

# Terms and conditions

## I. General provisions

1. These regulations (hereinafter referred to as the "Regulations") define the rules for the provision of services electronically via the website located at <https://bleisure.com.pl> (hereinafter referred to as the "Website") to end users of the Internet. (hereinafter referred to as "Users" or separately as "User").
2. The service is provided by **Bleisure Travel** spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw, address; street Zajęcza 15, 00-351 Warsaw, registered in the Register of Entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register, under no. **0001180806** NIP **5253051786** REGON **54208667700000** share capital PLN 15,000.00 (hereinafter referred to as the "Service Provider").
3. The Regulations are regulations within the meaning of Art. 8 of the Act of 18 July 2002 on the provision of electronic services (consolidated text: Journal of Laws of 2019, items 344, as amended).

## II. A service and use of the Website

1. Services are provided to Users who make reservations or payments for services offered by the Website.
2. The Website offers Users the following services:
  - a) offering tourist services, including packages, as well as related tourist services;
  - b) making reservations for tourist services, including tourist events, as well as related tourist services;
  - c) commissioning tourist services, including tourist events, as well as related tourist services;
  - d) payment for tourist services, including tourist events, as well as related tourist services.
3. The Customer Service is available to Internet End Users after they create an account on the Website. This does not exclude the provision of some functionalities of the Website without registration.

4. The User service is available to entrepreneurs and consumers after they create an account on the Website and are verified by the Service Provider.
5. The use of the Website is free of charge, which does not exclude the possibility for the Service Provider to collect payments for reservations made via the Website, and the User each time receives appropriate information in this regard, enabling him to make an informed decision about using paid services..
6. Correct use of the service is possible using a PC, Mac or similar computer connected to the Internet, equipped with an operating system (Windows, Mac, OS, Linux or similar) and the latest versions of popular web browsers (i.e. Internet Explorer, Firefox). , Chrome, Opera, Safari) that support JavaScript.
7. When using the service, cookies may be installed on the user's IT system. Cookies are used by the Service Provider for statistical purposes. By default, software used to browse websites allows cookies to be placed on the end device. These devices can be changed in such a way as to block the automatic handling of cookies in the website browser settings or to inform each time they are sent to the device of the User or the person referred to in section. 3.6. Regulations. Detailed information about the possibilities and methods of handling cookies is available in the website browser settings. Restricting the use of cookies may affect some of the functionalities available on the website. Additional information is included in the Privacy Policy.

### III. **Registration**

1. Registration is free of charge, which does not exclude the possibility of payment by the Service Provider.
2. Registration involves creating an account.
3. Registration is necessary to use some functionalities of the Website.
4. Registration is made by completing the registration form.
5. The registration form contains clearly marked fields, the completion of which is mandatory or optional.

6. In the registration form, the User provides his/her personal data necessary to contact the User and to set up and maintain the User on the Website.

7. After completing and sending the registration form by the User, to the e-mail address provided by the User, the Service Provider sends confirmation of Registration, which may be preceded by additional contact of the Service Provider with the User verifying the information provided in the Registration process. After any positive verification, the Registration process is completed.

#### IV. **Personal data**

1. Upon acceptance of the Regulations, the User will consent to the processing of his or her personal data by the Service Provider.

2. The Service Provider is the administrator of personal data provided voluntarily by the User. More information on the processing of personal data can be found in the Privacy Policy

#### V. **Responsibility**

1. The Service Provider is not liable for damage caused by incorrect use of the service, in particular caused by use by the User or other Users contrary to the provisions of the Regulations.

2. The content contained on the website is for informational purposes only. Every effort has been made to ensure the accuracy of the information contained on the website, but the Service Provider does not guarantee that it is complete, comprehensive, accurate and up-to-date.

3. In order to guarantee the completeness, accuracy and timeliness of the information posted on the Website, first of all, contact the Service Provider.

4. The Website may contain links to content posted on other websites. This does not mean that the Service Provider or the authors of the content posted on the Website take a position on the content posted on such sites or are responsible for it.

5. The Service Provider is not responsible for opinions about Specialists posted by Customers, which does not change the fact that they should, above all, be true, not offensive, and concern only the work performed by Specialists for the Customer who issued the opinion.

6. The Service Provider reserves the right to moderate opinions expressed by Customers and to delete them without giving a reason.
7. The Service Provider reserves the right to block and then delete the account of a Customer who repeatedly and persistently issues opinions inconsistent with section. 4.5.
8. The Service Provider reserves the right to block and then delete the account of a Specialist who provides services to an unsatisfactory standard, which is reflected in Customers' complaints and opinions.

## VI. **Complaints**

1. Any complaints regarding the Service may be reported:
  - a) in writing, to the following address: **Bleisure Travel** sp. z o.o., ul. Zajęcza 15, 00-351 Warsaw;
  - b) by phone, at: +48 730 808 096;
  - c) via e-mail at: [reklamacje@bleisure.com.pl](mailto:reklamacje@bleisure.com.pl).
2. The complaint should include the data of the person submitting the complaint (name and surname and optionally: correspondence address or e-mail address), an indication of the reason for the complaint and the content of the request. If the complaint is submitted by telephone, you must also provide the telephone number.
3. Unless a shorter complaint handling time results from mandatory provisions of law, complaints are considered by the Service Provider within 30 days of their receipt, subject to section. 5.4 below.
4. The Service Provider will notify the person submitting the complaint about the method of considering the complaint by letter sent to the address provided in the complaint or by e-mail - depending on the contact details provided by the User, with the default method of communication being e-mail.
5. In order to take advantage of the possibility of amicable resolution of disputes, the consumer, within the meaning of the provisions of the Act of 23 April 1964 - Civil Code (Journal of Laws of 2019, item 114, as amended), may submit a complaint via the EU ODR online platform, available at: <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=PL>.

6. Litigation is resolved by the competent common court determined in accordance with the provisions of the Act of November 17, 1964, Code of Civil Procedure (consolidated text: Journal of Laws of 2018, items 1360, 1467, 1499, 1544, 1629). , 1637, 1693, 2385, 2432, of 2019, items 55, 60, 1043, as amended).

## **VII. Changes to the Regulations or access to the Regulations**

1. The Service Provider reserves the right to change the Regulations in the event of a change in legal provisions having a direct impact on the content of the Regulations or specific obligations imposed on the Service Provider by state authorities, changes in the Service Provider's data, as well as in order to improve the provision of the service, improve the protection of Users' privacy and prevent abuse. The User will be informed about the content of changes to the Regulations by posting a message on the Website about changes to the Regulations, containing a summary of changes to the Regulations and maintaining this information on the Website for a period of at least 14 consecutive calendar days. The User will be additionally notified about changes to the Regulations by sending an e-mail to the address (e-mail address), if it has been previously provided in the cases referred to in section 2.5. Regulations, information containing a summary of changes to the Regulations. Information about changes to the Regulations will be made no later than 14 calendar days before the entry into force of the amended Regulations.

2. Changes to the Regulations enter into force on the date given along with the information about its change, but not earlier than 14 calendar days from the moment of notification of the changes to the Regulations, provided that the amended Regulations will be binding on the User, provided that within 14 days from the date of receipt of information about its change, he will not declare resignation from the service in the event of non-acceptance of the new content of the Regulations.

3. The Regulations are available free of charge at [www.tmtechnologie.pl](http://www.tmtechnologie.pl) in a form that enables obtaining, reproducing and recording their content using the IT system used by the User. The content of the contract regarding the Service is recorded, secured and made available by sending

the User to the e-mail address, if one has been previously provided in the cases described in section. 2.6. Regulations.

#### VIII. **Final provisions**

1. The law applicable to the obligations arising from these regulations is Polish law.
2. The information posted on the website is protected by copyright. Copying and using content and information, also in fragments, is permitted (except for use under fair use) only after obtaining the consent of the Service Provider. The content and structure of the website are protected by copyright.