independent of PKL.
3. For matters not regulated by these Terms and Conditions, the provisions of the Góra Parkowa Resort Terms and Conditions shall apply.
4. The following are annexes to these Terms and Conditions: a) Information clause regarding the processing of Visitors' personal data; b) Terms and Conditions for using the tube slide.
5. PKL reserves the right to change the provisions of these Terms and Conditions in the event of a change in the manner of providing services or a change in legal regulations.
6. These Terms and Conditions are effective as of April 23, 2026.

### INFORMATION CLAUSE – IMAGE

1. The controller of your personal data is **Polskie Koleje Linowe S.A.** with its registered office in Zakopane (34-500), ul. Bachledy 7D.
2. In matters related to data processing, you may contact the **Data Protection Officer** via e-mail: [iodo@pkl.pl](mailto:iodo@pkl.pl) or in writing to the address: ul. Bachledy 7D, 34-500 Zakopane.
3. We obtain data directly from you.
4. We process your data in the form of your image. The processing includes: a) recording (taking a photo); b) modification by overlaying it onto digital images within augmented reality (AR) technology using artificial intelligence (AI) – the video is created using AI algorithms that apply the image to predefined films/images in real-time; c) display as part of the interactive virtual exhibition at the Góra Parkowa Resort.
5. Providing consent for data processing is voluntary. If you do not grant consent, you will not be able to use the virtual exhibition to its full extent.
6. Purposes and legal grounds for processing: a) use of the image captured in the form of a photograph as part of using the virtual exhibition attraction at the Góra Parkowa Resort: **Art. 6(1)(a) of the GDPR** – your voluntary consent; b) our legitimate interest in the form of establishing, exercising, or defending claims: **Art. 6(1)(f) of the GDPR** – the legitimate interest of the Controller.
7. The image is permanently deleted **300 seconds** after the photo is taken.
8. Your data may be transferred to a third party responsible for system repairs in the event of a failure and to other entities supporting us in our day-to-day operations.
9. Your data will not be transferred outside the European Economic Area (EEA).
10. You have the right to access your data (including obtaining a copy), rectify it, erase it, restrict processing, data portability, and the right to object. Additionally, you have: the right to withdraw consent at any time without affecting the lawfulness of processing based on consent before its withdrawal; the right to lodge a complaint with a supervisory authority (President of the Personal Data Protection Office – UODO).
11. Your data will not be subject to automated decision-making, including profiling.

## **TERMS AND CONDITIONS FOR THE USE OF THE TUBE SLIDE**

1. The slide is an integral part of the Góra Parkowa Resort and the "Walkthrough Attraction," and is subject to the "Terms and Conditions of the Interactive Attraction – Walkthrough Attraction" and the Terms and Conditions of the Góra Parkowa Resort.
2. Every person using the slide is obliged to read its Terms and Conditions, information boards, and instructions for use.
3. Use of the slide is at the user's own risk.
4. The slide may be used by users over 6 years of age. Children under 6 years of age may use the slide only when accompanied by a guardian.
5. On the slide, it is mandatory to comply with the traffic light signals located at the entrance of the slide tube, which indicate:
  - a) green light – sliding permitted, permission to enter the slide tube;
  - b) red light – sliding prohibited, entry into the slide tube is forbidden.
6. To ensure a safe slide, one must:
  - a) before entering the slide, remove watches, jewelry, optical glasses (if possible), and other objects that may cause injury, cuts, or damage the slide chute;
  - b) wait until the green light appears; the red color signifies a strict prohibition of entry and sliding;
  - c) take the designated sliding position, i.e., lying on the back, feet first in the direction of the slide, or sitting with feet first in the direction of travel;
  - d) push off lightly with hands from the side walls or rings of the tube;
  - e) perform the slide only individually or with a guardian (if the child is under 6 years old);
  - f) slide freely without stopping inside the tube during the descent;
  - g) immediately leave the exit area of the slide after finishing the slide.
7. Particular caution must be exercised at every stage of using the slide.
8. The following are prohibited:
  - a) using the slide if any hazards exist, e.g., when it is technically malfunctioning or out of service;
  - b) sliding by persons under the influence of alcohol or other intoxicants;
  - c) sliding headfirst;
  - d) sliding in a group (except for a child under 6 years old sliding with a guardian);
  - e) climbing up the slide chute;
  - f) leaving children under 6 years old unattended near the entrance and exit of the slide;
  - g) bringing heavy or sharp objects onto the slide that could damage the slide surface;
  - h) committing acts of vandalism;

- i) stopping during the slide;
  - j) jumping into the slide from a running start;
  - k) creating situations that threaten the safety and health of oneself or other users of the slide and the area around it;
  - l) behavior that disturbs order or violates generally accepted standards of behavior in public places.
9. In the event of an accident caused by non-compliance with the Slide Terms and Conditions, the user bears full liability.
10. All persons violating public order or the provisions of these Terms and Conditions will be removed from the slide as well as from the Attraction area.
11. Any safety-related hazards should be reported immediately to the PKL Staff.