



REGULATIONS FOR GUESTS OF THE ENERGYLANDIA AMUSEMENT PARK IN ZATOR

1. All persons entering the Amusement Park are obliged to familiarize themselves with these regulations before entering the Amusement Park and to comply with its provisions.

2. The right to enter the Amusement Park – during its opening days and hours – is granted to persons who have a valid admission ticket, personal invitations or a special free ticket (hereinafter referred to as the "admission ticket"). The types of admission tickets and the circle of persons entitled to use the individual types of admission tickets (the rules for the sale of these tickets) are always published on the website energylandia.pl and in front of the ticket offices at the entrance to the Amusement Park. The prices of admission tickets are specified in the price list.

3. The following tickets entitle to enter the Amusement Park (does not apply to group tickets):

a. purchases can be made both at the Amusement Park ticket offices and online (via Internet):

- regular ticket,
- regular 2-day ticket,
- regular 3-day ticket,
- reduced ticket,
- reduced 2-day ticket,
- reduced 3-day ticket,
- ticket up to 3 years old,

b. purchases can only be made at the Amusement Park ticket offices:

- regular year-round ticket,
- reduced year-round ticket,
- birthday ticket;
- ticket for the bride and groom.

Additional payments for admission tickets can only be made at the ticket offices of the Amusement Park, in accordance with the price list applicable on the day of entry to the Amusement Park (e.g. an additional payment to the price of a regular ticket in the case of a reduced ticket that cannot be used by a given person due to the lack of entitlement to use a reduced ticket). This also applies to admission tickets purchased as part of a promotion.

4. The purchase and/or use of some types of admission tickets may be subject to meeting additional criteria or they may be used in a specific way:

a. regular 2-day ticket – the ticket can only be used within two consecutive calendar days,

a(1). regular 3-day ticket – the ticket can only be used within three consecutive calendar days,

b. reduced ticket – only for: people under 140 cm, seniors over 65 years of age, pregnant women or people with disabilities, Height measurement is taken in footwear.

c. reduced 2-day ticket – only for: people under 140 cm, seniors over 65 years of age, pregnant women or people with disabilities - the ticket can only be used within two consecutive calendar days, Height measurement is taken in footwear.

c(1) reduced 3-day ticket – only for: people under 140 cm, seniors over 65 years of age, pregnant women or people with disabilities – the ticket can only be used within three consecutive calendar days, Height measurement is taken in footwear.

d. reduced year-round ticket – only for: people under 140 cm, seniors over 65 years of age, pregnant women or people with disabilities. It is explained that a ticket for people whose height does not exceed 140 cm is available to people whose height does not exceed 140 cm on the day the card is issued or the coupon is exchanged for a



ticket. Height measurement is taken in footwear. The basis for the discount is determined at the time of issuing the card or exchanging the coupon for a ticket.

e. ticket up to 3 years old – only for children up to 3 years old; The ticket is intended for children under 3 years old. They can only use those attractions in the Amusement Park that are permitted by the regulations (due to the age/height criterion). According to the regulations, these children use the attractions together with a guardian,

f. birthday ticket – the admission ticket can only be used on the day of the birthday or on another day specified as the day of the birthday for the date of the Guest's actual birthday, as indicated in the Amusement Park Calendar,

g. ticket for the bride and groom – exclusively for the bride and groom, in order to organize a wedding session in the Amusement Park, the promotion applies to the bride and groom in wedding attire and a maximum of two photographers (regardless of the wedding date),

h. the year-round ticket is valid for 365 days from the date of purchase or exchange of the electronic/gift voucher for an year-round ticket (an year-round card). The admission ticket is valid according to the opening calendar of the Amusement Park (you can only use the entrance to the Amusement Park on days when the Amusement Park is open according to the opening Calendar). In the event of loss or damage of the year-round ticket, it is possible to purchase a duplicate for an additional fee,

i. admission tickets purchased as gifts (in paper form) will be sent by courier or traditional mail to the specified address. Admission ticket purchases through the online store are regulated by separate regulations.

At the same time, the Amusement Park reserves that in order to purchase or use a given admission ticket, it will be necessary to present an appropriate document with a photo (unless the factual circumstances undoubtedly indicate the justification for purchasing or using such a type of ticket), confirming the justification for purchasing or using a given ticket. Example documents for a given category of tickets can be found in the price list. It is clarified that: in the case of a reduced ticket for pregnant women, verification is based on the presentation of a document confirming pregnancy (e.g. an appropriately anonymised pregnancy card) to the extent necessary to confirm this fact and an ID document with a photo (to the extent necessary to verify identity); in the case of a reduced ticket for people with disabilities, verification is based on the presentation of a document confirming disability (anonymised, as appropriate) to the extent necessary to confirm this fact and an ID document with a photo (to the extent necessary to verify identity). The rules for the sale of specific admission tickets (e.g. those covered by promotions) may contain additional conditions, in addition to the conditions described in this point 4, included in the currently applicable price list. This price list is available both on the website of the Amusement Park and in front of the ticket offices in the Amusement Park.

5. An admission ticket or a personalized invitation entitles to use all available devices and attractions throughout stay at the Amusement Park, whereby the use of specially marked available attractions/devices is associated with the recording of the Guest's image in the environment of other Guests using these attractions/devices in order to perform an additional service by the Amusement Park or a third party, for a separate payment by the Guest, consisting in purchasing a photo/gadget with the image described above from a given attraction/device of the Amusement Park.

6. The Amusement Park includes an attraction – the Water Park, which is open only in favorable weather conditions (only during the hours allowing the use of this attraction). These conditions, together with the opening period of the Water Park and the rules for using the Water Park, are specified in the Water Park regulations available before entering the Amusement Park, at the Amusement Park Service Office, as well as on the website energylandia.pl. Due to the above, the Amusement Park Owner provides the estimated opening and closing hours of the Water Park on that day. Due to safety issues and issues related to improving customer service at the Amusement Park, these hours may change.



7. Before entering the Amusement Park, the Guest is informed – via an information board – about the possibility of using the attractions of the Water Park on that day (whereas the information board indicates whether the attraction is available at that moment). At the Amusement Park Service Office, anybody can obtain information until what time, on the day of the inquiry, the attraction will be available.

8. An admission ticket to the Amusement Park is valid for the period indicated on it, and in the absence of such an indication, for a period of thirty days from the date of its issuance (purchase at the ticket office), no longer than until the last day of opening of the Amusement Park in a given season in which the admission ticket was purchased – within the opening hours and days of the Amusement Park. The admission ticket entitles the holder to a single entry to the Amusement Park, unless otherwise stated on the admission ticket. In the case of a two-day and three-day admission ticket, it is explained that such an admission ticket allows entry to the Amusement Park on the next calendar day, and in the case of a three-day admission ticket – on the next two calendar days consecutively (irrespective of whether it is a public holiday or not) after the day on which the first entry to the Amusement Park took place on its basis, unless on the next calendar day described above (or any of the following days), the Amusement Park, in accordance with its opening calendar, is closed – in such a situation, such an admission ticket only entitles to a single entry to the Amusement Park on its basis (and in the case of a three-day ticket – to a single or double entry, depending on how many following days the Amusement Park will be closed), without the possibility of entry to the Amusement Park on a later day of its opening (i.e. on a day other than the next calendar day described above). Two-day and three-day admission tickets are sold by the Amusement Park at the Amusement Park's ticket offices only at a time when it is possible to use them in the manner described above, i.e. "day by day", in accordance with the Amusement Park's opening calendar, during the validity period of such a ticket, and it is up to the Guest to decide when to use the admission ticket.

9. Group tickets are intended exclusively for organized groups of at least fifteen people. Group tickets cannot be used individually, unless they are tickets in the "gift ticket" version. The purchase of group tickets is conditioned by their prior reservation, at least one day before the group's arrival (reservations should be made via email: grupy@energylandia.pl).

10. Nominal voucher purchased at the Amusement Park ticket office:

A nominal voucher purchased at the Amusement Park ticket office can only be used within the validity period specified on the voucher. The voucher can be used in shops and catering outlets within the Amusement Park, unless a given facility (point) states that payment using a voucher is not accepted. If the current value of the voucher exceeds the purchase value of the goods/services, the funds remaining after the purchase will remain associated with the voucher and can be used for the next full or partial payment for the goods/services. If the current value of the voucher does not meet the purchase value of the goods/services, the Guest is obliged to settle the difference between the purchase value and the current value of the voucher in money (cash or payment card). The voucher cannot be exchanged in whole or in part for cash or other means of payment. Nominal vouchers cannot be used at points with games of chance, photo booths, gaming machines or other similar points that offer such services.

Nominal voucher purchased via the website <https://ticket.energylandia.pl/>:

Nominal vouchers purchased via the website <https://ticket.energylandia.pl/> can be used to purchase admission tickets at the Amusement Park's ticket office and throughout the Amusement Park (on the principles set out in the paragraph above this point) within the validity period specified on the voucher. Nominal vouchers are not accepted as a form of payment for tickets purchased in the online store <https://ticket.energylandia.pl/>. Nominal vouchers cannot be used at points with games of chance, photo booths, gaming machines or other similar points



that offer such services. A nominal voucher purchased online cannot be exchanged for cash or other means of payment.

11. After entering the Amusement Park on the basis of an admission ticket, leaving it is considered the end of the stay in the Amusement Park (i.e. using up the admission ticket). Re-entry to the Amusement Park is only possible after purchasing a new admission ticket or on the basis of a special armband or stamp made by a security guard on the forearm of the person leaving the Amusement Park, if such a person returns to the Amusement Park on the same day on which the admission ticket was used.

12. It is prohibited to transfer an admission ticket after entering the Amusement Park to a third party for the purpose of that person entering the Amusement Park on the basis of the ticket that was previously used to enter the Amusement Park. Such a ticket does not entitle the third party to enter the Amusement Park.

12a. **Energypass:**

The Energy Pass is not an admission ticket to the Amusement Park. **Energy Pass is valid only in paper form.** It cannot be resold or exchanged for another type of service (e.g. admission ticket, voucher). **The Energy Pass allows to use privileged entry (marked passage) to specific attractions (i.e. single entry to attractions specified in the Energy Pass) in accordance with the regulations for using these attractions and these Regulations.** Energy Pass allows to "faster" entry to attractions specified in the service, allowing to skip the normal queue for those specific attractions or part of such queue (in other words: the waiting time in the queue is reduced). It is explained that it entitles you to a single use of the attractions specified in the Energy Pass (it cannot be used again for the same attraction covered by the Energy Pass). REDUCED ENERGY PASS applies to children up to 140 cm tall – taking into account the conditions of use of the attractions covered by the REDUCED ENERGY PASS and the conditions resulting from these Regulations (it is explained, for example, that the Śmiejęzki Energuś ride can be used by children at least 100 cm tall with a guardian). The Energy Pass can only be used on the day of its first use, within the validity period indicated on the Energy Pass. The Energy Pass does not entitle to use the first carriage (first row of seats - regardless of whether they are in the form of a carriage or another, e.g. a locomotive) of a given attraction.

The Energy Pass for the year-round ticket (reduced and regular) is valid for the entire period of validity of the year-round ticket and entitles to a single use of each of the attractions marked in the Energy Pass (information about the attractions covered by the Energy Pass in a given season will be available each time on dedicated leaflets located in front of the entrance to the Amusement Park), in accordance with the regulations for using these attractions and these Regulations, on each opening day of the Amusement Park (according to the opening calendar), during the validity period of this year-round ticket. The Energy Pass for the year-round ticket is added to the year-round card and is valid only as an addition to the year-round ticket. The activated Energy Pass in the year-round card is valid only during the validity period of this year-round ticket (i.e. only on this date on the opening days of the Amusement Park according to the opening calendar) and is valid for one person only.

The above, taking into account the remaining provisions of the Regulations, including the possible temporary unavailability of a given attraction. Before activating the Energy Pass on a given day, it is recommended to confirm the availability of attractions covered by the Energy Pass before entering the Amusement Park.

13. A child up to 13 years of age staying in the Amusement Park should be under the constant care of an adult (e.g. a legal guardian or a person authorized by him/her in a legally permitted manner; a teacher) obliged to supervise the child, and the person exercising supervision decides whether the child will use a given attraction/device alone or together with this person in accordance with the terms of use of the given attraction/device.



14. The rules for using attractions and devices are specified in the regulations and information placed at individual devices. The devices may be used only and exclusively with the consent and in the presence of the service staff of the attraction/device, excluding attractions and devices and service-free zones. The service staff of the device has the right, for safety reasons and in objectively justified cases, to refuse a given person, including a minor, senior, disabled or mobility impaired person, to use a given attraction/device, due to their safety or the safety of people staying nearby.

15. In order to maintain safety, in particular in situations concerning the possibility of independent evacuation of a Guest from a given attraction/device and due to the specificity of attractions/devices, the Amusement Park staff may refuse to use a given device/attraction to a person who, for objective reasons, cannot fully use a given attraction/device on their own.

16. Taking into account the remaining provisions of the Regulations, each Guest makes an independent decision on the use of a given attraction/device available in the Amusement Park, taking into account their (and if they are a person obliged to supervise a child - the child's) skills, possibilities, health condition and current preparation of the body for possible effort (warm-up) or the effect of overload/underload on it, as well as any resulting limitations, threats or risks. You can only use the attractions/devices in footwear that holds your feet well, and it is recommended to use the attractions/devices in sports shoes, unless the regulations of a given attraction/device state otherwise (see different regulations for attractions/devices located in the water zone). The remaining infrastructure of the Amusement Park (including places designated for communication around the Amusement Park) must be used in footwear. It is prohibited to use attractions/devices that are not located in the Water Park in a swimsuit. The rules regarding clothing for individual attractions/devices can be found on pictograms placed at individual attractions/devices. People with health problems (including pregnant women) who are particularly advised not to use attractions/devices that involve: overloading/underloading the user; staying at a high altitude; reaching high speeds, due to their safety, should not use such attractions/devices located in the Amusement Park.

17. With the safety of our Guests in mind, we would like to inform you that the devices in the Amusement Park have centrally established parameters for the people using them (including height, age, weight restrictions, etc.). Therefore, it is forbidden to use the devices - which have such restrictions - by people whose physical conditions (including height, weight, stoutness) prevent safe use of the device in accordance with the manufacturer's instructions. Standard terms of use of a given device are located on the information board before entering the attractions and on the park's website. It is prohibited to bring or use devices such as phones, cameras, or devices with identical functionality into the devices/attractions, as well as to bring items that may fall out/break off, etc. when using the device/attraction.

18. Since Guests come to our Amusement Park from various, sometimes very distant parts of the country, Energylandia does not refuse entry to such people, even in the case of very high attendance. There is no upper capacity limit and as long as it does not pose a safety risk, all persons who purchase an entry ticket will be allowed into the Amusement Park. On weekends and sunny days, you should expect a high attendance in the Amusement Park, and therefore also a longer waiting time to access individual devices and attractions, in such a situation, queues for a given device/attraction may require a wait longer than sixty minutes. Before entering the Amusement Park and within its premises, there are information boards with information currently displayed about the expected waiting period for the attraction/device indicated on these boards (current expected waiting period in a given queue for a given attraction/device). The waiting period in the queue after entering the Amusement Park may change, including being extended. Separate queues have been provided for Energy Pass in order to use the marked devices/attractions within the Amusement Park.



19. The Amusement Park informs that a show (e.g. stunt show) that was to take place in the Amusement Park on a given day may not take place in the event of circumstances preventing the performance of a given show (i.e. health problems of the artist (e.g. injury), unfavorable weather conditions) – in order to ensure the safety of the Amusement Park Guests and the artists themselves. A Guest may at any time - in particular before entering the Amusement Park - obtain relevant information on the shows taking place or planned shows on a given day in the Amusement Park at the Amusement Park Service Office.

20. Devices/attractions – the correct and safe operation of which depends on weather conditions – are launched and are available to Guests only in atmospheric (weather) conditions that allow for the safe use of the devices/attractions. In conditions that prevent the safe use of the devices/attractions (i.e. storm, gale, heavy rain, hail, earthquake, lightning and other such atmospheric phenomena), the devices/attractions are not available to Guests, however, the attractions/devices of the Amusement Park, the correct and safe operation of which does not depend on weather conditions, remain at Guests' disposal.

21. Information about devices/attractions that are not available to Guests at a given time is always available at the Amusement Park Service Office, and information about some of them is also available on information boards located at the entrance to the Amusement Park and on its premises.

22. It is prohibited in the Amusement Park:

- to smoke tobacco, except in specially marked and designated areas,
- to bring or possess – weapons or other dangerous items, explosives, pyrotechnic products, flammable materials, drugs, narcotics, psychotropic substances, so-called “legal highs” and other items that may pose a threat to the life or health of persons staying in the Amusement Park,
- to bring and consume any type of alcoholic beverages purchased outside the Amusement Park,
- to take any items owned by the Amusement Park outside the Amusement Park,
- to consume alcoholic beverages purchased in the Amusement Park in places not designated for this purpose,
- to pollute or litter in the Amusement Park,
- to disturb or destroy items belonging to the Amusement Park or other people,
- to enter rooms or parts of rooms not intended for unauthorized persons, including: kitchens, utility rooms, offices, staff changing rooms, warehouses, back rooms, etc.), as well as walking outside the places designated for communication (i.e. streets, paved pedestrian routes, alleys, bridges, tunnels) in the Amusement Park,
- to sell, advertise, canvas or conduct fundraising without the consent of the owner of the Amusement Park,
- to stick stickers in the Amusement Park or to paint on the walls; to use obscene, vulgar or generally considered offensive words, as well as other behaviours that objectively violate the personal rights of third parties, decency, principles of social coexistence or the well-being of minors,
- to destroy greenery, including entering green areas, unless the area is clearly marked as intended for Guests,
- to enter to/into/on: artificial ponds or swimming pools; fences or curbs separating areas designated for communication in the Amusement Park from green areas or areas excluded from use by Guests; decorations located in the Amusement Park, and it is prohibited to use them, and other items that are not attractions or Park equipment in accordance with the Amusement Park map, available in front of the entrance to the Amusement Park and on the website www.energylandia.pl, unless otherwise stated for a given item,
- to bring in animals, with the exception of a dog assisting to a person with a disability (i.e. a guide dog for a blind or visually impaired person; an assistant dog for a mobility impaired person; a signal dog for a deaf or hearing impaired person; a dog signalling an attack of a disease (e.g. epilepsy, heart disease) under the terms specified in Article 20a of the Polish Act on Vocational and Social Rehabilitation and Employment of Disabled Persons,



- to ride a bicycle, rollerblade, skateboard, rollerblade, scooter or other similar devices (does not apply to staff and authorised persons) and to bring such items onto the Amusement Park premises,
- any behaviour that discriminates against other Guests (including racism, anti-Semitism, xenophobia or homophobia),
- to performing – over the area belonging to the Owner of the Amusement Park – drone flights, and other unmanned aerial vehicles or other similar activities. This ban also applies to balloons, hang gliders, paragliders, powered paragliders, motor gliders, etc.

23. No persons will be allowed into the Amusement Park:

- who are drunk, under the influence of drugs, psychotropic substances or other intoxicating substances,
- who are behaving aggressively or in a way that objectively causes scandal, including the way they dress,
- who are possessing items listed in point 22 of the Regulations,
- who were previously sentenced to a ban on entry to the Amusement Park. A temporary ban on entry to the Amusement Park may be imposed by the owner of the Amusement Park, in the event of justified safety of other Guests of the Amusement Park, against a person who has grossly violated the Amusement Park Regulations or the provisions of the law on the premises of the Amusement Park. Entry to the Amusement Park is prohibited to persons entered in the register of perpetrators of sexual offences.

24. Security staff:

- has the right to detain a person who poses a direct threat to human life or health, as well as protected property, until the Police arrive at the scene,
- may allow a person to enter the Amusement Park who was suspected of possessing or bringing items referred to in point 22 after prior inspection of the items of the person who gave consent,
- has the right to issue orders and recommendations regarding safety and order in the Amusement Park – within the limits set by the provisions of generally applicable law and these Regulations and the regulations applicable to a given attraction/device.

25. Persons entering the Amusement Park are kindly requested not to leave their belongings/luggage in places not designated for this purpose.

26. Due to safety reasons and prohibitions on bringing items specified in point 22 into the Amusement Park, a person entering the Amusement Park at the request of a security officer, justified by the suspicion of bringing prohibited items or safety reasons, should voluntarily submit to a baggage check that they take with them to the Amusement Park. A violation of this provision, as well as a finding of a violation of safety reasons or bringing prohibited items into the Amusement Park, justifies the refusal to continue providing services by the Amusement Park and the immediate removal of such person from the Amusement Park.

27. Persons disturbing public order or violating these Amusement Park regulations or generally accepted standards of conduct by their behavior will be asked to leave the Amusement Park and the parking lot for Amusement Park Guests, or, to the extent permitted by law, apprehended in order to immediately hand these persons over to the Police. In the event of a drastic violation of the Amusement Park regulations, security staff are entitled to use the means provided for in the Polish Act on the Protection of Persons and Property to ensure safety, within the limits of the law. In the event of causing material damage in the Amusement Park or on its premises, as well as on the parking lot intended for Amusement Park Guests, committing an offense or crime, violating safety rules - security staff, to the extent and in situations permitted by law, have the right to apprehend the perpetrator in order to immediately hand this person over to the Police.



28. Please submit your complaints to the Park Service Office or by e-mail to: biuro@energylandia.pl. We would like to inform you that the complaint form, through which you can submit a complaint, is available at the ticket offices, at the Amusement Park Service Office and on the Amusement Park website. In order to properly consider the complaint, we ask you to: provide proof of purchase of the complained item/admission ticket, submit a statement (request) with a description of the complaint, and in the case of a complaint about an item, additionally deliver it to the address of the Amusement Park, i.e. Al. 3 Maja 2, 32-640 Zator, Poland. Information about the handling of the complaint will be provided to the complainant in written or electronic form (e-mail) to the contact details provided by the complainant within 14 days from the date of receipt of the complaint by the Amusement Park. In the event of a positive handling of the complaint, depending on the complainant's request, the goods will be repaired or replaced with a new one, the price will be reduced, and in the event of withdrawal from the contract, the funds will be refunded.

29. In the case of admission tickets or passes purchased from intermediaries, distributors, travel agencies, etc., complaints and any reservations or claims should be directed directly to the entity from which the admission tickets were purchased. Complaints and claims regarding such tickets will not be considered by Energylandia.

30. The Amusement Park staff has the right:

- to check recording devices, including sports cameras (in terms of meeting safety requirements). Sports cameras attached to the chest on a harness are accepted by security staff at the entrance, provided that certain safety requirements are met. If the camera meets these requirements at the time of verification, Guests receive special stickers that authorize recording rides on attractions (it is explained that in the event that these protections or cameras (or any other interference that would not ensure safety) are damaged on the Amusement Park premises, their use on attractions is not permitted),
- to refuse to serve alcohol to an intoxicated person,
- to refuse to serve Guests who behave aggressively or vulgarly,
- to issue instructions and recommendations regarding the safe and proper use of devices, attractions and shows organised in the Amusement Park.

31. A person staying in the Amusement Park is fully liable for any damage or destruction of property caused by his/her fault.

32. The Amusement Park shall not be liable for any items lost or left in the Amusement Park, as well as in its surroundings, in parking lots or in other places adjacent to the Amusement Park area – this does not apply to situations in which the item is the subject of a storage agreement concluded between the Amusement Park and the Guest (e.g. an item left in the cloakroom) or the Amusement Park has found the item or is performing the duties of a manager in relation to the found item as provided for in the Polish Lost and Found Act. Please report lost items at the Amusement Park ticket offices or by e-mail to: znalezione@energylandia.pl. There are safety deposit boxes available in the Amusement Park, where Guests can store their personal items during their stay at the Park. A special wristband entitles you to use the deposit lockers, which can be purchased for an additional fee at designated points in the Amusement Park. There are no places available in the Amusement Park to store large luggage, travel bags or other larger items. Guests are required to store such items in their vehicles or leave them in safe deposit boxes, if the size of the item allows it. The Amusement Park is not responsible for items left unattended in other places, outside the safe deposit boxes, unless they are damaged due to the fault of the Amusement Park. The rules for using safe deposit boxes are specified in separate regulations (available, among others, at the safe deposit boxes; at the Amusement Park Service Office).



33. Items lost or left in the Amusement Park, if found by an Amusement Park employee or given to the Amusement Park by a third party, will be handed over to cash office number 10. Lost items can be collected at cash office number 10 during the Amusement Park's opening hours, at the following address: Al. 3 Maja 2, 32-640 Zator, Poland, within 14 days of their discovery. Found items will be handed over exclusively to the person who lost the item, after prior confirmation of their identity. After 14 days from the moment the item was found, items that have not been collected will be treated in accordance with applicable law.

34. In the Amusement Park you can use the help of a Paramedic. An employee of the Amusement Park will show you the way to the Medical Point or call a Paramedic to a person requiring its help.

35. In the event of any injury or bodily harm, regardless of its nature, anyone should contact the Paramedic on duty at the Amusement Park at that moment. Such a report shall constitute the basis for applying for possible compensation from the insurance policy of the Amusement Park.

36. Amusement Park provides its Guests with paid, unattended, supervised parking lots, with the proviso that parking for coaches of organized groups of Guests of the Amusement Park is free of charge. Amusement Park have dedicated parking spaces for cars of people with disabilities. After showing the parking card at the ticket offices, parking of cars of people with disabilities (during the visit to the Amusement Park) is free of charge on the basis of the parking ticket issued (the entitlement to such a ticket is verified at the ticket office). Then such a parking ticket should be placed behind the windscreen of the vehicle in a visible place – in order to use the free parking. The prices of the parking lots are specified in the price list. Detailed conditions of use of the parking lots are specified in the parking lot regulations.

37. There is a monitoring system in the Amusement Park and in the adjacent area belonging to the Amusement Park. People entering the Amusement Park are aware of this and agree to be recorded by monitoring.

38. Persons entering the Amusement Park agree (and in cases provided for by law – granted by an appropriate authorized person, e.g. a statutory representative) to the free use and share of their image, recorded during their stay in the Amusement Park for marketing purposes (Article 81 of the Polish Copyright Law). The consent is granted for an indefinite period and without territorial restrictions. The consent also covers the sharing of the image by third parties as part of the broadcasting and public display of marketing materials, photos, reports, promotional films, music videos, television programs and audio-visual transmissions as well as information on events and events taking place in the Amusement Park, including on the Internet and social networking sites. In accordance with Article 81 paragraph 2 item 2 of the Polish Copyright Law, the sharing of the image of a person constituting only a detail of a whole such as, among others, a gathering, landscape, public event does not require permission.

39. The Owner of the Amusement Park, its management, staff, service and security supervise compliance with the provisions of these Regulations and the rules for using attractions/devices. Persons staying on the premises of the Amusement Park are absolutely obliged to follow the recommendations of the above-mentioned persons – aimed at ensuring safety and order on the premises of the Amusement Park. The Owner of the Amusement Park or a person authorized by it may repeal the ban on bringing a specific item or performing a specific activity with respect to a specific person while maintaining safety conditions - if this is justified by prior agreement with the Owner of the Amusement Park in writing or verbally.

40. The Amusement Park is not liable for any damage caused by force majeure, forces of nature, weather conditions, the exclusive fault of the injured party or a third party.



41. The Amusement Park shall not be liable for any interruptions in the supply of electricity, gas, water or other media that are not its fault, nor for any inconveniences that may result from this and that were not caused by the action or omission of the Amusement Park.

42. The Amusement Park will make every effort to ensure that all devices/attractions are available to Amusement Park Guests on the day of their use. Any interruptions in the operation of individual devices may be caused by the need to take action to ensure the correct and safe use of devices/attractions in the Amusement Park or by factors beyond the Amusement Park's control (e.g. weather conditions, in which the use of a given type of device/attraction may be dangerous for users) – however, the remaining attractions/devices of the Amusement Park, the correct and safe operation of which is not dependent on the above-described circumstances, remain at the Guests' disposal.

43. The Amusement Park reserves the right to change these Regulations at any time if it deems it necessary or essential to improve the service provided to Guests of the Amusement Park – and such changes will apply to purchases concluded after the entry into force of the amended Regulations.

44. Only in the case of purchasing individual admission tickets, there is possibility to use the rights of a given person resulting from having a Large Family Card by presenting it in advance (in the case of year-round tickets, group tickets, reduced tickets, it is not possible to use these rights). In order to place the NIP number on the receipt at the Amusement Park ticket offices, you must inform the cashier about this before starting the sales procedure.

45. The procedure mentioned above covers both the purchase of admission tickets to the Amusement Park and purchases of articles/goods within the Amusement Park. VAT invoices are issued for receipts with a Tax Identification Number from the amount of PLN 450.00 gross at the Customer Service Office or sent by e-mail after submitting the original receipt. In order to obtain an electronic document, please send a query to the following address: sekretariat@energylandia.pl.

46. Regulations regarding personal data are regulated by the Privacy Policy of the Amusement Park.

47. These regulations enter into force on 22 of April, 2026 and apply to purchases concluded from the above-mentioned date.