

English Szczecin City Walks 2023 Regulations

GENERAL PROVISIONS

1. The Regulations define the general rules for partaking in and registering participants for the Szczecin City Walks (hereinafter referred to as Walks), which will be held on Saturdays from June 10th to August 26th, 2023, in Szczecin.
2. The organiser of the walks is Żegluga Szczecińska Turystyka Wydarzenia Sp. z o. o. With their headquarters located at Szczecin at ul. Tadeusza Wendy 8, 70 - 655 Szczecin, and registered into the register of entrepreneurs kept by the District Court Szczecin-Centrum in Szczecin, XIII Commercial Division of the National Court Register, under the number KRS 0000292505, NIP 851-02-07- 224, REGON 000145052.
3. The Walks are tourist products that promote activities to support and promote the integration of the inhabitants of the cross-border area and improve cross-border access to the shared cultural and natural heritage of the Pomerania Euroregion.
4. The thematic scope of the Walks covers issues related to broadly understood tourism and recreation.
5. Up to 35 persons can take part in each Walk.
6. An adult and a minor may be a participant of the Walk:
 - a. a person under 16 years of age only under the care of an adult with a separate ticket for the Walk,
 - b. a person over 16, upon presentation of the legal guardian's written consent to participate in the Walk at the start of the Walk. The specimen consent of the parent / legal guardian for the participation of a minor is attached as Appendix 1 to these Regulations.
7. The description of the Walk and the dates of the Walks can be found on the website: www.visitszczecin.eu
8. For the sake of the group's safety or a better implementation of the Walk (e.g. as a result of weather conditions, fortuitous events, epidemics), the Organiser reserves the right to change the program of the Walk or its complete cancellation.

REGISTRATION AND FEES

1. Participation in the Walks requires the purchase of a ticket via the Accredi system, access to which is available on the website: www.accredi.pl/citywalks or in person at the Tourist Information Centre in Szczecin, pl. Żołnierza Polskiego 20, 70-551 Szczecin, phone: +48 91 434 04 40, email: cit@zstw.szczecin.pl, Monday-Saturday 10:00-18:00, Sunday 10:00-14:00.
2. The number of Walk participants is limited. The order in which tickets are purchased will determine participation in the Walks.
3. Ticket purchase at the Tourist Information Centre:
 - a) Confirmation of the ticket purchase at the Tourist Information Centre will be a paper ticket with the indicated date of the Walk.
4. Ticket purchase via the Accredi system:
 - a) A registration form must be completed, where the required personal and contact details must be provided, a specified Walk - name and date - must be selected, and the required consents given.

- b) One-time completion of the form allows the purchase of up to two tickets for the selected Walk.
 - c) It is allowed to purchase additional tickets for another Walk or another person by filling in the form again using the same email address.
 - d) After completing the registration form and clicking the "NEXT" button, the entered data is displayed in the browser window to verify its correctness.
 - e) If an error is noticed, the entered data can be amended using the "CHANGE" button. The buyer is then redirected to the first step -registration - to change the data.
 - f) If the data is correct, the registration process for the event can be completed by using the "SAVE" button.
 - g) After clicking the "SAVE" button, you will be taken to the Summary window, without the possibility of changing the data.
 - h) In the step: Summary, after clicking the "PAY" button, you will be transferred to the payment intermediary's website, where you must select the payment option and pay for the ticket.
 - i) After completing the payment process, automatic redirection to the Accredi system website takes place with displayed information about the payment status.
 - j) The confirmation of the ticket purchase via the website will be the ticket confirmation sent electronically to the address indicated in the registration form. If such a confirmation message is not received within 1 hour, please contact the Organiser.
- 5. Participation in the Walk will only be possible after presenting a paper ticket or in electronic form and signing the participation list at the Walk's starting point.
 - 6. The participation list includes personal data: name and surname, telephone number, and email address.
 - 7. Ticket prices: a walk - PLN 27.
 - 8. The ticket price includes a guide service.

CANCELLATION AND COMPLAINTS

- 1. Any questions, comments or complaints regarding the Walks should be sent by email to the Organiser's address: sekretariat@zstw.szczecin.pl
- 2. Purchased Walk tickets cannot be cancelled or returned.
- 3. It is possible to change the details of the Walk Participant.
- 4. Changes can be made by contacting the Tourist Information Centre in Szczecin by phone: +48 91 434 04 40, by email: cit@zstw.szczecin.pl or in person: pl. Żołnierza Polskiego 20, Szczecin.
- 5. Only the Participant of the Walk has the right to file a complaint.
- 6. Complaints may be sent no later than within 14 days from the date the Participant of the Walk was informed about the situation or event that caused the complaint. At the time of submitting the complaint, the date of complaint submission at the Organiser's address is decisive.
- 7. Complaints sent after the expiry of the above deadline will not be considered and will not have legal effects.
- 8. Complaints should include the name, surname, and address of the Participant of the Walk and a detailed description and indication of the reason for the complaint.
- 9. The Organiser will consider complaints within seven days from the date of their submission.

10. The Participant of the Walk will be informed about the Organiser's decision by return message sent within seven days from the date of considering the complaint. The Organiser's decision on the complaint is final.
11. The Organiser reserves the right to keep a copy of the correspondence with the Participant of the Walk.
12. Complaints may be submitted in Polish, English or German.
13. Complaints concerning reasons beyond the control of the Organiser or the Partner will not be considered.

PARTICIPANTS' OBLIGATIONS

1. During the Walk, Participants are required to:
 - a) follow the instructions given by the Organiser, including the Guide;
 - b) behaving culturally;
 - c) treat historic buildings and museum exhibits with due respect;
 - d) applying the standards in force in the visited places;
2. Persons under the influence of alcohol or other intoxicants are forbidden to participate in the Walk.
3. The Participant is responsible for all damage caused by them and the people under their care during the Walk.
4. Participants who, by their behaviour, will hinder the implementation of the Walk may be excluded from it.

FINAL PROVISIONS

1. Regulations may change. Any change will be made public at www.visitszczecin.eu.
2. Participation in the Walk is tantamount to acceptance of these Regulations, consent to the processing of personal data and a declaration that there are no health or medical contraindications to participate in the Walk.
3. Participation in the Walk is tantamount to consent to the unrestricted use and publication of the Participant's image by the Organiser and the City of Szczecin as part of the settlement of the task, promotion of the event, and other events carried out by the Organiser and the City of Szczecin.
4. The Organiser reserves the right to change the program and the Guide for the Walk.
5. In the event of force majeure preventing the continuation of the Walk or an event threatening the health or life of the Walk participants, the Organiser reserves the right to correct the route and program of the Walk or cancel it.
6. The administrator of the personal data is Żegluga Szczecińska Turystyka Wydarzenia Sp. z o.o., with their headquarters located in Szczecin, at ul. Tadeusza Wendy 8, 70-655 Szczecin. Information clause available at www.zstw.szczecin.pl.
7. In matters not covered by the provisions of these Regulations, the provisions of the Act on tourist services, the Civil Code and other provisions regarding consumer protection shall apply. Any disputes will be considered by a common court.