

Regulations for touring the Stara Orunia Reservoir

List of terms used in the Regulations:

- I. **Tours** - a tour to the Stara Orunia Reservoir in an organized form for tourists and residents of Gdańsk
- II. **Owner/GIWK** - Gdańska Infrastruktura Wodociągowo-Kanalizacyjna Sp. z o.o. [Gdansk Waterworks Infrastructure Company]
- III. **Reservoir/SOR** - Stara Orunia Reservoir in Gdańsk
- IV. **Organizer** - entity providing the service of touring the Reservoir
- V. **Guide** - Organizer's employee appointed to conduct tours
- VI. **Security** - Organizer's employee supporting the work of the Guide and responsible for security during tours
- VII. **Tourers** - persons who have obtained the right to participate in a tour after meeting the conditions arising from these Regulations
- VIII. **Health and safety rules** - order and organizational guidelines applicable during tours to the Reservoir

§ 1

GENERAL RULES

1. The Stara Orunia Reservoir is a historic technical infrastructure facility, which has been adapted for sightseeing.
2. The organization of tours is entrusted to a separate entity, which acts as the Organizer, and the employees appointed by the entity - as Guides and Security.
3. The Reservoir is available for sightseeing for Tourers at specified days and hours indicated at the website www.szlak.gda.pl. The Owner reserves the right to change the days and hours available to Tourers, as well as the frequency and execution of tours.
4. Touring the Reservoir takes place on specially prepared platforms.
5. The possibility of closing the Reservoir or introducing restrictions in cases justified by security or organizational reasons is reserved.
6. The Facility is not adapted to touring by people with physical disabilities (there are no driveways, ramps and stair platforms, as well as entrances of the width required in relevant regulations).
7. All Tourers are required to observe the provisions of these Regulations.
8. Information on tours is provided by the Organizer at the e-mail address gsw@giwk.pl and at the telephone number 602 278 051, which is active 7 days a week from 9:00 to 18:00.

§ 2

BOOKING AND SALE

1. Touring the reservoir is subject to fee. Touring by children under 4 years of age is free of charge under the condition of booking a ticket and indicating their age in the booking form.
2. The amount of individual and group fees is indicated at www.szlak.gda.pl.
3. Booking and selling tickets is subject to availability.
1. The maximum number of tourers in a single group is 15.

4. Tickets can be purchased via the form on the website www.szlak.gda.pl, or from the Guide - with the possibility of paying by card or cash.
5. The purchase of a ticket via the online form is a confirmation of booking the date and specific time of the tour.
6. The invoice is issued through online payment. In case of purchasing a ticket on site, the buyer receives the invoice immediately.
7. The tour can only take place with a guide, upon presentation of a valid ticket (in printed or electronic form).
8. It is possible to change the date of the visit no later than 24 hours before entering the Reservoir using the "REBOOK" link in the e-mail with confirmation of participation.
9. In order to cancel the visit after the ticket has been paid, a request for refund should be sent to the e-mail address gsw@giwk.pl at the latest 24 hours before the booked entrance. The refund will be made automatically, in the amount reduced by the commission for the transaction.
10. In case of cancellation of previously booked and paid tours due to technical or other reasons indicated by the Owner, the Organizer will offer a different date if possible, and in case this is impossible or the new date does not suit the Tourer, the Tourer will be refunded the amount corresponding to the ticket price.
11. In case of refusal to admit into the SOR a Tourer with visible symptoms of illness or infection, the refund for the paid ticket will be made in cash or by transfer to the account of the Tourer.
12. It is possible to organize classes in English or sign language. The need for such a tour, the precondition of which is having a group of min. 10 persons, should be reported directly to the Organizer 14 days in advance.

§ 3

COURSE OF TOUR

1. Before entering the Reservoir, the Guide checks the validity of tickets.
2. The Guide communicates to the Tourers the basic rules set out in the Touring Regulations, principles of safety and behavior at the Reservoir and checks whether these persons do not carry any substances or objects that are prohibited at the Reservoir.
3. In the Reservoir area Tourers are obliged to cover their mouth and nose in accordance with the generally applicable regulations. Exempt from this obligation are, among others:
 - children under 4 years of age,
 - persons who have respiratory problems (presentation of a judgment or certificate is not required),
 - persons who cannot put on or take off their own face protection because of their medical condition (presentation of a decision or certificate is not required).
4. Tourers are required to disinfect hands before entering the Reservoir. The means for disinfecting hands are provided by the Facility Owner and are located in a visible place.

5. Tourers are required to use a disinfecting mat to disinfect shoes before entering the area of the Reservoir.
6. Booking a tour means confirming that the user's medical condition allows them to participate in the Tour. The Owner reserves the right not to admit into the SOR a participant with visible symptoms of illness or infection.
7. During the tour, the obligation to maintain a safe distance of at least 2 m between the Tourers (excluded from this obligation are, among others, parents with children in need of care (up to 13 years of age), people living in a common household, disabled people, people unable to move around on their own, people with special education needs and their guardians).
8. After the formal part of the tour begins, the tour of the reservoir takes about 30 to 45 minutes.
9. The Tourers move inside the Reservoir on special platforms.
10. At the end of the tour, the Guide makes sure that all Tourers have left the Reservoir.
11. The Guide accompanies the Tourers from the moment they enter the premises of the Facility until the moment they leave it and makes sure that the Tourers behave properly and in accordance with the Regulations.
12. Every tour is overseen by Security.
13. The provisions of sections 3-8 above and §2 section 13 of the Regulations are directly related to the prevention and counteraction of COVID-19; the Owner reserves the right to withdraw from compliance with the rules resulting from these provisions only in the event of a change in the generally applicable regulations in this respect.

§ 4

RULES OF TOURING

1. The air temperature in the Reservoir is about 10°C, so it is advisable to wear suitable clothing.
2. It is recommended to keep the amount of carried luggage to a minimum.
3. Persons under the age of eighteen and completely incapacitated persons may participate in the Tour only with an adult guardian. The guardian is fully responsible for any damage caused by them.
4. Medical condition of tourers which may be of relevance for the course of the tour should be additionally reported to the Organizer in advance.
5. It is not possible to enter the Reservoir with baby carriages. Carriages should be left in places designated by the Guide. The Owner and the Organizer are not liable for items left in the carriages.
6. The tourers must strictly follow the instructions and guidance of the Guide, as well as the instructions and recommendations, in particular graphic signs and text or sound information addressed to them.
7. There is an absolute prohibition to bring hazardous materials to the Reservoir area e.g. glass bottles, firearms, flammable materials, explosives, alcohol and other narcotics.

8. The area of the Reservoir and all objects on it constitute an integral, legally protected whole. It is forbidden to move, take away or destroy any objects located within the area of the Reservoir.
9. Before starting the tour, the guide may indicate other objects which are forbidden to bring.
10. It is forbidden to enter the area of the Reservoir by persons who are intoxicated, under the influence of drugs or behave in a way that endangers safety, interferes with sightseeing of other Tourers or violates generally accepted standards of behavior in public places.
11. It is forbidden to consume alcohol, smoke or use electronic cigarettes in the Reservoir area.
12. The Guide has the right to direct people who violate public order or the provisions of these Regulations, or pose a threat to themselves and other Tourers, to leave the Tour. If such a situation occurs in relation to a minor or a minor participating in a school or organized group, the obligation to leave the Reservoir will also apply to an adult supervisor and an organized school group.
13. It is forbidden to leave any waste on the Reservoir.
14. The use of open fire is absolutely prohibited in the Reservoir.
15. During the tour, it is forbidden to:
 - throw any objects into the water filling the reservoir;
 - eat and drink;
 - lean over the railings;
 - drink alcoholic beverages and use narcotics;
 - run inside the Reservoir;
 - enter with, or carry in dogs and other animals, except guide dogs;
 - damage the structural elements;
 - write on walls, facades, structural elements and equipment of the SOR;
 - enter the rooms inaccessible to unauthorized persons.
16. Tourers are responsible for any damage caused by failure to follow the recommendations of the Guide and as a result of failure to comply with the provisions of these Regulations and safety rules discussed before the tour.
17. The area around the Reservoir is protected and video-surveilled 24 hours a day to ensure security.
18. Tourers may move only in places made available by the Owner for sightseeing and under the conditions specified in the Regulations.
19. The Guide may ask the Tourer to show the contents of the luggage brought in to the Reservoir under pain of refusal to carry out the tour.

§ 5

FINAL PROVISIONS

1. The Owner reserves the right to direct Tourers who violate public order or knowingly and grossly violate these regulations to leave the facility.
2. Neither the Owner nor the Organizer shall be liable for accidents resulting from the medical condition or intentional actions of the Tourer.

3. The Regulations are available on the website of the Owner www.gsw.gda.pl. The Regulations are also available for reading on the premises of the Reservoir and in the Owner's and Organizer's office.
4. Signing up for a tour to the Reservoir means:
 - reading the provisions of these Regulations and their acceptance;
 - consent to GIWK processing the personal data contained in the application form in order to book a tour to the Reservoir
5. The information obligation resulting from the provisions of Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC, is annexed to these Regulations and sent to all persons booking a tour, to the e-mail address specified on booking.
6. Neither the Owner nor the Organizer shall be liable for belongings left on the Reservoir during the tour.
7. The Owner reserves the right to make changes to the Regulations for important reasons.
8. Neither the Owner nor the Organizer are responsible for the safety of persons staying in the Reservoir.
9. Any comments and requests may be submitted to the Owner by e-mail: gsw@giwk.pl or by post to: 80-122 Gdańsk, ul. Kartuska 201; GIWK Sp. z o.o.