



Suntago Water World
ul. Nowy Świat 1, 96-300 Węrcza

„Global Parks Poland” Sp. z o. o.
ul. Fosa 41/11, 02-768 Warszawa

Kapitał zakładowy 1 000 000 PLN
Rejestr przedsiębiorców, Sąd Rejonowy
dla m.st. Warszawy, XIII Wydział Gospodarczy KRS

NIP 701-019-21-28
REGON 141926930
KRS 0000335329

SUNTAGO-BUS Rules

The SUNTAGO-BUS line is not public transport and is intended exclusively for guests holding a valid bus ticket and authorised employees of Suntago Water Park. To ensure a pleasant and safe journey, we ask every passenger to comply with the following rules.

§ 1

General provisions

1. These Rules set out the rules for purchasing tickets for, using and travelling on the Suntago-Bus line, intended exclusively for guests of Suntago Water Park holding a valid bus ticket and authorised employees of Suntago Water Park (the “**Eligible Person**” or “**Passenger**”), as well as the complaints procedure.
2. The service provider offering the use of the Suntago-Bus line is “Global Parks Poland” spółka z ograniczoną odpowiedzialnością (limited liability company) with its registered office in Warsaw, at: ul. Fosa 41/11, 02-768 Warszawa, entered in the Register of Entrepreneurs of the National Court Register under KRS number 0000335329, NIP (tax ID): 7010192128, REGON: 141926930, with share capital of PLN 1,000,000.00 (the “**Service Provider**”).
3. The carrier providing transport services on the Suntago-Bus line and supplying the fleet of vehicles for such transport is “EMKA-TRANS” spółka z ograniczoną odpowiedzialnością (limited liability company) with its registered office in Grodzisk Mazowiecki, at: ul. Żyrardowska 29, 05-825 Grodzisk Mazowiecki, entered in the Register of Entrepreneurs of the National Court Register under KRS number 0000066764, NIP (tax ID): 5291613714, REGON: 016309541, with share capital of PLN 350,000.00 (the “**Carrier**”).
4. The Rules are made available free of charge via a website that allows the content of the Rules to be obtained, reproduced, saved and printed, so that the Customer can refer to them when necessary; they are also available in every vehicle operating on the Suntago-Bus line.
5. From the moment they take any steps towards using the Suntago-Bus line, every Eligible Person is obliged to comply with these Rules.

§ 2

Purchase of tickets

1. The document entitling an Eligible Person to travel on the Suntago-Bus line is a ticket valid only on a specific date and for a specific route selected by the Eligible Person at the time of purchase (the “**Ticket**”).



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2. Tickets for Suntago-BUS journeys may be purchased by the Eligible Person online at www.suntago.com or from the coach driver, provided that seats are available on the coach. Tickets can only be purchased on the coach using a valid payment card.
3. Current ticket prices and timetables are available at www.suntago.com.
4. Ticket prices are expressed in Polish zloty. The Service Provider informs the Eligible Person of the gross price, which includes all components, including VAT.
5. Online tickets can be purchased 24 hours a day, every day of the year, except during system maintenance and update periods. Tickets can be purchased from the Carrier's driver immediately before the departure in question, subject to the availability of seats on that departure.
6. A Suntago-Bus Ticket entitles the holder to travel on the route selected by the Eligible Person and shown on the Ticket.
7. The Eligible Person may edit the Ticket, i.e. change the travel date or exchange it for a monetary voucher. Changes may be made multiple times, but no later than 19:59 on the day before the date shown on the Ticket.
8. An administrative fee is charged for each change to a Ticket in accordance with the price list available at: <https://suntago.com/pl/cennik>.
9. The Ticket may be shown to the Suntago-Bus driver in electronic or printed form.

§ 3

The journey

1. Before boarding the bus, the Eligible Person must show a valid Ticket to the Carrier's driver.
2. Eligible Persons should arrive at the departure point 5 minutes before the scheduled departure time.
3. Boarding priority is as follows:
 - 1) Priority boarding onto the Carrier's vehicle is given to:
 - a) families with children up to 130 cm tall,
 - b) pregnant women,
 - c) seniors (persons over 65 years of age),
 - d) persons with disabilities,with persons holding valid tickets for the departure in question boarding first.



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- 2) Next, Passengers who missed the immediately preceding departure and hold a valid Ticket may board.
- 3) Finally, persons without tickets are admitted, subject to the availability of seats.
4. If the Eligible Person fails to arrive at the Suntago-Bus stop at the time indicated on the Ticket, the Ticket becomes invalid and does not entitle the holder to a refund of the fare paid. The exception is where a Passenger has missed a departure and wishes to travel on the next departure, subject to the availability of seats.
5. The driver is in charge of the Carrier's vehicle and is responsible for ensuring the safety and comfort of Eligible Persons during the journey. The driver must keep to the timetable and take measures to ensure the efficient and safe running of the service. Passengers must comply with these Rules and follow the driver's instructions.
6. For the safety of all Passengers, Passengers must remain in their seats with their seat belts fastened throughout the journey. The driver must stop the vehicle and/or is authorised to refuse to depart from a stop if not all Passengers have fastened their seat belts.
7. Every child under 13 years of age travelling on the Suntago-Bus line must be under the constant supervision of an adult (e.g. a legal guardian or a person authorised by them in a legally permitted manner) who is obliged to supervise the child and is responsible for the child.
8. Adults travelling with children must ensure that the children remain in their seats with their seat belts fastened, taking into account the following safe transport rules. Children up to 90 cm tall must travel in suitable child seats placed on special booster cushions appropriate for the child's age and weight. Subject to availability, the Carrier may provide Passengers with 4 (in words: four) child booster cushions on each departure. Due to the limited number of booster cushions provided by the Carrier, if they are available on a given departure, they will be issued to the first 4 (in words: four) persons who request them from the driver immediately before the departure. The order in which the booster cushions are issued is determined by the order in which requests are made to the driver. If all booster cushions available on a given departure have been issued, adults travelling with children must provide the required child seat and booster cushion themselves. The Carrier and the Service Provider do not guarantee the availability of, and accept no liability for the unavailability of, the above-mentioned 4 (in words: four) booster cushions on a given departure; nor do they guarantee the availability of child seats or accept any liability for their unavailability.
9. Notwithstanding paragraph 8 above, adults travelling with children must themselves provide the child with the required booster cushion and child seat for the journey, as the Service Provider and the Carrier.

10. The Service Provider and the Carrier are not liable for any delays to vehicles caused by traffic congestion, road closures or blockades, changes in traffic management or technical and operational reasons. Eligible Persons should take the possibility of the above circumstances into account when planning their journey.

§ 4

Rules during the journey

1. For the safety and comfort of all Passengers, persons under the influence of alcohol and/or behaving aggressively will not be allowed to board the Carrier's vehicle, regardless of whether they hold a valid ticket.
2. If the safety or comfort of other Passengers is endangered, the driver must call on the Passenger or Passengers disturbing the peace to stop such behaviour. If the driver's instruction is not followed, the driver must call the relevant uniformed services and keep the coach stationary until they arrive.
3. Eating meals and drinking alcoholic beverages during the journey are prohibited.
4. For the comfort of the journey and to protect the environment, Passengers must:
 - a) place small items of waste (e.g. wrappers, tissues) in the special bags located on the backs of the seats,
 - b) put empty plastic bottles in the designated container or bag indicated by the driver.

Following these rules helps keep the vehicle clean and minimises the negative impact on the environment.

5. The journey is non-stop, which rules out any stops along the way. In particular, the journey schedule does not include toilet stops. Accordingly, given the nature of the service (non-stop journey), Passengers are not entitled to ask the bus crew (driver) to make an unscheduled stop. The driver must refuse any such requests, except in situations dictated by the need to ensure the safety of the journey, protect the health and life of Passengers or other objective, sudden events (e.g. a vehicle breakdown).

§ 5

Luggage

1. Passengers may carry hand luggage, provided that it:
 - a) does not obstruct the passage of other Passengers,
 - b) does not cause inconvenience to other Passengers,

- c) does not pose a risk of soiling or damaging other Passengers' clothing,
 - d) does not restrict the driver's visibility.
2. Hand luggage includes in particular:
- a) hand bags not exceeding 55 x 40 x 23 cm,
 - b) folded pushchairs (without a child),
 - c) baby carriers,
 - d) child seats,
 - e) folded wheelchairs.
3. The Passenger bears full responsibility for the hand luggage they carry.
4. The driver may agree to the carriage of larger luggage if the travel conditions allow.
5. Placing luggage on seats is prohibited.

§ 6

Carriage of animals

1. Passengers may bring small animals and pet dogs on the journey ("**Pets**"), subject to compliance with the rules set out in this section and with generally applicable laws.
2. Small pets, other than dogs carried in accordance with paragraph 3 below, must be carried in purpose-designed carriers, cages or special transport containers. These containers must:
 - a) be adequately secured against opening by themselves or the animal escaping;
 - b) allow the animal to be transported without inconvenience to other Passengers;
 - c) be designed to prevent soiling of or damage to the property of the Carrier and of other Passengers.
3. Dogs may be carried outside the transport containers referred to in paragraph 2, provided that the dog is kept on a lead and muzzled throughout the journey. A Passenger travelling with a dog must keep it under constant, full supervision.
4. The Carrier, acting through the bus crew (in particular the driver), reserves the right to refuse to carry a Pet if:
 - a) the Pet's behaviour or condition poses a direct or potential threat to the safety, life or health of other Passengers or the bus crew (e.g. it shows aggressive behaviour);

- b) the Pet is a nuisance to other Passengers, in particular due to noise, smell or lack of cleanliness;
 - c) the Pet belongs to a breed considered aggressive under the relevant implementing regulations issued under the Animal Protection Act.
- 5. The Passenger bears full, unlimited and sole liability for the Pet they carry, including for any damage caused by the Pet to the Carrier or third parties (including other Passengers) and for any breach of public order.
 - 6. Pets are carried free of charge under the rules set out in this section.

§ 7

Complaints

- 1. Any complaints relating to these Rules should be sent by e-mail to kontakt@parkofpoland.com or by post addressed to: “Global Parks of Poland” spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw, at: ul. Nowy Świat 1, 96-300 Węrcza.
- 2. Complaints should include at least: first name, surname, contact details (postal address or e-mail address) and a description of the circumstances giving rise to the complaint, in particular an indication of the journey and the Ticket to which the complaint relates.
- 3. Complaints will be considered without undue delay, but no later than within 14 days of receipt. The response to the complaint will be sent to the e-mail address provided by the Eligible Person or in writing to the address indicated by the Eligible Person when submitting the complaint.

§ 8

Final provisions

- 1. The personal data of Eligible Persons are processed in accordance with the Service Provider’s Privacy Policy available at: https://suntago.com/docs/Polityka_prywatnosci.pdf.
- 2. If any provision of these Rules is found to be invalid or ineffective under applicable law, this will not affect the validity and effectiveness of the remaining provisions. Any provision found to be invalid shall be replaced by the rule that most closely reflects the purpose of the invalid provision and of the Rules as a whole.
- 3. The Service Provider may amend the Rules. Amendments to the Rules take effect when they are published at www.parkofpoland.com. Contracts concluded before an amendment to the Rules are governed by the previous Rules (those in force when the contract was concluded; amendments to the Rules will therefore not apply to contracts concluded earlier).



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4. In matters not covered by these Rules, the provisions of the Suntago Water Park Rules apply, available at: <https://suntago.com/pl/regulaminy>. In addition, matters not covered by the Rules are governed by Polish law, in particular the Civil Code and the Act on the Provision of Electronic Services.
5. These Rules apply from 1 November 2025 and replace the previous version of the Rules, i.e. the version in force until 23 June 2025.

We wish you a pleasant journey and plenty of unforgettable experiences!