



Practical information

Standard of hotels

In the descriptions of the presented hotels and in the contracts concluded with clients for the organization of tourist events, we provide the so-called local categorization, according to the regulations of the country of stay, in accordance with Art. 40. paragraph 1. point 1. of the Act of November 24, 2017 on tourist events and related tourist services. Please be advised that each country uses its own criteria for awarding a specific category.

Hotel night

A hotel night, and therefore hotel benefits (e.g. board), in hotels and apartments ends at 10.00 a.m., and begins at 2.00-3.00 p.m. In the case of return flights to the country taking place after the last hotel night is finished, rooms should be left until 10.00 on the check-out date. Usually, the Guests have at their disposal a luggage storage room. In the case of night arrivals to the country of destination, taking place the following day after the date on which the hotel benefits begin, stated on the travel document under the heading "DATE", Guests are accommodated in the hotel upon arrival – which means that the hotel night is counted from 2.00-3.00 p.m. on the day stated on the travel document under the heading "DATE". Commencement of all inclusive benefits takes place after check-in in the hotel, on condition that the first hotel night has already begun, and ends at check-out, however, no later than at the end of the last hotel night. In the case of ship cruises, embarkation begins at 13:00 on the date of commencement of the cruise. Cabins should be left by 9:00 on the date of completion of the cruise.

Courier supervision

Participants of coach groups are under the supervision of a courier during a tour, and under the care of a resident during the stay (holidays and cruises). The courier/resident will not always live in the same hotel as the participants. During a cruise, the resident is on the same ship as cruise participants. The courier/resident is a competent representative of ITAKA Tour Operator. When a group arrives, the resident informs about the times and place of duty. His/her tasks include assisting with arrivals, departures, during the stay, embarking on the ship, as well as signing people up for local trips.

Local trips

Tourists have an opportunity to take part in optional local trips that are paid for on site. Trips to interesting tourist sites, often not far from the place of the stay, are a pleasant way to add variety to one's holidays. Customers participating in optional trips shall not receive a refund for the hotel room, ship cabin or meals unused during such time. Local trips are organized by local tourist agencies on terms specified by them. There is a possibility that, if there is not enough participants, a trip may be canceled.



Visas

Each participant traveling outside the European Union must possess a valid passport (a minimum of 6 months after the date of return to Poland). ITAKA Tour Operator is not liable towards persons who will not be allowed across the border due to reasons beyond the control of the operator. Foreigners shall handle visa formalities on their own. In the event of a trip to a country that requires visas, Customers are obligated to submit original documentation to ITAKA Tour Operator sufficiently in advance to receive a visa. For traveling to EU countries, a personal identity card or passport is required.

Air-conditioning

A hotel is fitted with air-conditioning only when this is expressly specified in the description of the hotel and the room. The same applies to ship cruises. In many cases, these devices are operated centrally and are periodically activated/deactivated at the discretion of the hotel's/ship's owner. Individually controlled air-conditioning works when the Customer is in the room and turns it on using a special magnetic card. The card is available at the reception desk and is issued upon check-in. In family rooms, air-conditioning is in one room.

Luggage

For flight events, a customer may take carry-on luggage up to 5 kg (with dimensions not exceeding 55 x 20 x 40 cm) and 1 piece of check-in luggage weighing from 15 to 20 kg (depending on the airline). For ship cruises, a customer may take check-in luggage (with dimensions not exceeding 75 x 58 x 23 cm) and carry-on luggage (with dimensions not exceeding 55 x 20 x 40 cm). Each excess luggage is subject to additional charges according to the tariff applicable for the carrier, which is available at your dealer's. This applies, e.g. to equipment for surfing, windsurfing, kite surfing, folded bike, golf equipment or diving equipment - tanks must be empty.

Transportation of this type of equipment during airport - hotel - airport transfer may also require an additional fee, as they often require the use of special modes of transport. Transportation of additional equipment must be reported by the customer by e-mail no later than 3 workdays prior to departure to: cok@itaka.pl along with the reservation number, customer name, and the equipment's weight. Then the customer will be informed about any additional cost of the transport of equipment during transfer at the destination. In the case of events with typical ski transport, the transport of ski and snowboard equipment (pair of skis and boots or snowboard per person bag required) up to 10 kg/person on charter flights is free. It is possible to accumulate ski luggage (several pieces of equipment into one case). For coach events the amount of luggage per person is limited to one suitcase or travel bag (max. 15 kg) and a small hand luggage. Surcharges for excess luggage are not possible in the coche - in this case, the driver will refuse taking extra suitcases or bags. It is recommended that the luggage placed into the coach luggage hold be labeled in a manner that allows owners to identify it.



Traveling of disabled persons

Disabled persons on wheelchairs are transported via airplane at no extra charge (also for the wheelchair). Wheelchairs are transported as checked-in luggage and can be given to ground staff only before boarding the plane. Batteries from battery-electric wheelchairs must be disconnected for the duration of the flight.

For safety reasons, airlines must be informed of the travel of disabled persons (wheelchair, blind, deaf-and-dumb) 3 business days prior to the date of departure. A trip of such a person should be reported to your dealer or to the address cok@itaka.pl with the booking number and full name.

The carriage of persons in a wheelchair during the airport–hotel–airport transfer generally requires the use of special means of transport, and may be associated with an extra charge, so a customer traveling in a wheelchair, wishing to use the transfer, must report this to the dealer or to the address cok@itaka.pl no later than 3 working days before the departure date. Then the customer will be informed about any additional cost of such transport.

Annotations (applicable to the entire offer)

The price for participation of children under 2 years old in events realized by charter plane is 149 PLN/person. Children up to 2 years old in charter flights are not entitled to separate checked-in luggage, unless the Terms and Conditions of Carriage for Passengers and Luggage of the given airline state otherwise. The Terms and Conditions of Carriage for Passengers and Luggage are available at www.itaka.pl/linie_lotnicze.

1. The prices specified in the catalogue do not include entry fees to visited sites, drinks with lunch-dinners or luggage insurance. The discount price for children apply when they are accommodated with at least two adults.
2. ITAKA Tour Operator shall strive to maintain the planned order of the program, if provided; however, changes can be caused by extraordinary circumstances, impossible to predict or avoid, or justified by concerns about the safety of participants.
3. The photos of rooms presented in the catalogue are example photos. This means that not every room at the hotel or on the ship looks the same as the one presented in the photo in the catalogue.
4. ITAKA Tour Operator is not liable for delays caused by force majeure or by the behavior of third parties who do not participate in the performance of the contract, that were impossible to predict or avoid.
5. The hours specified for serving meals and functioning of particular elements of hotel or ship infrastructure may be subject to minor changes due to seasonality, weather conditions, requests of Guests or force majeure, on which the hotelier or ship owner have no influence.
6. The fee for local guides depends on the number of participants and has been calculated for groups of at least 20 people in the case of airplane tours and for groups of at least 35 people in the case of bus tours. If the number of participants differs from those mentioned above, the fee may vary in proportion to the number of participants.
7. Luggage limits on internal flights included in the programs of tours may be lower than the luggage limits on flights to and from destinations. Information



about the permissible luggage weight will be provided no later than 3 days before departure in the customer's area on moja.itaka.pl.

8. During some of the tours Customers use the Tour Guide system. It is a system that facilitates sightseeing, using wireless connections. Participants receive individual receivers, and guides and pilots communicate information using a microphone connected to the transmitter. Detailed information on using the receiver is provided by the pilot on the first day of the trip. Information about whether the tour is supported by the Tour Guide system is located in the comments in the tour description on www.itaka.pl.