



INFORMATION DESK AT KRAKÓW AIRPORT

TERMS OF USE

1. The information desk (a mobile counter with an advertising signboard hereinafter referred to as: Signboard) rental service will be provided based on a reservation submitted via a service booking form at least 48 hours in advance and subject to confirmation of order acceptance by the company Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o., ul. Kpt. M. Medweckiego 1, 32-083 Balice (hereinafter: Kraków Airport) entered in the register of entrepreneurs of the National Court Register by the District Court for Kraków-Śródmieście in Kraków, XII Commercial Division of the National Court Register under the KRS number: 0000008522, NIP: 6761336952, REGON: 351117055, BDO: 000013381, having share capital in the amount of PLN 101,232,000).
2. Booking form is available on www.krakowairport.pl
3. To book a service, please send the completed form by email: business@krakowairport.pl or fill the online form available on www.krakowairport.pl.
4. The service is provided for a fee in accordance with the applicable price list available on www.krakowairport.pl.
5. Payment for the service should be made two days before the date of service by one of the accepted forms of payment: bank transfer, cash (up to the limit specified by law), payment card or online payment. Payments can be made in the Polish currency only. Payment for the service can be effected no earlier than 60 days before the service date, against an invoice received.
The entity providing online payment services is Fiserv Polska S.A. (owner of the Polcard trademark), KRS number 0000061293, NIP: 526-02-10-429.
6. The ordering party can cancel a booking without incurring any additional costs no later than 48 hours before the date of the service. Otherwise, the ordering party will be charged with the costs in accordance with the price list. Booking cancellation must be made in writing (email: business@krakowairport.pl)
7. The ordering party, who is a consumer within the meaning of Article 22¹ of the Act of 23 April 1964 of the Civil Code (consolidated text: Journal of Laws of 2022, item 1360 as amended), who entered into an agreement with Kraków Airport for the provision of the Information Desk rental service remotely or off business premises, pursuant to Article 27 of the Act of 30 May 2014 on consumer rights (consolidated text: Journal of Laws of 2020, item 287 as amended), may withdraw from the agreement within 14 days of its conclusion. A declaration of withdrawal from



the agreement may be sent in an electronic form to the email address business@krakowairport.pl, and the content of such declaration should indicate the will to withdraw from the agreement. A withdrawal form template is attached as Appendix 2 to the Act on consumer rights.

8. The consumer loses his or her right to withdraw from the agreement for the provision of the Information Desk rental service concluded with Kraków Airport remotely or off business premises, if the Information Desk rental service has been fully provided by Kraków Airport.

9. Complaints regarding the Information Desk rental service can be submitted by email to the following address: business@krakowairport.pl. Kraków Airport will reply within 7 days of receipt of a complaint.

10. Kraków Airport reserves the right to refuse the service where there has been no booking or payment, where it has been found that incorrect or untrue details have been provided, where the lessee misbehaves, and where such refusal is justified due to safety concerns

11. Kraków Airport is obliged to:

- a) make the desk available to the ordering party (hand over the keys) for the duration of the rental, as specified in the booking form,
- b) keep the desk in a condition suitable for the agreed use,
- c) immediately notify the ordering party of the safety rules in force at Kraków Airport (including "Order Regulations").

12. The ordering party is obliged to:

- a) collect and return the keys to the information desk counter from the Airport Information Desk on every day of rental, and to use the desk for its intended purpose and for the purpose specified in the booking form,
- b) leave the desk in a non-deteriorated technical condition, order and cleanliness after the end of the rental; failure to do so will result in charging the ordering party with the costs of restoring the desk to its previous condition,
- c) comply with Kraków Airport instructions and the provisions of law with respect to fire protection, occupational health and safety and property protection, as well as laws and regulations related to ensuring the safety of air traffic at the John Paul II International Airport Kraków-Balice.



13. The ordering party has the right to mark the rented desk, at his own expense and by his own effort, for the duration of the booking specified in the booking form, by branding a panel sized 114 cm x 31.5 cm and no more than 6 mm thick, located above the desk. The ordering party is obliged to restore the aforementioned panel to its original condition after the end of rental. Otherwise, Kraków Airport will charge the ordering party with the costs of restoring the panel to its condition before rental.
14. The ordering party is financially responsible for restoring the desk to its condition from before the rental and for any destruction or damage.
15. The ordering party has the right to place his own desk counter over an area not exceeding 1.5 square metres. The design of such a counter requires the prior approval of Kraków Airport. The design should be sent to the following address: business@krakowairport.pl. If the ordering party intends to use his own desk counter, the space rental fee will not be reduced.
16. The ordering party has the right to arrange for additional branding of the rented desk, in addition to the branding mentioned under Article 15, and to place and distribute its own promotional materials, for an additional fee (as per the applicable price list available on www.krakowairport.pl), by checking the "Additional promotional campaign" box on the "Information desk booking form".
17. The content and form of promotional materials distributed by the ordering party may not be contrary to morality or established principles of social coexistence. Specifically, the advertising message may not feature contents that are insulting or widely recognised as insulting, pornographic, anti-religious, political or in breach of the law of Poland.
18. Acceptance by Kraków Airport of the content of promotional materials does not release the ordering entity from the obligation referred to in Paragraph 17.
19. Kraków Airport is not liable for the content of the ordering party's promotional materials. The ordering party undertakes to satisfy all claims of third parties regarding the content of promotional materials.
20. In the event of a security threat or the occurrence of force majeure circumstances (an extraordinary, external, unforeseeable event that could not have been avoided even with the utmost care, such as fire, flood, terrorist attacks and any other event that could not have been prevented), the service may be cancelled or its date can be changed. Kraków Airport is not liable for any cancellation of the service or changed date of its provision resulting from the circumstances mentioned above. In the event of service cancellation by Kraków Airport, the ordering party will not be charged with cancellation costs. In the event that Kraków Airport



changes the conditions of a booking, the ordering party may accept the new conditions or cancel the booking without incurring cancellation costs.

21. Kraków Airport reserves the right to introduce modifications in the conditions for booking of the service, of which it will immediately notify the ordering party. If the conditions for booking of the service are changed, the ordering party may accept the new booking conditions or cancel the booking.

22. Kraków Airport is not liable for property left by the ordering party.

23. The ordering party shall be liable for any damage caused to Kraków Airport or third parties by the ordering party or its guests during the service.

24. Smoking tobacco, including smoking electronic cigarettes outside specially designated areas is forbidden on Kraków Airport premises.

25. The ordering party is required to inform the persons for whom the service is booked about the applicable terms of service.

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