

## REGULATIONS OF THE ORGANIZER OF PASSENGER CRUISES DURING ŻAGLE 2025

Organizer: Żegluga Szczecińska Turystyka Wydarzenia Sp. z o.o. in Szczecin

### §1. Definitions

The following expressions shall have the meanings defined below:

1. **ship/vessel** — a unit intended for passenger transport participating in the Żagle 2025 event in Szczecin on August 15-17, 2025;
2. **passenger** — a natural person with full legal capacity who has purchased a ticket, as well as persons accompanying them. The passenger is considered a consumer within the meaning of the Act of May 30, 2014 on consumer rights (Journal of Laws 2024, item 1796);
3. **Website** — the Organizer's website at <http://zagle.szczecin.eu>;
4. **ticket** — a bearer document entitling the holder to participate in the cruise, purchased directly from the Organizer or via the ticketing service [kicket.com](https://kicket.com);
5. **cruise** — a passenger transport service related to leisure, whose duration is specified on the website or in the Organizer's direct offer;
6. **event** — a ticketed entertainment, sports, or cultural event organized by the Organizer. For the purposes of these Regulations, the event is Żagle 2025 in Szczecin on August 15-17, 2025;
7. **Organizer** — Żegluga Szczecińska Turystyka Wydarzenia Sp. z o.o. based in Szczecin, NIP 8510207224, KRS 0000292505, Regon 000145052.

### §2. Regulations

The Regulations define the rules of passengers' participation in the cruise. Amendments take effect upon their publication on the Website. For contracts concluded and not yet performed before the amendments, the version valid at the time of ticket purchase applies. Purchase of a ticket implies acceptance of the Regulations. The Regulations apply to all persons purchasing tickets through the Website and present on the ship. The Regulations are available:

- at the Organizer's office — in paper form,
- sent to the passenger upon request — via email or durable medium,
- available on the Website. On request, the Organizer shall explain the meaning of individual provisions.

### §3. Organizer

The Organizer provides passenger cruise services during the Event. Passengers can contact the Organizer via: email: [sekretariat@zstw.szczecin.pl](mailto:sekretariat@zstw.szczecin.pl), phone: +48 91 35 16 200

### §4. Website

The Website presents the cruise offer and provides contact with the Organizer. Passenger use of the Website implies familiarity with its content. Use must be lawful, ethical, compliant with the Regulations, and not disruptive.

### §5. Tickets

1. Tickets can be purchased via kicket.com or directly from the Organizer during the Event.
2. Ticket prices:
  - Regular: 60 PLN
  - Discounted\*: 30 PLN
  - Family 2+2\*\*: 150 PLN
3. Child under 3: free ticket (must still be obtained)

\*Discounted tickets available for:

schoolchildren,

students up to 26,

Large Family Card holders, pensioners/retirees, persons with disabilities (with valid documents).

\*\*Family ticket includes 2 regular + 2 discounted tickets for 2 adults and 2 children.

4. Tickets are gross prices, payable in advance. Tickets bought directly from the Organizer are non-refundable. Tickets are bearer documents.

## **§6. Cruises**

1. Cruises last about 2 hours, route: berth — northern Szczecin (Skolwin/Goław area depending on weather).
2. Contract is concluded by purchasing a ticket.
3. Priority is given to passengers with tickets. If seats remain, tickets can be bought on site.
4. Passengers must follow the ship's manager's instructions
5. Passengers must behave cautiously, especially at ports and during maneuvers.
6. Additionally, during port maneuvers, passing under bridges, while locking through, and while docking or leaving berths or other mooring places, passengers are strictly prohibited from leaning over or crossing the protective railings of the ship in any way. The ship's manager may refuse boarding or remove passengers violating the Regulations, under influence, disturbing public order, etc. Removal is treated as voluntary resignation without refund.
7. Passengers under 15 must be supervised by an adult.
8. Cruises may be cancelled due to:
  - breakdowns,
  - force majeure,
  - high water,
  - closures of waterways,
  - bad weather/navigation/hydrological conditions.
9. In such cases, the ticket price will be refunded within 7 days in the same payment method.
10. Failure to appear on time forfeits the passenger's claim.
11. The Organizer may slightly delay departure.
12. The contract lasts only for the duration of the cruise.
13. Prohibited on board:
  - animals,
  - bicycles,
  - possession of explosives, pyrotechnic or flammable materials within the meaning of the Act of 21 June 2002 on explosives intended for civilian use (Journal of Laws 2022, item 2378);
  - possession of weapons and ammunition within the meaning of the Act of 21 May 1999 on weapons and ammunition (Journal of Laws 2024, item 485);

- possession of intoxicants, psychotropic substances, substitute substances or new psychoactive substances within the meaning of the Act of 29 July 2005 on counteracting drug addiction (Journal of Laws 2023, item 1939);
  - use of open flame;
  - smoking, use of e-cigarettes or similar devices (vaping);
  - throwing objects into the riverbed or canal.
14. The ship's manager has the right to refuse the passenger participation in the cruise or to remove them from the ship in the event that the passenger:
- violates these regulations,
  - is under the influence of alcohol or intoxicants,
  - disturbs public order or good manners,
  - otherwise poses a threat to other passengers or is a nuisance to them.
15. The ship's manager may decide to interrupt the cruise in any case of suspected danger to the life or health of the passengers. In the event of interruption of the cruise, the provisions of the regulations regarding cancellation of the cruise by the Organizer shall apply accordingly. Refusal of the passenger's participation in the cruise or their removal from the ship shall be treated as resignation from the cruise by the passenger without the right to demand a refund of the ticket price.

## **§7. Damages**

The passenger bears full responsibility for any damage or destruction of the ship's equipment and technical devices caused by their fault. In the event of noticing or causing any damage, the passenger is obliged to immediately inform the Organizer. The Organizer is not liable for the loss or damage of items brought on board the ship by the passenger.

## **§8. Complaints**

1. The passenger may submit complaints:
  1. by traditional mail — to the address: "Żegluga Szczecińska Turystyka Wydarzenia Sp. z o.o.", based in Szczecin, ul. Tadeusza Wendy 8, 70-655 Szczecin;
  2. by electronic mail — to the address: sekretariat@zstw.szczecin.pl.
2. The complaint should include:
  1. identifying information of the passenger,
  2. transaction number (if such has been assigned),
  3. a concise description of the subject of the complaint,
  4. a concise statement of the passenger's expectations as to how the Organizer should resolve the complaint,
  5. other information that the passenger considers useful for the examination of the complaint.
3. The passenger is obliged to cooperate with the Organizer to enable efficient examination of the complaint.
4. The Organizer shall examine complaints within the following timeframes:
  1. if the complaint is obviously justified — immediately,
  2. if the complaint requires ordinary activities related to determining the facts — within 10 business days,

3. if the complaint requires considerable time and work related to determining the facts — within 14 business days.
5. Upon receipt of the complaint, the Organizer shall immediately confirm its receipt, immediately commence its examination, and request further information and explanations from the passenger if necessary for proper consideration of the complaint.
6. Based on the facts as determined by the Organizer, the Organizer may:
  1. accept the complaint in full and provide the service requested by the passenger or an equivalent service to which the passenger agrees;
  2. accept the complaint in part and partially provide the service requested by the passenger, simultaneously indicating the reasons and grounds for which the complaint could not be accepted in full;
  3. reject the complaint, indicating the reasons and grounds for which the complaint could not be accepted either in full or in part;
  4. propose a settlement to the passenger if the circumstances of the case raise significant doubts as to the validity of the positions of both parties.
7. When ruling on the merits of the complaint, the Organizer shall present its position along with justification to the passenger in writing or by electronic mail.
8. If the complaint is found justified in full or in part, the Organizer shall inform the passenger of the anticipated date of resolution of the matter.
9. In the event of a dispute with the Organizer, the passenger may:
  1. request mediation through: the Consumer Ombudsman, under the procedure set out in the Act of 16 February 2007 on competition and consumer protection (Journal of Laws 2024, item 1616). Address: Office of the Municipal Consumer Ombudsman in Szczecin, Pl. Armii Krajowej 1, 70-455 Szczecin;
  2. apply to the Trade Inspection under the procedure set out in the Act of 15 December 2000 on the Trade Inspection (Journal of Laws 2025, item 229). Address: Voivodeship Inspectorate of the Trade Inspection in Szczecin, ul. Jana Matejki 6b, 71-615 Szczecin.

## **§9. Final Provisions**

Matters not regulated herein are governed by the Civil Code and inland navigation regulations. Polish law applies. Regulations effective from July 15, 2025.