

## **REGULATIONS OF A VOUCHER**

### **GENERAL TERMS § 1**

1. This Regulation sets forth the rules for the sale and redemption of Vouchers.
2. The Issuer is Centrum Sportu i Rekreacji Przystań na Eisenberga, located at ul. Filipa Eisenberga 4, 31-523 Kraków, managed by Agata Stelnik. Deliver Services, ul. Rakowicka 10b lok. 4, 31-511 Kraków, NIP: 8171959162, hereinafter referred to as the "Issuer" or "Przystań na Eisenberga."
3. The Purchaser may be a natural or legal person purchasing a Voucher from the Issuer, hereinafter referred to as the "Purchaser."
4. The Purchaser agrees to pay for the Voucher an amount equal to the nominal value of the Voucher plus a fee of 22.00 PLN (twenty-two zlotys 00/100 groszy) for issuing the voucher card.
5. The minimum nominal value for purchasing a Voucher is 100.00 PLN.
6. The Issuer offers: a Monetary Voucher.
7. Each Voucher has its unique identification number.
8. All Vouchers are recorded by the Issuer.
9. The Voucher cannot be returned or exchanged for cash.
10. The expiration date is stated on the Voucher. The Voucher's validity cannot be extended.
11. By receiving the Voucher, the Purchaser acknowledges that they have read the content of this Regulation, accepts all the provisions of the Regulation, and agrees to adhere to it.

### **TERMS OF USE § 2**

1. The Voucher may be redeemed with the Issuer. The Issuer may specify in the Voucher that its redemption can only occur with the Issuer.
2. The Issuer is not liable for the loss or damage of the Voucher from the date it is handed over to the Purchaser.
3. The Purchaser is not entitled to receive a refund of any unused amount of the Voucher.
4. The Issuer reserves the right to refuse the redemption of the Voucher in the following cases:
  - a. Expiration of the Voucher's validity period,
  - b. Damage to the Voucher that prevents the reading of the unique identification number.
5. Redemption of the Voucher is subject to the general terms applicable to the sale of the particular service or product, based on availability, prices, and terms in effect at Przystań na Eisenberga at the time of service or product purchase.
6. The Voucher remains valid for 90 days from the date of purchase, and the possibility of redemption is not extended.
7. If the value of the service exceeds the remaining amount on the Monetary Voucher, the Voucher holder must pay the difference between the service value and the remaining amount on the Voucher.
8. The holder of the Monetary Voucher selects a service or product from the available offer at the time of purchase.

### **SETTLEMENTS AND COMPLAINTS § 3**

1. The Purchaser will receive a VAT invoice or receipt at the time of Voucher purchase.
2. Any complaints related to the purchase of goods and/or services using the Voucher will be considered by Przystań na Eisenberga upon request from the Purchaser or User, following a written complaint.
3. The basis for recognizing complaints about goods or services is the VAT invoice or receipt issued at the time of the Voucher purchase.

### **FINAL PROVISIONS § 4**

1. The Purchaser and/or User, upon receiving the Voucher, confirms that they have read this Regulation, accepts its contents in full, and agrees to adhere to its provisions.
2. By redeeming the Voucher, the User confirms the request to use it within the scope defined in the Regulation.

3. The content of this Regulation is available on the Issuer's website at [www.przystannaeeisenberga.pl/regulaminy/](http://www.przystannaeeisenberga.pl/regulaminy/) and at the reception of the Przystań na Eisenberga pool area. Przystań na Eisenberga is obliged to provide the Regulation to the Purchaser and/or User upon request.
4. The Issuer reserves the right to amend the Regulation provided it does not infringe on the already acquired rights of Purchasers and/or Users. All changes to the Regulation will be updated and made available on the Issuer's website and at the reception of Przystań na Eisenberga.
5. In matters not regulated by this Regulation, relevant provisions of the Civil Code shall apply.