

SMALL GROUP TOURS | TERMS AND CONDITIONS

INTRODUCTION

RealPoland Spółka z ograniczoną odpowiedzialnością, hereinafter referred to as RealPoland, is an incoming tour operator with its seat in Góraszka, ul. Krótka 22, 05-462 Wiązowna.

RealPoland is registered in the Register of Tourism Organizers and Intermediaries for Mazowieckie Voivodeship, no 1801.

RealPoland holds an obligatory tour operator insurance issued by Signal Iduna.

By making payment to RealPoland you confirm accepting these Terms and Conditions.

TOUR DEFINITION

Small Group Tours - tours organized in guaranteed dates. Tours are fully escorted. Groups are no bigger than 16 travellers. Minimum number of participants: 8.

Currently RealPoland organizes two types of such tours: Ultimate Poland Tour and Polish Delight Tour.

PAYMENT POLICY

Small group tours:

To confirm the booking, a 20% prepayment of the standard price for the tour is required.

The remaining balance is paid 30 days prior to the start date. All additional services should be paid by then as well.

CANCELLATION POLICY

Small group tours:

45 days and more before the tour start date, we only take a 10% transaction fee of the paid prepayment sum.

44-30 days before the tour departure, the cancellation penalty is 20% of the total price of the tour.

29-10 days before the tour departure, the cancellation penalty is 50% of the total price of the tour.

9 days before the tour or later, the cancellation penalty is 100% of the total price of the tour.

No money is refunded if you resign from the tour once it has started or you do not arrive to Poland at all.

CANCELLATION MADE BY REALPOLAND

We never cancel tours. However, should it be necessary to cancel a Tour prior to departure, RealPoland will make every effort to provide similar alternative arrangements on the next available date at no additional cost, offer an alternative small group tour or a more private option of the tour at the lowest possible price. If this is not acceptable, a full refund of the sum received by RealPoland in Polish zloty (PLN) will be made to the Client. The Client will be informed about any cancellations at least 50 days prior to the tour start date. We disclaim

responsibility for any additional costs or fees related to such a Tour booking (e.g. non-refundable airplane tickets etc.).

PAYMENT METHODS

We accept the following payment methods:

- A. Credit Card payment. We accept payments with the following cards: Visa, Visa Electron, Mastercard, MasterCard Electronic, Maestro, American Express. No commission charges apply.
- B. Bank transfer. Please note that the Client covers all additional bank fees.

BILLING PRICE

The rates for the Small Group Tours are quoted and debited in Polish Zloty (PLN). Prices in other currencies published on our website are given just for the Client's orientation.

The prices are based on either a double share or a single share. The final price may be increased by adding services not included in the basic price for the Small Group Tour such as accommodation before the tour starts or after it finishes, extension tours, etc.

AIR TRANSPORTATION

The price for the airline ticket is not included in the tour price and RealPoland does not book airfare.

LAND TRANSPORTATION

For ground transportation we use minibuses (16-23 seats) with separate luggage space. Seats cannot be booked in advance. We reserve the right for the Tour Leader to make all decisions regarding the seating on the bus.

TOUR LEADER & LANGUAGE

Our small group tours are conducted in English. The Tour Leader who will accompany you throughout the whole tour speaks English and so do the city or museum guides.

TRIPLE ROOMS

We do not sell triple rooms on small group tours.

MEALS

The exact number of meals is specified in the tour itinerary and the tour contract. However, breakfast is always included and served by the hotel the group stays in. We can provide vegetarian and/or gluten-free meals, if requested upfront by filling the appropriate section of the Tour Order Form. In case of other dietary requirements, please contact our Travel Specialist.

PASSPORT AND VISA

It is the Client's responsibility to get to know and comply with the immigration regulations when travelling to Poland. Your passport needs to be valid for at least 6 months beyond the departure date from Poland. Citizens of some countries require a Schengen Visa to enter Poland. For further information please consult the Polish Embassy in your country.

LUGGAGE

Each Client can have one big suitcase (up to 23 kg / 50 lbs) and one piece of cabin luggage (i.e. backpack/handbag). If a Client brings more luggage, it might happen that it will not fit into the bus.

TOUR INCLUSIONS

All specific tour inclusions will be listed first in our offer, then in the tour contract issued after the booking.

The price usually includes: accommodation, ground transportation, airport transfers, tour leader's assistance, city and museum guides, entrance tickets and meals.

We never include tips, gratuities nor airfare.

TRAVEL INSURANCE

Travel insurance is not included in the price of the tour.

EXCLUSION OF LIABILITY

Where RealPoland provides services it will do so with due care and skill. RealPoland is not responsible for the acts and omissions of others, including airlines and accommodation providers or for any loss, damage, death, injury and expense which you may incur as a consequence of the acts and omissions of others.

RealPoland excludes in advance responsibility for changes in schedule, delays, losses or injuries caused by acts, incidents, omissions and conditions that are beyond our ability to control, i.e. caused by fortuitous events, acts of governments, local laws, climatic conditions, fires, wars, riots, terrorist activities, social and labor unrest, theft, mechanical or construction failures and difficulties, diseases, epidemics, quarantine, medical or customs regulation or danger, incidents to sea, land and air travel etc. ("Force Majeure").

Cancellation of Tour or any services caused by the Client's inability to arrive in Poland as a consequence of external circumstances (e.g. volcano eruptions, floods, flight cancellation) does not release the Client from paying the cancellation fee. However, if the Client cannot arrive due to Force Majeure (e.g. volcano eruption, floods) or flight cancellation, we will do our best to make the cancellation costs as low as possible.

RealPoland will not accept any responsibility or liability if you contravene any law or regulation of any country or region visited. Any independent arrangements that you make that are not part of the RealPoland trip are entirely at your own risk.

CHANGES TO YOUR HOLIDAY

You acknowledge that travelling with RealPoland requires a degree of flexibility, good humour and understanding that the itinerary, accommodation, and/or modes of transport may change, even after the tour's commencement, without prior notice due to local circumstances. Changes may occur due to force majeure, poor road conditions, weather, availability of tickets, vehicle breakdown, or other forces beyond RealPoland's control or which cannot be reasonably foreseen.

COMPLAINTS

All formal complaints must be submitted in writing within 14 days after the end of the tour. It is possible to send them via e-mail (to: info@realpoland.eu), fax (Polish fax number: 0048 22 780 02 38) or post (RealPoland Sp. z o.o. Góraszka, ul. Krótka 22, 05-462 Wiązowna, Poland). The complaint should include a description of services the Client was not satisfied with.

RealPoland will refund the difference between the contracted services and the replacement services, on the condition that the Client does not receive replacement services of the same or higher value. We recommend contacting us also during the tour, then we will be able to address the problem immediately.

PRIVATE TOURS

INTRODUCTION

RealPoland Spółka z ograniczoną odpowiedzialnością, hereinafter referred to as RealPoland, is an incoming tour operator with its seat in Góraszka, ul. Krótka 22, 05-462 Wiązowna.

RealPoland is registered in the Register of Tourism Organizers and Intermediaries for Mazowieckie Voivodeship, no 1801.

RealPoland holds an obligatory tour operator insurance issued by Signal Iduna.

By making payment to RealPoland you confirm accepting these Terms and Conditions.

TOUR DEFINITION

Private, customized tours -tours that last more than 3 days and include at least 5 different services.

PRICE FOR THE TOUR

The prices are given in the e-mail offer, on confirmation voucher and the receipts sent to the Client.

Airfares, passport and visa fees, travel insurance, excess luggage charges, airport taxes, extra meals, tips, laundry, drinks, medical expenses, optional activities or anything that is not listed in this Contract as included and any items of a personal nature are not included in your trip price.

PAYMENT POLICY

To confirm the booking, a 20% prepayment of the price is required.
The remaining balance is paid 21 days prior to the start date.

CANCELLATION POLICY

21 days or more before the tour departure, as long as it is possible to cancel hotel bookings or any other kind of services free of charge, RealPoland takes a 10% transaction fee and the rest of the prepayment is refunded. Should any kind of bookings be non-refundable, the refunded prepayment shall be adjusted accordingly.

21-15 days before the tour departure, the cancellation penalty is 40% of the total price of the tour.

14-8 days before the tour departure, the cancellation penalty is 75% of the total price of the tour.

7 days before the tour departure or later, the cancellation penalty is 100% of the total price of the tour.

No money is refunded if you resign from the tour while it has started or you do not arrive at all to Poland.

PAYMENT METHODS

We accept the following payments methods:

- C. Credit Card payment. We accept payments with following cards: Visa, Visa Electron, Mastercard, MasterCard Electronic, Maestro, American Express. No commission charges apply.
- D. Bank transfer. Please note that the Client covers all additional bank fees.

TOUR INCLUSIONS & EXCLUSIONS

The complete list of tour inclusions & exclusions is always presented in your travel documents: tour proposal, tour voucher and tour contract.

EXCLUSION OF LIABILITY

Where RealPoland provides services it will do so with due care and skill. RealPoland is not responsible for the acts and omissions of others, including airlines and accommodation providers or for any loss, damage, death, injury and expense which you may incur as a consequence of the acts and omissions of others.

RealPoland excludes in advance responsibility for delays, changes in schedule, losses, injuries caused by acts of God, or of governments, local laws, climatic conditions, fires, wars, whether declared or not, riots, theft, terrorist activities, social and labor unrest, theft, mechanical or construction failures and difficulties, diseases, epidemics, quarantine, medical or customs regulation or danger, incidents to sea, land and air travel, and other similar acts, incidents, omissions, and conditions beyond our ability to control ("Force Majeure").

Cancellation of Tour or any services caused by the Customer's inability to arrive in Poland as a consequence of external circumstances (e.g. volcano eruptions, floods, flight cancellation) does not release the Customer from paying the cancellation fee. However in the case when Customer

cannot arrive because of Force Majeure (e.g. volcano eruption, floods) or flight cancellation and the Customer's liability does not cover local cancellation fees – we promise to minimize the cancellation costs imposed on you.

RealPoland will not accept any responsibility or liability if you contravene any law or regulation of any country or region visited. Any independent arrangements that you make that are not part of the RealPoland trip are entirely at your own risk.

CHANGES TO YOUR VACATION

1. Changes made by the Client after the tour has been booked but before the tour starts.

If the Client requests changes to the tour itinerary that has already been booked and prepaid, the Tour Consultant will inform whether they are possible to be made. Please note that additional costs may apply, which should be paid together with the remaining balance.

If the changes include canceling any of the services being a part of the customized tour package, it might be impossible to lower the remaining balance. Your Tour Consultant will inform you about the non-refundable changes.

2. Changes made by the Client once the tour has started.

In the case of a customized tour package, it might be possible to change the tour program once it has started. The Client should contact RealPoland office as soon as possible in order to inform about their requests. We treat every tour individually and do our best to fulfill our Clients' needs. However, we cannot guarantee that the requested changes will be possible to be made. Please note that additional charges may apply.

3. Changes made by RealPoland.

You acknowledge that traveling with RealPoland requires a degree of flexibility, good humor and understanding that the itinerary, accommodation, and/or modes of transport may change, even after the tour's commencement, without prior notice due to local circumstances. Changes may occur due to force majeure, poor road conditions, weather, availability of tickets, vehicle breakdown, or other forces beyond RealPoland's control or which cannot be reasonably foreseen.

COMPLAINTS

All formal complaints must be submitted in writing within 14 days after the end of the tour. It is possible to send them via e-mail (to: info@realpoland.eu), fax (Polish fax number: 0048 22 780 02 38) or post (RealPoland Sp. z o.o. Góraszka, ul. Krótka 22, 05-462 Wiązowna, Poland). The complaint should include a description of services the Client was not satisfied with.

RealPoland will refund the difference between the contracted services and the replacement services, on the condition that the Client does not receive replacement services of the same or higher value. We recommend contacting us also during the tour, then we will be able to address the problem immediately

CITY TOURS

INTRODUCTION

RealPoland Spółka z ograniczoną odpowiedzialnością, hereinafter referred to as RealPoland, is an incoming tour operator with its seat in Góraszka, ul. Krótka 22, 05-462 Wiązowna.

RealPoland is registered in the Register of Tourism Organizers and Intermediaries for Mazowickie Voivodeship , no 1801.

RealPoland holds an obligatory tour operator's insurance issued by Signal Iduna.

By making payment to RealPoland you confirm accepting these Terms and Conditions.

TOUR DEFINITION

City tours - excursions lasting no more than 3 days and include less than 5 services.

PRICE FOR THE TOUR

The prices are given in the e-mail offer, on confirmation voucher and the receipts sent to the Client.

Airfares, passport and visa fees, travel insurance, excess luggage charges, airport taxes, extra meals, tips, laundry, drinks, medical expenses, optional activities or anything that is not listed in this Contract as included and any items of a personal nature are not included in your trip price.

PAYMENT POLICY

The tour needs to be prepaid in full 72 hours prior to the start date.

CANCELLATION POLICY

73 hours or more before the tour starts - no cancellation costs

72 hours or less before the tour starts - 100% cancellation fee

PAYMENT METHODS

We accept the following payments methods:

- E. Credit Card payment. We accept payments with following cards: Visa, Visa Electron, Mastercard, MasterCard Electronic, Maestro, American Express. No commission charges apply.
- F. Bank transfer. Please note, that the Client covers all additional bank fees.

TOUR INCLUSIONS & EXCLUSIONS

The complete list of tour inclusions & exclusions is always presented in your travel documents: tour proposal, tour voucher and tour contract.

EXCLUSION OF LIABILITY

Where RealPoland provides services it will do so with due care and skill. RealPoland is not

responsible for the acts and omissions of others, including airlines and accommodation providers or for any loss, damage, death, injury and expense which you may incur as a consequence of the acts and omissions of others.

RealPoland excludes in advance responsibility for delays, changes in schedule, losses, injuries caused by acts of God, or of governments, local laws, climatic conditions, fires, wars, whether declared or not, riots, theft, terrorist activities, social and labor unrest, theft, mechanical or construction failures and difficulties, diseases, epidemics, quarantine, medical or customs regulation or danger, incidents to sea, land and air travel, and other similar acts, incidents, omissions, and conditions beyond our ability to control ("Force Majeure").

Cancellation of Tour or any services caused by the Customer's inability to arrive in Poland as a consequence of external circumstances (e.g. volcano eruptions, floods, flight cancellation) does not release the Customer from paying the cancellation fee. However in the case when Customer cannot arrive because of Force Majeure (e.g. volcano eruption, floods) or flight cancellation and the Customer's liability does not cover local cancellation fees – we promise to minimize the cancellation costs imposed on you.

RealPoland will not accept any responsibility or liability if you contravene any law or regulation of any country or region visited. Any independent arrangements that you make that are not part of the RealPoland trip are entirely at your own risk.

CHANGES TO YOUR VACATION

1. Changes made by the Client after the tour has been booked & prepaid but before the tour starts.

If the Client requests changes to the tour itinerary that has been already booked and prepaid, the Tour Consultant will inform whether they are possible to be made. Please note that additional costs may apply.

2. Changes made by the Client once the tour has started.

In the case of city tours, it might be possible to change the tour program once it has started. The Client should contact RealPoland office as soon as possible in order to inform RealPoland about their requests. We treat every tour individually and do our best to fulfill our Clients' needs.

However, we cannot guarantee that the requested changes will be possible to be made.

Please note that additional charges may apply.

3. Changes made by RealPoland.

You acknowledge that traveling with RealPoland requires a degree of flexibility, good humor and understanding that the itinerary, and/or modes of transport may change, even after the tour's commencement, without prior notice due to local circumstances. Changes may occur due to force majeure, poor road conditions, weather, availability of tickets, vehicle breakdown, or other forces beyond RealPoland's control or which cannot be reasonably foreseen.

COMPLAINTS

All formal complaints must be submitted in writing within 14 days after the end of the tour. It is possible to send them via e-mail (to: info@realpoland.eu), fax (Polish fax number: 0048 22 780 02 38) or post (RealPoland Sp. z o.o. Góraszka, ul. Krótka 22, 05-462 Wiązowna, Poland). The complaint should include a description of services the Client was not satisfied with.

RealPoland will refund the difference between the contracted services and the replacement services, on the condition that the Client does not receive replacement services of the same or higher value. We recommend contacting us also during the tour, then we will be able to address the problem immediately.