

Regulations for the provision of services by electronic means by ARTUR TRAVEL Barłowski Spółka Jawna

I. General information

1. These regulations define the types, scope and conditions of electronic services provided by ARTUR TRAVEL Barłowski Spółka Jawna (**hereinafter: ARTUR TRAVEL**) through the website: <http://www.arturtravel.pl/> conducting business activity as a tour operator on the basis of an entry in the Central Register and Information on Economic Activity and the Register of Tour Operators and Traders Facilitating the Acquisition of Linked Travel Arrangements conducted by the Marshal of the Lesser Poland Voivodeship under the no.???
2. **ARTUR TRAVEL** conducts business activity at the permanent address: Aleksandry 30, 30-837 Kraków, has a Tax Identification Number (NIP): 679-300-92-80, a bank account no.: PL 70 1050 1445 1000 0090 6811 3431 .
3. Whenever reference is made thereto:
 - 1) **Traveler** – anyone who wishes to conclude a contract for participation in a tourist event with **ARTUR TRAVEL** or is entitled to travel on the basis of a contract concluded within the scope of application of the Act;
 - 2) **contract** – a contract for a tourist event concluded between **ARTUR TRAVEL** and the Traveler,
 - 3) **event** – tourist event organized by **ARTUR TRAVEL**,
 - 4) **Act** – Act of 24 November 2017 on tourist events and linked travel arrangements (Journal of Laws of 2017, item No. 2361).
 - 5) **Website** – ARTUR TRAVEL website available at: <http://www.arturtravel.pl/>

II. Contact with ARTUR TRAVEL

Direct contact of the Traveler with ARTUR TRAVEL regarding all matters relating to the activity of ARTUR TRAVEL as a tour operator is possible:

- 1) by telephone: no. +48 12 307 29 39 ;
- 2) by e-mail address: arturtravel@arturtravel.pl;
- 3) by post to the above mentioned address of ARTUR TRAVEL

III. Rules of concluding contracts

1. The information contained on ARTUR TRAVEL website does not constitute an offer within the meaning of the Civil Code.
2. Concluding the contract for a tourist event with ARTUR TRAVEL is possible for the Traveler who meets the following technical requirements, necessary for interaction with the ICT system of ARTUR TRAVEL:
 - 1) broadband internet connection;
 - 2) web browser capable of displaying websites;
 - 3) active e-mail account.
3. In order to conclude a contract with ARTUR TRAVEL the Traveler makes a preliminary inquiry in one of three possible forms:
 - 1) by filling in a booking form (recommended),
 - 2) by sending a preliminary inquiry to the e-mail address of ARTUR TRAVEL,
 - 3) by phone.
4. ARTUR TRAVEL reserves the right to additional verification of Traveler's data, e.g. by telephone contact.
5. Upon receipt of the preliminary inquiry by ARTUR TRAVEL, the Traveler receives an automatically generated confirmation of the preliminary inquiry from ARTUR TRAVEL e-mail address.
6. ARTUR TRAVEL sends the Traveler a document – Terms and conditions of cooperation within 3 working days to the e-mail address indicated by the Traveler. The contract between ARTUR TRAVEL and the Traveler is concluded after ARTUR TRAVEL receives a scan of a document signed by the Traveler - Terms and conditions of cooperation.
7. Submission of the offers to conclude a contract with ARTUR TRAVEL is possible 24 hours a day, 365 days a year.
8. ARTUR TRAVEL sends the Traveler, by electronic means, all information required by the Act.

III. Payment rules

The Traveler makes the payment in the manner specified in the Terms and conditions of cooperation.

IV. Exclusion of the application of the Consumer Rights Act (including the right to withdraw from the contract indicated in this act)

If the consumer is a party to the contract, ARTUR TRAVEL informs that according to the article 3, paragraph 1, point 8 of the Act of 30 May 2014 on consumer rights (consolidated text Journal of Laws of 2017, item 683 as amended) the provisions of this act shall not apply to a contract for a tourist event within the meaning of this act. This means, among others, that the Traveler is not entitled to withdraw from the contract within 14 days without giving reasons and without incurring costs, as specified in Article 27 of this act.

V. Complaint

1. Complaints regarding the use of website's services should be submitted to ARTUR TRAVEL by sending an e-mail: arturtravel@arturtravel.pl or to the aforementioned address.
2. In the event of complaints submitted under the Act, the rules set out in the Act and in the conditions of participation shall apply.

VI. Cookie Policy

The user of the website: <http://www.arturtravel.pl/> consents to the use of cookies in accordance with the current browser settings. If the user does not consent to the use of cookies he or she may change the browser settings at any time.

VII. Final provisions

It is forbidden for the Travelers to provide illegal content in connection with the use of the Website.

There are no particular risks associated with the use of the Website services. ARTUR TRAVEL points out however that the use of the Website in connection with the services provided by ARTUR TRAVEL may be associated with a general threat to the Traveler as an internet user.

In all matters not regulated herein, the provisions of the Civil Code and other generally applicable legal acts apply.