

Rules and Regulations for Majaland theme parks in Poland

Article 1 - General provisions

1. The park is situated on private land. It is a place for fun and relaxation for all visitors. The purpose of these Rules and Regulations is to ensure that all visitors can relax safely in the park.
2. The regulations are based on the principles of safety, respect and courtesy towards others and respect for the environment.
3. The content of the Rules and Regulations is available at the park's main ticket office and on the park's website www.majaland.pl. Each person visiting the Park is required to accept the Rules and Regulations in force and to abide by them (regardless of the type of ticket purchased) Persons under the influence of alcohol, intoxicants and those displaying aggressive behavior which may endanger the safety of visitors to the Park are not allowed to enter Majaland Park. In case of violation of the Rules and Regulations, the offender will be expelled from the Park. In such a situation, the entrance fee and parking fee will not be refunded. In the event of repeated infringement of the Rules and Regulations by persons holding annual cards, the Park management has the right to cancel such cards.

Article 2 - Parking

1. The Majaland Park has a car park for visitors. It is open daily during the park's opening hours.
2. The car park is not guarded. The car park is not liable for theft of the vehicle, items left in it, damage to or accident involving the vehicle in the car park.
3. National traffic regulations apply in the Parking area. Visitors of the Park are obliged to comply with the signs in the Parking area. The use of motor vehicles is only permitted in the Parking area and does not apply to service or emergency vehicles. The Parking area may only be exited via the designated exit and exit areas. Speed in the Car Park is limited to 15 km/h and pedestrians have priority at all times.
1. The parking space is payable. Payment is only made via the ticketing system at the ticket offices or via the Park's website.
2. Each visitor who has purchased a Majaland Annual Card has the option to purchase an annual parking subscription. This is assigned to a specific person and entitles them to park one motor vehicle in the Majaland Car Park. It is not permitted to lend the parking subscription to third parties or to use it in any other way than specified in the aforementioned Rules and Regulations. It is forbidden to leave any vehicle in the Parking area outside the opening hours of the Park. In the event of non-compliance with this rule, Park staff will have the vehicle towed away at the owner's expense.
3. Camping, barbecues and picnics in the car park are strictly prohibited.
4. It is not permitted to leave children and/or animals unattended in a vehicle in the Car Park. In the event of a breach of this regulation, the relevant services will be notified in order to release the children and/or animals. The costs associated with this situation will be borne by the offender.
5. Consumption of alcohol, use of intoxicants, smoking of tobacco products and use of open flames are strictly prohibited in the car park.
6. Littering in the car park area is prohibited.
7. It is forbidden to violate public order in the Car Park.
8. Bicycles, skateboards, rollerblades are not allowed in the Parking area.

9. Vehicles carrying flammable, corrosive or explosive materials are prohibited from entering the car park.
10. The car park shall be monitored continuously, in particular for the purpose of providing safety of persons and protection of property and verification of the use of the car park. Surveillance camera footage may be the basis for legal consequences against car park users who do not comply with the provisions of these Rules and Regulations.

Article 3 - Entry to the Majaland Park

1. Entrance to the Park is only possible during the Park opening hours with a valid entrance ticket. Tickets can be purchased on the website or at the Park ticket office. The validity of the ticket is subject to verification by the Park staff. An invalid ticket will be discarded.
2. Anyone who enters the Park in a manner that does not comply with the conditions described above will be rejected and forfeit the opportunity to re-enter the Park on that day.
3. The Park reserves the right to change the opening periods and hours and, if necessary, to restrict admission to the Park in cases of full occupancy.
4. Each person should check the availability and opening hours available on the Park's website before visiting the Park.
5. The Park management reserves the right to carry out a visual check of luggage before entering the Park. In case of disagreement with the inspection, the visitor may be refused access to the Park.
6. It is forbidden to bring animals into the Park (with the exception of guide and assistance dogs wearing official dog waistcoats and harnesses). A guide dog must not pose a danger to other visitors and Park staff. Each time a guide dog is allowed into the Park, the Park manager must agree.
7. Children left unattended in the Park must be at least 12 years old. Children under the age of 12 must be under the constant supervision of a parent/guardian.
8. Supervision during the use of the attraction: if a child requires supervision (according to the rules of the attraction), a guardian must accompany the child and must be at least 15 years old and completely independent.
9. Special regulations apply to persons with disabilities and their carers.
10. The regulations are contained in the 'Guide for persons with disabilities and their carers', which is available at reception.
11. A minimum of 1 child's guardian is required per 10 children (group).
12. In the event of blatant violations of the Rules by group members, the Park reserves the right to expel the entire group from the Park.
13. The park is not responsible for any damage and/or loss of items brought in by guests.
14. There are cameras in the park

Article 4 - Annual tickets and subscriptions

1. Admission to the Park for children under 85 cm is 1 PLN. For children >85 cm and <100 cm a reduced ticket applies. Children \geq 100 cm and adults have a normal ticket. The height measurement always takes place with shoes on, in a correct and accurate manner. If you are

unclear about the measurement, you can contact reception for verification. The result of the verification of the measurement is final and binding.

2. It is possible to purchase a Majaland annual card (annual subscription). The annual card is assigned to a specific person and cannot be transferred to third parties.
3. Admission for groups (e.g. schools, associations, etc.) always takes place according to the current prices stipulated for group admission.
4. The Park offers birthday tickets at a special discount.
5. The entrance ticket sold is not exchangeable or refundable. Once purchased, the ticket cannot be claimed. A lost ticket will not be replaced and money is not refundable.
6. Complaints, requests and suggestions for tickets can be addressed to the following addresses: ccustomerservice.kownaty@majaland.pl
customerservice.warsaw@majaland.pl
7. The park reserves the right to change ticket prices at any time.

Article 5 - Bicycles, motorbikes and miscellaneous vehicles

1. All bicycles, motorbikes, roller skates, skateboards, in-line skates, go-karts, cross-country bicycles and other means of transport are prohibited in the Park, with the exception of Park-owned cars, wheelchairs, prams and pushchairs.
2. Motorised vehicles for the disabled - mobility scooters - may be allowed with the approval of the Park Manager. Their speed must be limited to a maximum of 5 km/h (walking pace).
3. A bicycle storage area is clearly marked at the entrance to the Park. All visitors to the Park are required to leave their bicycles here. Visitors must secure their vehicles against theft.
4. The park is not responsible for theft, damage or accidents involving bicycles or motorbikes in the described storage area.

Article 6 - Wheelchairs, go-carts and pushchairs

1. Wheelchairs are made available in designated and clearly indicated areas. The number of wheelchairs is limited. An identity card is required as security for both wheelchairs. If a visitor does not wish to present an ID card, they may use a wheelchair after paying a deposit of PLN 400 at the Park.
1. Prams must be left in such a way that they do not block the exit from the attraction areas (including queues and waiting areas). Failure to do so may result in prams being moved by Park staff. For fire safety reasons, access to the theatre area with prams is prohibited. The Park is not responsible for theft or damage to wheelchairs or pushchairs left on its premises.

Article 7 - Cabinets

1. The Park has a limited number of lockers (payable), which are located near the Park entrance and are used to store valuables and other items. The lockers must be emptied before the Park closes, otherwise they will be emptied by Park staff.
2. The park is not responsible for items left in lockers.
3. It is prohibited to leave items unattended anywhere in the park. Suspicious packages left unattended will be removed.
4. During the evacuation of guests from the park, it is forbidden to collect items deposited in lockers.

Article 8 - Public order and social standards

1. All guests must respect public order and relate to others in a respectful manner. Guests are requested to wear appropriate clothing in the Park i.e. full clothing.
2. The wearing of swimwear is only permitted in the outdoor area of the Park.
3. In the interest of guests and for safety reasons, it is prohibited:

- Smoking throughout the Park;
- Being in the park while intoxicated;
- Bringing loud musical devices into the Park and playing loud music;
- Bringing, carrying and selling fireworks, weapons, knives and other explosives in the Park;
- Bringing intoxicants into the Park and/or consuming or selling drugs and the presence of persons in the Park while intoxicated with psychoactive substances;
- To carry out commercial activities in the Park and car park;
- Distributing, placing advertising materials, conducting surveys without prior written permission from the Park management;
- Removing or damaging items owned by the Park, its employees or other visitors to the Park;
- Disturbing the peace of visitors to the Park and obstructing the work of Park staff;
- Taking any form of vandalism in the Park;
- Holding meetings and/or making speeches, advocating, agitating, collecting membership fees, funds, distributing, exchanging or offering things for free in the Park without prior written permission from the Park management;
- Entering service premises or service roads;
- Using a handheld tripod for (mobile) cameras, phones or selfie sticks during attractions or taking them to attractions. A sports camera is allowed, but only with a chest harness;
- Use of drones in the Park unless written permission has been obtained from the Park Manager.

4 Any visitor who violates the prohibitions listed in Article 8 and any fellow visitors will be removed from the Park.

(5) Visitors who have been refused entry to the Park due to a breach of the Rules may not re-enter and may not claim compensation under any circumstances.

(6) Visitors are personally liable for damage caused to other persons and objects in the Park due to their negligence, error or omission. Persons in the care of others are solely responsible for their guardians. The Park is not liable for damage caused by guests.

Article 9 - Leaving the Park

1. All visitors must leave the Park no later than closing time; otherwise the Park will notify the relevant services. After leaving the Park, it is not possible to return.
2. Re-entry to the park on the same day is only possible after receiving stamps at the ticket office.

Article 10 - Admission to attractions

1. Guests are required to follow the instructions for use of the attractions located at each attraction. When it comes to following the instructions, it is not possible to discuss this with the staff member operating the attraction.
2. For safety reasons it is forbidden to bring loose objects of any kind (spectacles, handbags, mobile phones, scarves, selfie sticks, sports camera holders, cameras, etc.) to the attractions. Information about prohibited items on an attraction is displayed on an information board near the attraction. Guests are requested to leave these items on the designated shelves or in the bins in the depository before entering the attraction. The visitor remains responsible for these items at all times. The Park is not responsible for any damage and/or loss of these items.
3. On all attractions, guests should observe all rules of caution, especially when leaving the attraction. It is not allowed to jump out, run out of the attractions or jump on the mechanical attractions. When you have finished using an attraction, you must leave the area of the attraction quietly.
4. In adverse weather conditions (strong winds, rain, storms, too low or too high temperatures, etc.), some attractions may be (temporarily) closed. This also applies in cases of technical interruptions for repairs and maintenance. The decision to (temporarily) close is taken by the management and there is no appeal. Possible closures for the aforementioned reasons are not announced by the Park in advance. The closure of one or more attractions for the aforementioned reasons does not constitute grounds for a claim and may under no circumstances lead to a partial or full refund of the entrance fee.
5. Attractions will open interchangeably, alternating or later depending on the number of guests staying in the Park. At lower occupancy, each attraction will operate 50 per cent of the time. Alternating or later opening of attractions shall be indicated on the notice board and operation in one of these modes shall under no circumstances entitle the visitor to a partial or full refund of the entrance fee.
6. The operator may decide to ban a person who does not comply with the Regulations from entering the attraction. Special regulations apply to persons with disabilities and their carers. The regulations are available at reception in the "Guide for persons with disabilities and their carers".
7. Every visitor to the Park wishing to use the attractions is obliged to observe the rules of lining up in a clearly marked queue and waiting for their turn. Entrances, exits and emergency exits of the Park and its various attractions must never be blocked.
8. Each guest must leave the attraction after the ride has finished. If they would like to use the attraction again, they must queue once more as described above.
9. Smoking, the use of electronic cigarettes, eating and drinking are strictly prohibited at all attractions and queues (both indoors and outdoors).
10. Queues for attractions will be closed when the park closes, unless otherwise stated.

Article 11 - Admission to shows

1. Guests must follow the rules for any stage show in the Park.
2. Park staff are responsible for the show at which they work. Visitors are obliged to follow the instructions given by the staff.
3. The theatre has a certain maximum number of seats, which cannot be exceeded for safety reasons.
4. If the number of seats is likely to be exceeded, Park staff have the right to refuse additional visitors to the show without compensation for the admission ticket.
5. The visitor is obliged to queue up and wait for their turn.

6. For fire safety reasons, pushchairs are not permitted in the Theatre Hall.
7. Each visitor must leave the show area at the end of the show. If they wish to come to the show again, they must queue once more as described above.

Article 12 - Order

1. It is compulsory for every visitor to respect the environment when visiting the Park: all rubbish must be disposed of in the designated rubbish bins. Only designated paths may be walked in the Park. It is not permitted to damage plants, flowers, bushes and lawns.

Article 13 - Swimming

1. Swimming in water troughs and fountains is strictly prohibited.

Article 14 - Hygiene rules

1. There are clearly marked toilets in the park. It is forbidden to take care of physiological needs in places that are not intended for this purpose.
2. It is compulsory to carry out hygienic activities with children only in designated and clearly marked areas.
3. It is prohibited to throw items into the toilets. Panty liners, nappies, wet wipes etc. must be disposed of in the sanitary waste bins.
4. Smoking and the use of electronic cigarettes is prohibited in the toilets and sanitary blocks.

Article 15 - Lost objects

1. Each visitor is responsible for their own property. Found items must always be returned to the reception desk located at the entrance to the Park.
2. The Park is not responsible for theft and damage to lost items.
3. Statements of lost items must be sent by e-mail to the following addresses
customerservice.kownaty@majaland.pl
customerservice.warsaw@majaland.pl
The email must be sent to the Park where the item was lost. It is also possible to submit a lost item form at the Park reception.
4. Found items, after contacting customer service, can be collected by the owner from the Park reception.
5. Lost and found items are held for a maximum of 2 months.

Article 16 - Lost children

1. If a child gets lost and is found by a Park employee, the child will be escorted to the Park reception, from where they should be collected by their parents/guardians.

Article 17 - Catering and shop

1. The prices at the catering outlets and the shop are clearly made available and no objections or claims can be made to them.
2. A summary of the ingredients used and the composition of the dishes with regard to allergens can be obtained in writing before visiting the Park at info@majalandkownaty.pl and info@majalandwarsaw.pl. More information can be obtained from Park staff on site.
3. Visitors to the Park should receive a receipt when making purchases at the food outlets and shop. If visitors wish to receive a receipt with a TIN, they must notify the cashier before they start shopping.

4. Meals and/or drinks sold are not exchangeable or refundable. Once a meal and/or drink has been purchased, the purchaser waives any reservations in this respect. Complaints regarding purchases made must be made immediately by guests to the Park Manager on site.
5. The Park charges a deposit for all drinks purchased in the Park that are served in cans, bottles or cartons. The deposit can be reclaimed by guests after bringing back the empty containers and presenting the receipt at the refreshment point.

Article 18 - Emergency situations

1. In the event of a fire, accident, evacuation, etc., you must carefully and unreservedly follow the instructions given by Park staff.
2. In the event of evacuation, re-entry into evacuated buildings/attractions is not permitted.
3. All accidents and injuries must be reported immediately to the first aid station located at the entrance, in order to record the incident, check and, if necessary, provide first aid. The Park will not be held responsible for accidents and/or injuries that are not reported to the first aid station immediately after they occur.

Article 20 - Methods of payment

1. Guests purchasing tickets at the box office are obliged to check the change given to them in cash immediately at the box office counter. No complaints in this respect will be accepted afterwards. Complaints about payments made must be reported to the cashiers immediately after purchase, before leaving the box office.
2. The following currencies are accepted: Polish zloty (Majaland Warsaw) and Polish zloty and Euro (Majaland Kownaty).
3. Accepted payment methods in the Park are cash, credit cards and, at selected points, payment by blister.
4. It is possible to pay with the park's internal currency "Maja" or with a voucher in certain predetermined cases. Vouchers are not accepted for refund, exchanged for money, replaced or extended.

Article 21 - Processing of personal data

1. Please refer to the privacy policy on the Park's website. Information on data protection for Park visitors is available on the Park website.

Article 22 - Visual material

1. Park employees have the possibility to take photos or recordings (using cameras other than surveillance cameras) of Park visitors, which will later be used for communication purposes by the Park. Photographs of specific persons may only be taken with the permission of the visitor concerned.
2. Persons entering the Park agree to the free use and dissemination of their image recorded during their stay. The consent for the free use and dissemination of the image is granted for an unlimited period of time and without territorial restrictions for marketing purposes. Consent includes the dissemination of the image as part of public display of marketing materials, photographs, promotional films, video clips, reports, television and internet audio-visual broadcasts and information on events in the Park, including on the Internet and social networks (Art.81 par.2 pt. 2 of copyright law).
3. Each visitor to the Park, by entering the Park and car park, agrees to the recording of images by video cameras. The video surveillance in the Park and car park is intended to protect

visitors' and the Park's property and enhance safety. The rights to these visual matrices belong to the Park.

4. Guests who do not wish their photos/images to be used must expressly notify the staff at the reception before entering the Park (on the day of their visit). These stipulations do not apply to images taken by surveillance cameras.
5. Guests who do not agree to their photo being taken and/or to the use of photos of them and/or photos in which they may be indirectly included must notify a member of the reception staff before entering the Park.