



# THE SZCZECIN TOURIST CARD REGULATIONS

## I. DEFINITIONS

1. Szczecin Tourist Card - a special offer for visitors to Szczecin, designed for tourist promotions.
2. Organiser - Żegluga Szczecińska Turystyka Wydarzenia Sp. z o.o. with its registered office located at ul. Tadeusza Apolinarego Wendy 8, 70-655 Szczecin, registered in the National Court Register kept by the District Court in Szczecin-Centrum, XIII Commercial Division under the number KRS 0000292505, having the tax identification number (NIP) 851-020-72-24.
3. Partner - an organisation that is a participant in the Szczecin Tourist Card Project, which, based upon contracts concluded with the Organiser, offers its products or services to the Card Users under special conditions specified in the Guide.
4. Facility - the Partner's facility where the Szczecin Tourist Card is recognised.
5. Guide - information about offers and discounts provided by Partners. The Guide contains the name of the place where the discount is granted, the discount amount or the type of special offer, contact details, and a description. It is available at [www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna](http://www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna).
6. Card User - a buyer of the Szczecin Tourist Card who purchased the Card online or at a sales point.
7. Card - an electronic ticket or a printed card with the details of the Card User (personalised) and the expiry date. The Card is disposable and cannot be used after the expiry date.
8. Time Option - 24 or 72 hours - depending on the type of Card purchased.
9. Sales Point - Tourist Information Centres or partner point offering the stationary sale of the Szczecin Tourist Card. The list of sales points is available at [www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna](http://www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna).

## II. GENERAL INFORMATION

1. The Szczecin Tourist Card is an offer of discounts or benefits provided by Partners, as described in the Guide.
2. The discount offer is available from the date and time entered on the Szczecin Tourist Card.
3. The Organiser may change the offer at any time by extending it with additional Facilities, entitlements to discounts or other types of services. The change of the offer referred to in the previous sentence shall apply from the moment of introducing the relevant change on the website [www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna](http://www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna).
4. The Organiser may at any time change the offer by removing particular Facilities, rights to a discount or other types of services from the offer.
5. After activating the Szczecin Tourist Card, it is not possible to change the expiry date of the Time Option.
6. The full list of Partners is available on the Organiser's website: [www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna](http://www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna).
7. The Szczecin Tourist Card is not a payment card.
8. The Szczecin Tourist Card is a personal card. For its validity, it is required to enter the name and surname of the owner on the Card.
9. The current version of the Regulations is available on the Organiser's website: [www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna](http://www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna).

## III. PRICES

1. The Organiser determines the selling prices of the Szczecin Tourist Card.
2. The selling prices of the Szczecin Tourist Card are not subject to discounts.

## IV. DISTRIBUTION NETWORK

1. The Szczecin Tourist Card is sold at Sales Points and through the applications listed at [www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna](http://www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna).

## V. COMPLAINTS

1. In the event of any problems with obtaining a discount, the User should immediately contact the Sales Point (in person, by calling 914 340 440 or by email [cit@zstw.szczecin.pl](mailto:cit@zstw.szczecin.pl)).
2. The complaint may be submitted in Polish, English or German.
3. Consideration of the complaint will occur within 7 days from its submission unless due to exceptional circumstances it can not be dealt with in this time period. In this case, the time for considering the complaint is extended to 14 business days. The Card User will be notified of the method of settling the complaint in one of the forms (at the complainant's discretion) in writing, sent by letter or via email.
4. Complaints about reasons beyond the control of the Organiser or Partners will not be considered.

## VI. LOSS OF THE CARD

1. The Organiser is not responsible for the loss of the Card.

## VII. CHANGES TO THE REGULATIONS

1. The regulations may be changed. Any change will be made public at [www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna](http://www.visitszczecin.eu/pl/25-szczecinska-karta-turystyczna).



## How does it work?



Free  
transport



Cheaper  
museums  
and galleries



Discounts in  
bars and  
restaurants



Available online  
and at the tourist



information centres