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

„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

TERMS AND CONDITIONS OF THE PROMOTION "CHRISTMAS VOUCHER PROMOTION WITH A SET"

1. GENERAL PROVISIONS

1.1. These terms and conditions (the "**Terms and Conditions**") set out the rules and conditions of the promotion at Suntago Water Park (the "**Water Park**" or "**Suntago**") run under the name "**CHRISTMAS VOUCHER PROMOTION WITH A SET**" (the "**Promotion**").

1.2. The organiser of the Promotion is **"Global Parks Poland" spółka z ograniczoną odpowiedzialnością (limited liability company)** with its registered office in Warsaw, address: ul. Fosa 41/11, 02-768 Warszawa, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, 13th Commercial Division of the National Court Register, under KRS number 0000335329, NIP (tax ID) 7010192128, REGON 141926930, share capital of PLN 1,000,000 (the "**Organiser**").

1.3. The conditions of the Promotion are set out exclusively in the Terms and Conditions, and any information about the Promotion available in advertising materials is for information purposes only. In the event of any discrepancy between the content of the materials referred to in the preceding sentence and the content of the Terms and Conditions, the content of the Terms and Conditions shall prevail, provided that such materials shall not be misleading as to the essential conditions of the Promotion.

1.4. The Promotion is a premium sale. It consists in a Participant who purchases a Promotional Voucher receiving a Set included in the price of the Promotional Voucher on the terms set out in the Terms and Conditions.

1.5. Promotional Vouchers are sold under the Promotion via the Organiser's website: www.suntago.com (the "**Website**") and at the Water Park ticket desks, exclusively on the days and during the opening hours of the Water Park (the "**Ticket Desks**"). Sales are carried out in accordance with the relevant Suntago regulations, in particular the Regulations for Online Sales of Admission Tickets and Services and the Regulations for the Purchase and Use of Vouchers at Suntago Water Park (the "**Voucher Regulations**"), available at:

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www.suntago.com/pl/regulaminy, subject to any different provisions of these Terms and Conditions.

1.6. The Promotion cannot be combined with other offers, discounts, packages, promotions or similar campaigns offered at Suntago, unless the rules of a given promotion expressly provide otherwise.

2. PROMOTION PERIOD

2.1. Promotional Vouchers may be purchased only in the period from 9 November 2026, 10:00 a.m., until 23 December 2026 (inclusive) (the "**Promotion Period**") or until the pool of Sets referred to in clause 4.11 of the Terms and Conditions is exhausted, whichever is earlier.

2.2. The validity period of Promotional Vouchers and the rules for their use are set out in the Voucher Regulations. Participation in the Promotion does not change the validity period of a Promotional Voucher.

3. CONDITIONS OF PARTICIPATION IN THE PROMOTION

3.1. The Promotion is open to any natural person with full legal capacity who purchases a Promotional Voucher on the Website or at the Park's Ticket Desks during the Promotion Period (the "**Participant**").

3.2. The Promotion does not apply to:

a) monetary vouchers with a value of PLN 200 and other vouchers with a value lower than PLN 400;
b) vouchers purchased through the Organiser's partners;
c) vouchers purchased using discount codes, including discount codes provided by influencers;
d) vouchers purchased under other promotions or packages;
e) vouchers purchased with group bookings and as part of corporate (B2B) orders.

3.3. Participation in the Promotion is voluntary.

4. SUBJECT OF THE PROMOTION

4.1. The Promotion allows the purchase, on the Website or at the Ticket Desks, of a package comprising a **paper monetary voucher** (does not apply to the purchase of vouchers sent electronically to an e-mail address) with a value of PLN 400, PLN 800 or any other value higher than PLN 400 (each such voucher purchased under the Promotion hereinafter referred to as a "**Promotional Voucher**") and a set included

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in the voucher purchase price, selected by the Participant from the pool prepared by the Organiser (the "**Set**").

4.2. The Participant may choose one of the following Sets:
a) the "Jay" set, i.e. a Jay plush toy, a lanyard and a magnet;
b) the "Meggi" set, i.e. a Meggi plush toy, a lanyard and a magnet.
Photos of the Sets posted on the Website are for illustrative purposes only.

4.3. During the Promotion Period, the following rules apply depending on the value of the Promotional Voucher:
a) paper voucher with a value of PLN 200 – sold on the existing terms, without a Set (not covered by the Promotion);
b) paper voucher with a value of PLN 400 – the Participant chooses 1 (one) Set;
c) paper voucher with a value of PLN 800 – the Participant chooses 1 (one) Set;
d) paper voucher with another value ("Other amount"), provided that the value is higher than PLN 400 – the Participant chooses 1 (one) Set;

4.4. The Participant chooses 1 (one) Set regardless of the value of the Promotional Voucher, subject to clause 4.3 above.

4.5. 1 (one) Set is granted for each Promotional Voucher. If several Promotional Vouchers are purchased in one order, the Participant is entitled to as many Sets as the number of Promotional Vouchers purchased (e.g. 2 (two) vouchers worth PLN 400 each – 2 (two) Sets).

4.6. To take advantage of the Promotion, the Participant must **select a monetary voucher with a value of PLN 400, PLN 800 or any other value higher than PLN 400** on the Website, and then, while placing the order, choose a Set for each Promotional Voucher, provide the Set delivery address, complete the order and pay for it. Taking advantage of the Promotion does not require entering a promotional code. If a Promotional Voucher is purchased at a Ticket Desk, the Participant chooses the Set at the time of purchase and the Set is handed over to the Participant on the spot.

4.7. The Set may be chosen only while placing the order. Once the order has been placed, the chosen Set cannot be changed. If the chosen Set turns out to be unavailable at the time of dispatch, the Organiser will

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inform the Participant by e-mail and send them another Set available from the pool.

4.8. In the case of a purchase on the Website, the Set is sent by courier to the delivery address provided by the Participant in the order. Delivery is available only within the territory of the Republic of Poland. The cost of shipping the Set is borne by the Participant, and the amount is shown on the Website when the order is placed.

4.9. **The Set will be dispatched within a maximum of 10 days from the date on which payment for the order is credited. The Organiser will make every effort to ensure that Sets for orders paid by 14 December 2026 are delivered before 24 December 2026.** However, the delivery time depends on the carrier, and the Organiser does not guarantee delivery of the Set before Christmas for orders paid after that date.

4.10. The Participant is responsible for providing a correct and complete delivery address. The Organiser shall not be liable for non-delivery or delayed delivery of the Set resulting from the Participant providing an incorrect or incomplete address. If the parcel with the Set is not collected by the Participant and is returned to the Organiser, the Organiser will contact the Participant at the e-mail address provided by the Participant to establish whether the parcel should be re-sent. If the Participant does not wish the parcel to be re-sent, the Organiser will refund the price of the Promotional Voucher to the Participant, and the Promotional Voucher and the Set will remain with the Organiser.

4.11. If the parcel with the Set is received damaged, the Participant may file a complaint on the terms set out in section 7 of the Terms and Conditions, enclosing photos of the damaged parcel where possible.

4.12. The pool of Sets is limited to a total of 5,000 (five thousand) Sets, including 2,500 (two thousand five hundred) "Jay" sets and 2,500 (two thousand five hundred) "Meggi" sets. Once one of the sets is exhausted, the Participant may choose only the set that is still available. Once the entire pool of Sets is exhausted, the Promotion ends before the end of the Promotion Period, of which the Organiser will inform on the Website. Monetary vouchers purchased after the end of the Promotion are sold on general terms, without a Set.

4.13. The price of a Promotional Voucher is equal to its face value. The Promotion does not constitute a reduction in the price of a monetary voucher. In the case of a purchase on the Website, the shipping cost

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referred to in clause 4.7 of the Terms and Conditions is added to the order price.

4.14. The Set cannot be exchanged for cash, other goods or a cash equivalent.

5. RETURNS AND CHANGES OF PROMOTIONAL VOUCHERS

5.1. Withdrawal from the contract takes place on the terms set out for monetary vouchers in the Regulations for Online Sales of Admission Tickets and Services and in the Voucher Regulations.

5.2. In the event of withdrawal from the contract for a Promotional Voucher, the Participant loses the right to the Set. If the Set has already been sent, the Participant is obliged to return it in unchanged condition, without the right to claim reimbursement of the costs incurred in this respect, to the following address: **Suntago Park Wodny - Reception - Nowy Świat 1, 96-300 Wręcza.**

6. RESERVATIONS AND EXCLUSIONS

6.1. The Promotion covers only monetary vouchers with the values indicated in clause 4.1 of the Terms and Conditions. The Promotion does not apply to admission tickets, Cabanas, packages, PLN 1 tickets, Suntago Bus tickets, accommodation at Suntago Village or any other services offered at Suntago that are not expressly mentioned in the Terms and Conditions.

6.2. Promotional Vouchers may be used on the terms set out in the Voucher Regulations, including for admission to the JungleFun, Tropical Spa 16+ and Saunaria zones. The Tropical Spa 16+ and Saunaria zones may be used only by persons aged 16 or over, in accordance with the Water Park regulations.

6.3. A Promotional Voucher cannot be exchanged for cash and does not entitle the holder to any services at the Water Park other than those specified in the Terms and Conditions and in the Voucher Regulations. This provision does not limit the Participant's rights under mandatory provisions of law.

6.4. The Organiser reserves the right to refuse to hand over a Set to a person who has breached the Terms and Conditions, in particular by

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purchasing a Promotional Voucher in a manner contrary to the Terms and Conditions.

6.5. The provisions of generally applicable law concerning the conformity of goods with the contract apply to the Sets.

7. COMPLAINTS

7.1. Any questions and complaints relating to the Promotion may be submitted by e-mail to kontakt@parkofpoland.com or in writing to the Organiser's address indicated in clause 5.2 of the Terms and Conditions.

7.2. A complaint should contain data enabling identification of the Participant (first name, surname, telephone number or e-mail address provided in the order, T-pay payment number and, in the case of a complaint concerning a Set, also the order number) and state the reasons and grounds for the complaint.

7.3. Complaints will be considered within 14 days of receipt on the basis of the Terms and Conditions. The response will be sent to the e-mail address from which the complaint was sent. If the Participant is required by the Organiser to supplement the complaint, the 14-day period runs from the date on which the Participant supplements the complaint. Rejection of a complaint does not exclude the Participant's right to pursue claims on general terms.

8. FINAL PROVISIONS

8.1. These Terms and Conditions are available at www.suntago.com/pl/regulaminy and at the Water Park ticket desks.

8.2. Before taking part in the Promotion, each Participant should read the Terms and Conditions.

8.3. Other conditions of online voucher sales and other information required by law, including information on the processing of personal data, are set out in the relevant regulations and the privacy policy available on the Website.

8.4. The Organiser reserves the right to amend the Terms and Conditions only for an important reason, understood as a change in generally applicable law affecting the rules for conducting the Promotion or the need to change the manner of conducting the Promotion for technical or technological reasons. An amendment to the Terms and Conditions

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may not worsen the legal position of Participants or infringe rights acquired by Participants before the amendment.

8.5. If the Terms and Conditions are amended, the Organiser will promptly make the consolidated text of the Terms and Conditions available by publishing it at www.suntago.com/pl/regulaminy.