



INDIVIDUAL TRANSPORT AT KRAKÓW AIRPORT TERMS OF USE

1. The service will be provided based on a reservation submitted via a service booking form at least 24 hours in advance and subject to confirmation of order acceptance by the company Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o., ul. Kpt. M. Medweckiego 1, 32-083 Balice (hereinafter: Kraków Airport) entered in the register of entrepreneurs of the National Court Register by the District Court for Kraków-Śródmieście in Kraków, XII Commercial Division of the National Court Register under the KRS number: 0000008522, NIP: 6761336952, REGON: 351117055, BDO: 000013381, having share capital in the amount of PLN 101,232,000 (on a first come, first served basis).
2. Booking form is available on www.krakowairport.pl
3. To book a service, please send the completed form by fax to: +48 12 639 34 15, or email: business@krakowairport.pl
4. The service is provided for a fee in accordance with the applicable price list available on www.krakowairport.pl.
5. Payment should be made before the date of service by bank transfer, cash (up to the limit specified by law), payment card or online payment. Payments can be made in the Polish currency only.
The entity providing online payment services is Fiserv Polska S.A. (owner of the Polcard trademark), KRS number 0000061293, NIP: 526-02-10-429.
6. The service is provided to passengers travelling on scheduled flights, both for departures and arrivals.
7. The service is provided for up to 6 passengers at a time.
8. A passenger using the service should check in, check his or her luggage, go through security control and customs on his or her own and show up in the appropriate departure hall of the passenger terminal. After showing an identity document and boarding pass to the staff in the appropriate departure lounge of the passenger terminal, the passenger will proceed to a vehicle waiting in front of the appropriate departure lounge.



9. If several reservations for the service are received for the same flight, the car will wait for all passengers at the appropriate departure hall, and then it will proceed to the plane.

10. For arrival bookings, the car will wait for all booked passengers at the front exit from the plane, and then drive up to the arrivals hall.

11. Each time the driver will wait for passengers holding a board with their names.

12. The ordering party can cancel a booking without incurring any additional costs at least 24 hours before the date of the service. Otherwise, the ordering party will be charged with the costs in accordance with the applicable price list. Booking cancellation must be made in writing (fax: +48 12 639 34 15 / email: business@krakowairport.pl).

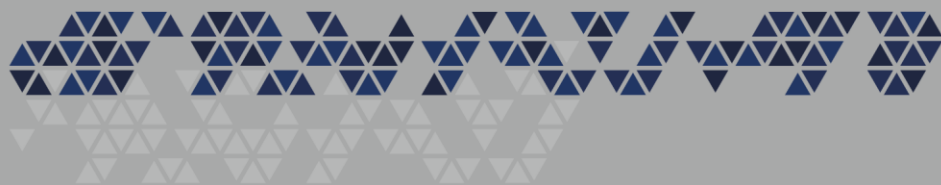
13. The ordering party, who is a consumer within the meaning of Article 22¹ of the Act of 23 April 1964 of the Civil Code (consolidated text: Journal of Laws of 2020, item 1740 as amended), who entered into an agreement with Kraków Airport for the provision of the Individual Transport service remotely or off business premises, pursuant to Article 27 of the Act of 30 May 2014 on consumer rights (consolidated text: Journal of Laws of 2020, item 287 as amended), may withdraw from the agreement within 14 days of its conclusion. A declaration of withdrawal from the agreement may be sent in an electronic form to the email address business@krakowairport.pl, and the content of such declaration should indicate the will to withdraw from the agreement. A withdrawal form template is attached as Appendix 2 to the Act on consumer rights.

14. The consumer loses his or her right to withdraw from the agreement for the provision of the Individual Transport service concluded with Kraków Airport remotely or off business premises, if the Conference Room rental service has been fully provided by Kraków Airport.

15. Complaints regarding the Individual Transport service can be submitted by email to the following address: business@krakowairport.pl. Kraków Airport will reply within 7 days of receipt of a complaint

16. Kraków Airport reserves the right to refuse the service where there has been no booking or payment, where it has been found that incorrect or untrue details have been provided, where the passenger/passengers misbehave, and where such refusal is justified due to safety concerns

17. Children up to 3 years of age accompanied by adults use the service free of charge.



18. It is the responsibility of the passengers using the service to ensure that their hand luggage complies with international regulations and the carrier's standards (relevant information is available on the air ticket or from the carrier).
19. Travellers should hold documents required for their air travel.
20. A passenger using the service is required to appear at the appropriate departure gate on time, as required by the regulations of the respective airline.
21. If a passenger arrives at the departure gate after the boarding procedure has been completed, Kraków Airport will not provide the service and it will not refund the cost of booking the service incurred by the passenger.
22. In the event of a security threat or the occurrence of force majeure circumstances (an extraordinary, external, unforeseeable event that could not have been avoided even with the utmost care, such as fire, flood, terrorist attacks and any other event that could not have been prevented), the service may be cancelled or its date can be changed. Kraków Airport is not liable for any cancellation of the service or changed date of its provision resulting from the circumstances mentioned above. In the event of service cancellation by Kraków Airport, the ordering party will not be charged with cancellation costs. In the event that Kraków Airport changes the conditions of a booking, the ordering party may accept the new conditions or cancel the booking without incurring cancellation costs.
23. Kraków Airport reserves the right to introduce modifications in the conditions for booking of the service, which it will immediately announce. If the conditions for booking of the service in question are changed, the ordering party may accept the new booking conditions or cancel the booking.
24. Passengers using the service bear sole responsibility towards Kraków Airport, third parties and the entity with whose assistance the service is provided, for any damage to means of individual transport to and from the aircraft available as part of the service, caused by themselves and persons accompanying them or under their care.
25. Smoking tobacco, including smoking electronic cigarettes outside specially designated areas is forbidden on Kraków Airport premises.



26. The ordering party is required to inform the persons for whom the service is booked about the applicable terms of service.

Revision: January 24, 2022