

# **RULES AND REGULATIONS FOR VISITS TO THE DISTILLERY AT PODOLE WIELKIE**

## **1. Reservations and purchase of tickets**

1. The organizer of the tour of the distillery in Podole Wielki located at: Podole Wielkie 22, 76-220 Główny [Distillery] is Andrzej Paszota, conducting business activity under the name Gorzelnia Rolnicza Andrzej Paszota with the registered address at Podole Wielkie 22, 76-220 Główny [Organiser].
2. Visiting is possible after prior appointment booking through:
  - a. the internet portal [www.zwiedzaniegorzelni.pl](http://www.zwiedzaniegorzelni.pl);
  - b. by telephone on (+48) 59 811 66 70;
  - c. by email: [sklep@podolewielkie.pl](mailto:sklep@podolewielkie.pl);
  - d. at the stationary office of the Distillery at the address as indicated in paragraph 1.
3. In the case of organized tours (more than 10 people), reservations must be made at least two (2) days in advance.
4. The organizer reserves the right to refuse to make a reservation due to previously made bookings or other important reasons preventing a visit on the selected date.
5. A visit is possible only after purchasing a ticket according to the price list available at the museum, available on [www.podolewielkie.pl](http://www.podolewielkie.pl) and in the museum's office.
6. By making a reservation, the visitor declares that he/she is familiar with the Terms and Conditions, and accepts the provisions thereof, as well as the following: the fact that during the tour the contents concerning the creation and consumption of alcoholic beverages.
7. Tickets are sold only to adults.

## **2. Visitors**

1. Only adults or persons accompanied by an adult / guardian, may take part in the tours.
2. Minors may participate in the tours if accompanied by an adult / guardian.
3. Minors participating in the tour are under the full responsibility of their guardians.
4. The staff of the distillery is entitled to verify the age of visitors by means of checking a valid identity card (or other means of age determination).

## **3. Visiting hours, visiting limits**

1. Visits to the Distillery are organized in accordance with the timetable published on the website [zwiedzaniegorzelni.pl](http://zwiedzaniegorzelni.pl) In the case of organized groups, visiting times are set individually.
2. Tours take place only under the supervision of a guide.
3. The total number of visitors to the premises at the same time may not exceed 18 for safety reasons.

4. The organizer is entitled to combine the groups visiting the Distillery into one tour.
5. The duration of the tour, including the tasting is about 90 minutes.

#### **4. Rules of the tour**

1. Visitors are required to arrive at the premises at least 10 minutes before the scheduled time the tour is scheduled to commence.
2. Visits take place on a strictly regulated route.
3. Photography and filming are permitted during tours of the distillery, this however does not include the recording of images of the employees of the distillery, unless they have given their consent.
4. Every visitor being 18+ is entitled to taste the products of the Distillery products within the framework of the ticket purchased.
5. In case of a significant delay in arrival, the organizer may refuse the visitor's participation in the tour or propose an alternative date. The organizer reserves the right to interrupt the tour or exclude a part of the distillery from the tour in case of breakdown or damage, in case of a threat to the safety of the production process or for other important reasons.
6. During the tour participants are required to exercise particular caution in relation to the production activities taking place on the premises. The organizer is not responsible for behavior of visitors who are in breach of the rules, provisions of law, and the principles of social coexistence and health and safety at work. The organizer is also not responsible for any personal items left by participants on the premises of the Distillery during the tour.
7. The following behavior is strictly prohibited during the tour:
  - a. touching the industrial facilities and equipment of the Distillery;
  - b. littering on the premises;
  - c. eating anything on the premises of the Distillery (except for those provided as part of tasting sessions).
  - d. smoking tobacco or electronic cigarettes;
  - e. consumption of alcohol (except those provided as part of a tasting session), or the taking of drugs and other prohibited substances;
  - f. bringing any animal onto the premises of the Distillery, with the exception of a guide dog in the case of blind persons;
  - g. to bring explosives, weapons, inflammable substances and any other dangerous objects and substances.
8. Visitors will not be allowed (or will be asked to leave) if they are under the influence of alcohol, persons under the influence of alcohol, disturbing the order or for other reasons. posing a danger to other visitors or the distillery's property. In such a cases, the visitor is not entitled to a refund of the ticket price.
9. The organiser warns that the premises of the Distillery, due to its specific industrial character, may not for whatever reason, be accessible to the public. Especially those with reduced mobility, or the mobile impaired.

## **5. Complaints**

1. Each visitor may lodge a complaint about the quality of the services provided by the Organiser by an email to the following address [sklep@podolewielkie.pl](mailto:sklep@podolewielkie.pl) or in writing.
2. In the complaint, the visitor should indicate the reasons, and possible violations and give their personal data to enable a response to be made to the complaint.
3. The complaint will be considered by the Organiser within 14 days of its receipt, after which the Organiser will notify the complainant of its decision on accepting the complaint.
4. In addition to lodging a complaint, the visitor may use other rights provided by law.

## **6. Personal data**

1. In accordance with article 13(1) and (2) of the Regulation of the European Parliament and Council 2016/679 of 27 April 2016 on the protection of natural persons in relation to the processing of personal data and on the free movement of such data and repealing Directive 95/46/ EC (General Data Protection Regulation) [RODO] the Organiser informs that: the controller of visitors' personal data is the Organiser, i.e. Andrzej Paszota conducting business activity under the name of Gorzelnia Rolnicza Andrzej Paszota with its registered office in Podole Wielkie 22, 76-220 Główny; the personal data of visitors will be processed by the administrator only for the purpose of organizing tours of the Distillery, confirming the age of visitors and handling complaints;
  - personal data of visitors will be processed for a period of two months from the day of the visit, unless a complaint is lodged requiring the processing of such data for a longer period of time;
  - visitors have the right to request access to and rectify their personal data concerning them;
  - visitors have the right to withdraw their consent at any time;
  - The visitor has the right to lodge a complaint against the organizer to the General Inspector of Personal Data;
  - The provision of their personal data is entirely voluntary, and necessary for admission to the tour of the Distillery;
  - Visitors' data may also be processed by entities providing services to the Distillery in connection with the visit such as security companies.
2. The administrator informs that the Distillery and the surrounding areas are completely monitored.

## **7. Final provisions**

1. The Organiser reserves the right to change the Terms and Conditions at any time. Amendments to the Rules and Regulations will be announced on the website [www.podolewielkie.pl](http://www.podolewielkie.pl).

2. The Rules and Regulations are available on the website [www.zwiedzaniegorzelni.pl](http://www.zwiedzaniegorzelni.pl) and at the office at the Distillery.
3. To the extent of not being regulated by the Rules and Regulations, the following shall apply relevant provisions of the Civil Code, the Act on Consumer Rights and generally applicable acts of law.
4. The Rules and Regulations shall enter into force on the date of their adoption.