

TERMS AND CONDITIONS FOR THE USE OF SUPERCARCOW.COM SERVICES

§1. General provisions

1. These Terms and Conditions define the rules for using tourist services provided by Michael's Group, operating under the brand SuperCracow.com (hereinafter: the "Organizer").
2. The Terms and Conditions apply to reservations made:
 - via the website www.supercracow.com
 - through booking platforms (OTA),
 - via business partners (hotels, travel agencies, agencies),
 - by e-mail or by phone.
3. Making a reservation constitutes acceptance of these Terms and Conditions.
4. The Organizer acts as:
 - an organizer of tourist services, or
 - an intermediary in the sale of services provided by third parties (e.g. museums)
 - depending on the nature of a given offer, which is indicated each time in the product description.

§2. Definitions

1. Organizer – Michael's Group, ul. Grzegórzecka 69B/3, 31-559 Kraków, NIP: 675-125-46-78, REGON: 122485885, e-mail: booking@supercracow.com
2. Client / Tourist – a person making a reservation and/or participating in the tour.
3. Regular tour – carried out according to a standard schedule.
4. Private tour – carried out upon the individual order of the Client.
5. Voucher – electronic confirmation of the reservation (it is not an admission ticket to a museum).
6. Meeting point – the place where the tour starts, indicated in the Voucher.

§3. Reservations

1. A reservation requires providing:
 - first and last name,
 - e-mail address,
 - phone number.
1. In the case of tours to the Auschwitz-Birkenau State Museum, it is required to provide full personal data of all participants in accordance with the museum's regulations.
2. The Client is obliged to check the correctness of the data in the Voucher.
3. Changing personal data on named tickets may be impossible after making the reservation.
4. Student discounts apply to persons:
 - under 26 years of age,
 - holding a valid ID: ISIC, Euro26 or a Polish student ID.
5. Lack of a valid document entitling to a discount results in the obligation to pay the price difference.
6. The Voucher and an identity document must be presented before the start of the tour.

§4. Tour times

1. The start times provided at the time of reservation are indicative, of which the Client is informed before purchase.
2. The final time depends in particular on:
 - availability of tickets in museums,
 - decisions of external institutions,
 - organizational conditions.
3. Pickup times usually fall within the range of 5:00–13:00.
4. For selected products (Early Morning Tour, Last Tickets), the final time may be confirmed one day before the tour and fall within the range of 2:00 am – 6:00 am.
5. A change of time does not constitute grounds for a complaint, provided that the tour is carried out on the same day..

§5. Payments

1. Payment terms are specified in the reservation process or in the Voucher.
2. In the event of failure to make full payment before the start of the tour, the Organizer has the right to refuse participation, and the paid funds may be retained as a reservation cost.

§6. Cancellations and refunds

1. Free cancellation is possible up to 24 hours before the planned start of the tour.
2. Cancellations must be made by e-mail or via the platform on which the reservation was made.
3. Cancellations made later are non-refundable.
4. In the case of named tickets (Auschwitz-Birkenau), a refund may be impossible in accordance with the museum's regulations.
5. The provisions of the Act of 24 November 2017 on package travel and linked travel services apply.

§7. Meeting point and delays

1. The Client is obliged to arrive punctually at the meeting point.
2. A delay may result in loss of the right to participate without a refund.
3. For hotel pickups, delays of up to 20 minutes are possible.
4. The Client is obliged to follow the instructions of the coordinator and the guide.

§8. Client's liability

1. The Client is responsible for damage caused during the tour.
2. It is recommended to have travel insurance.
3. The Organizer bears liability solely to the extent provided for by law.
4. The Organizer may refuse participation to persons under the influence of alcohol, intoxicating substances, or behaving aggressively.

§9. Health and safety

1. The Client should inform about medical conditions that may affect participation in the tour.
2. The Organizer may exclude the Client if their condition poses a threat to safety.
3. The costs of medical assistance are borne by the Client.

§10. Force majeure

1. The Organizer is not liable for failure to perform the service due to force majeure.
2. In such cases, the Organizer will provide assistance to the extent possible.

§11. Complaints and equipment

1. Complaints should be submitted within 30 days from the end of the tour.
2. Complaints are considered within 30 days.
3. In the event of a negative decision, the Client will receive a written justification of the decision.
4. Audio equipment issued during the tour must be returned in undamaged condition.
5. A fee corresponding to the replacement cost is charged for loss or damage of the equipment.

§12. Personal data protection

1. The administrator of personal data is Michael's Group.
2. Data is processed for the purpose of performing the contract, including the purchase of named tickets.
3. Data may be transferred to museums, guides, and booking platforms.
4. The Client has the right to access the data, rectify them, delete them, and lodge a complaint with the President of the Personal Data Protection Office (UODO).
5. Detailed information is contained in the Privacy Policy.

§13. Changes and cancellation of the tour

1. In the event of a significant change of conditions, the Client will be informed and may accept the changes or withdraw from the contract.
2. The Organizer may cancel the tour for reasons beyond its control (force majeure, low number of participants).
3. In such a case, the Client will receive a full refund within 14 days.

§14. Final provisions

1. These Terms and Conditions are governed by Polish law.
2. In the event of discrepancies between language versions, the Polish version shall be binding.