

## I. General Terms of Service – update 26.01.2024

### 1. Application of these terms

The General Terms of Service apply in connection with the services ("Services") provided by Simply Kraków with the seat in Oostende("Company") under the brand AMB BV and all other brands belonging to the Company.

### 2. Definitions

2.1 Services: the services whose scope is presented and described in the Company's website: [www.simplykrakow.com](http://www.simplykrakow.com)

2.2 Custom service: a service whose implementation requires contact with the customer service office to determine the scope and price.

### 3. The right to use the Services

3.1 The customer has the right to use the Service, provided that a contract has been concluded. The contract is concluded when the customer receives the booking confirmation from the Company.

3.2 The confirmation of the booking by the Company entitles the client to use the purchased Service.

### 4. Service fees

4.1 A fixed fee must be paid for the Services.

4.2 The customer must make a booking before using the Service. The use of the Service is possible only after presenting a valid confirmation of the booking in the form of a paper printout or in electronic form.

### 4.3 Payments

The company accepts various forms of payment. The Company allows prepayment for the Service using a traditional bank transfer. Payment links are available in the booking confirmation. 20-100% prepayment may be required for "Custom" services. A deposit is due 2 weeks before the commencement of the service.

### 5. Cancellation of booking

Cancellation of a booking is possible for Services. No fee is required if the cancellation takes place 1 week (7 days) before the commencement of the Service. If the Service is cancelled later than 1 week, the customer will receive a 50% refund of the value of the Service. For cancellations less than 24h before the commencement of the service, the full amount is due. The cancellation policy for services and organized groups is set individually, but, as a rule, the deposit is not refundable.

### 5. Starting the Service

5.1 The client is obliged to appear at the designated place 10 minutes before the reception time stated in the booking and no later than:

a. 5 minutes after the time stated in the booking

b. 15 minutes after the time stated in the booking for 'Private' VIP tourist services;

5.2 If the customer arrives at the pickup place after the stated time, the Company reserves the right to refuse to provide the Service or does not guarantee its implementation in accordance with the assumed plan.

5.3 If the customer is informed of a delay in a text, email or telephone message, the right to perform the Service in the event of the customer's failure to expire only after the time specified in the telephone message, text or email has elapsed using the conditions of point 5.1.

## 6. Complaints

6.1 Complaints regarding the implementation of the Services should be sent by email to the company's email address: [info@simplykrakow.com](mailto:info@simplykrakow.com). Complaints may be submitted within 1 year of the occurrence of the circumstances being the subject of the complaint.

6.2 The complaint should include, in particular, the name of the person lodging the complaint, a description of the circumstances of the event and bookings, a description of the damage suffered and attach a confirmation of the booking of the service and the booking number to which the complaint relates.

6.3 The carrier shall consider the complaint within 30 days from the date of submission or from the date of receipt of the completed complaint form.

6.4 Other conditions and detailed methods of dealing with complaints are governed by the provisions of laws and applicable executive provisions.

## 7. Documenting the performance of the Service

7.1 The performance of the Service for the Customer is each time documented by a fiscal receipt or electronic invoice issued by the Company to the Customer after the Service has been completed.

7.2 An electronic invoice in PDF format is sent to the email address provided by the Customer on the date of issue.

7.3 At the request of the Customer, the Company will provide the Customer – at his choice – an invoice in paper form or a receipt documenting the performance of the Service or Carriage.

## 8 Amendments to the Regulations

8.1 The Regulations may be changed by the Company at any time.

8.2 Amendments to the Regulations apply from the date of their publication on the Company's website.

8.3 To the extent not covered by the provisions of the Regulations, generally applicable law shall apply.