



## Guaranteed Tours Important Information

### Before You Book

1. Mazurkas Travel tours:
  - A-1 Southern Adventure,
  - A-2 Many Faces of Poland,
  - A-3 Magic of Poland,
  - A-4 Treasures of Poland

- realization of each of the trip depends on Covid-19 situation.  
The itineraries and visits to museums may change depending on pandemic situation and government restrictions.
2. Our guaranteed tour prices are fixed. Late arrival, early departure or resignation from some parts of the tour is possible, but non-refundable.
3. Mazurkas Travel Guaranteed Tours involve lots of walking city tours, extensive excursions by foot and climbing lots of stairs. A good level of fitness and health is required to participate in our tours. Old Town's of visited cities are historical areas with pavements made of cobble stones, where vehicles are not allowed to drive into.  
Any disability or medical condition requiring special attention must be reported to Mazurkas Travel at the time of booking, including all important information relating to your health, mobility and fitness which may affect your safety as well as safety and enjoyment of other passengers.  
If you require special assistance or care (such as pushing wheelchair, assistance with walking) you must travel with a qualified and physically able companion capable of providing required assistance and care. Please be informed, that Mazurkas Travel and Tour Escort leading the tour do not provide personal assistance. Please note, Mazurkas Travel vehicles are not equipped with wheelchair ramps.
4. A valid passport is required for all tour participants.
5. Travel Insurance is not included in the price of the tour. We strongly recommend that you purchase Travel Insurance to protect your trip and yourself while the journey.
6. Depending on persons' number, Mazurkas Travel provides appropriate transportation: full size motor coach 49 seats, minibus 16-seats, mini-van 7 seats or private car for maximum 2 persons.  
Seats cannot be booked however Tour Escort may decide about their rotation during the trip.
7. Smoking is not allowed in our vehicles. However our tours include stops throughout the journey, which provide an opportunity to smoke.  
All hotels booked for our tours – rooms are non-smoking.
8. Hotels booked for our tours are comfortable 3, 4 and 5 stars properties, clean and well located. All rooms are equipped with private bathroom and toilet.  
Our tours include accommodation at Standard Rooms. This may be changed upon the request and with additional fee (depending on availability, room's category and the date).



9. Hotel rooms are generally not available for check-in before 3.00 pm and usually require check-out by 12.00 pm. Early check-in or later check-out depends on hotel availability.  
Guaranteed early check-in and later check-out require booking of additional overnight.
10. Special requests, like room location or rooms next to each other, should be advised when making the booking. Mazurkas Travel will pass your request into the hotel but cannot guarantee that it will be accommodated.
11. Please note, hotels do not have standard triple rooms. We may provide double room with extra bed only (roller-bed or sofa). Such room is available for family with child less than 7 years old.  
We do not provide twin or double room with extra bed for three adult persons.  
Rates for families are prepared upon the request and depend on hotels' availability of extra beds/sofas.
12. All lost luggage on connecting flights are not responsibility of Mazurkas Travel. We do not guarantee that the luggage will be found and delivered to assigned hotel. We will provide assistance on the spot, through our Tour Escort, that will help the passenger communicate with airline company.
13. If necessary for any reasons beyond Mazurkas Travel control, Mazurkas Travel may change the schedule of particular itinerary.
14. Information about particular museums/visited sites:
  - Funicular to Gubalowka Mountain
    - The service depends on funicular technical conditions and the weather which might be unpredictable in mountains.
    - In case of bad weather, please be prepared with warm and waterproof clothing.
  - Auschwitz-Birkenau Museum (Oswiecim)
    - Tour of the Museum by children under the age of 14 is not recommended.
    - Entering the Museum is possible with passport (or any other ID document) and the ticket with bar-code. Mazurkas Travel requires full and correct client's name (according to passport or other ID document). In case of discrepancies between ID document and ticket, entering the Museum would not be possible.
    - There are no possibilities to change clients' names on the reserved and issued tickets.
    - While on the Museum grounds, visitors must follow to instructions of the Guide-Educator and the Museum staff. It is permitted to move only around the areas and structures specifically made available for this purpose.
    - Persons entering the Museum grounds and their luggage may be subject to inspection with the use of electronic devices for detecting dangerous substances and materials. Persons who refuse to undergo inspection, will not be permitted onto the premises of the Museum. The maximum size of the handbag allowed to bring onto the Museum grounds is 30 x 20 x 10 cm. All larger bags should be left at the luggage storages or on the bus.
  - Wieliczka Salt Mine
    - There are 20 chambers to visit - the Chapel of St. King is the most brilliant one.
    - The average time needed to complete the route is approximately 2,5 hours.
    - The visit is always conducted under the supervision of a guide – The Miner.
    - Bring warm clothing. Temperature underground ranges between 14°C - 16°C (57°F - 60°F).
    - There are 800 steps to climb of which 350 at the beginning in case the lift service down is not working. The lift service is subject to confirm on spot, depending lift technical conditions.
    - Wear comfortable shoes. There are over 3 km of walking through meandering corridors.
    - Toilet facilities are spaced along the route respectively, 40 and 90 minutes from the moment of beginning the visit.
    - Smoking and using an open fire in the mine is strictly forbidden.



- Dunajec Raft Trip
  - The service depends on the river level and the weather which might be unpredictable in mountains.
  - In case of bad weather, please be prepared with warm and waterproof clothing.
  
- 15. Special dietary meals / dietary restrictions should be advised when making the booking.
  
- 16. Not included in Mazurkas Travel Guaranteed Tours:
  - airfares,
  - airport taxes,
  - laundry,
  - passport and visa fees,
  - porter services at airports, train stations and hotels,
  - arrival and departure transfers,
  - bottled water on the bus,
  - drinks additionally ordered while meals,
  - gratuitiesAll personal services like hotel laundry, telephones, room service and meals not specified in the tour itinerary should be paid on spot directly by the client.
  
- 17. Arrival and departure transfers are available 'on request' only.
  - Arrival Warsaw CHOPIN Airport: Clients will be met at the arrival hall, after custom control. Driver or guide will have a sign with clients' names. Maximum waiting time is 1 hour 30 minutes. If you are not arriving on the confirmed/listed flight, you need to call the emergency phone number to advise new flight number and time. Failure to do so will result in missed transfer and a "non-show" charge will apply.
  - Arrival Warszawa Centralna Railway Station: To provide transfer properly, we require car (wagon) number that clients are going to seat. Clients will be met at the platform of Warszawa Centralna Station, where the train is going to arrive. Driver or guide will have a sign with clients' names. Maximum waiting time is 30 minutes. If you are not arriving on the confirmed/listed train, you need to call the emergency phone number to advise new train number and time. Failure to do so will result in missed transfer and a "non-show" charge will apply.
  - Departure hotel: Clients will be met at the lobby of the hotel. Maximum waiting time is 30 minutes.
  
- 18. For security reasons valuable things like your medicines, cameras, telephones should be kept to a minimum and packed in your hand luggage. It is clients' responsibility to look after their properties at all the time and to ensure the adequate Travel Insurance in the event of any loss.
  
- 19. We do not charge for changing of names and number of participants.  
Late arrival, early departure and resignation from some part of the tour is possible but non-refundable.
  
- 20. Any damages made by the client should be covered where it occurs and paid on spot by the client himself.
  
- 21. Arrival: Be sure to arrive at your destination before 5:30 pm as the guaranteed tour starts 6:00 pm.  
Meeting point with your Tour Director: the main lobby of your hotel.
  
- 22. Poland lies in the moderate climate zone, intermediate between marine and continental climates. Polish summer starts in May, and offers lots of sunny days till the end of September. Average temperatures: January -2°C (28°F), February 0°C (32°F), March 5°C (41°F), April 11°C (52°F), May 19°C (66°F), June 21°C (70°F), July 25°C (77°F), August 23°C (73°F), September 20°C (68°F), October 17°C (62°F), November 6°C (43°F) and December 2°C (35°F).



23. The entire Polish territory lies one hour ahead of Greenwich Mean Time.
24. The official Polish currency unit is "zloty", abbreviated "ZL" or "PLN". In circulation are following notes: 200, 100, 50, 20, 10; and coins: 5, 2, 1 "zloty"; 50, 20, 10, 5, 2, 1 "groszy". Convertible currencies may be changed into Polish zlotys at banks and at private currency-exchange offices – "Kantors". All major credit cards are accepted.
25. Giving tips is widely expected, especially in restaurants - an average amount of it should be about 10% of the bill's total value.
26. Banks are usually opened Monday to Friday: 08:00 am - 7:00 pm. All of them are closed on Saturdays, Sundays and National Holidays.
27. Big shopping malls are usually opened Monday to Saturday: 10:00 am - 9:00 pm. All of them are closed on Sundays and National Holidays.