HYDROPOLIS

REGULATIONS OF THE HYDROPOLIS CENTRE FOR ECOLOGICAL EDUCATION

§1
GENERAL PROVISIONS

1. The "Hydropolis" Centre for Ecological Education (hereinafter referred to as **Hydropolis**) is managed by Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji Spółka Akcyjna based in Wrocław (**MPWiK S.A.**) ul. Na Grobli 19, 50-421 Wrocław, entered in the Register of Entrepreneurs kept by the District Court for Wrocław-Fabryczna in Wrocław, 6th Commercial Division of the National Court Register, under KRS number 0000391028, share capital: PLN 482,104,700.00 (paid up in full), NIP (Tax ID): 896-000-02-56, REGON (Business ID): 930155369.
2. Hydropolis fulfils MPWiK S.A.'s statutory objective of providing education. The mission of Hydropolis is to convey accessible knowledge about water, its role in the world and in human life, as well as water-related phenomena. Hydropolis pursues this objective by making exhibitions open to the public and by taking active measures as part of its educational offer. Hydropolis also implements partial tasks in the scope of protection of the natural and cultural heritage of mankind of a material nature, such as the historic water reservoir that houses the Hydropolis exhibition.
3. Visitors to the Hydropolis premises shall comply with the present Regulations.
4. Hydropolis is open to visitors on the days and hours specified on the website and at the Hydropolis ticket offices.
5. Hydropolis reserves the right to change visiting dates and to temporarily close some sections of the exhibition to the public in justified cases.
6. The number of visitors allowed in the Hydropolis building at the same time is strictly limited.
7. During opening hours, visitors shall enter Hydropolis according to the date and time of entry specified on the ticket. Hydropolis reserves the right to refuse entry to the exhibition to visitors who are more than 15 minutes' late whenever this is advisable due to the number of people in the Hydropolis building and for security reasons.
8. The last visitors are allowed to enter Hydropolis 60 minutes before it closes.
9. It is not possible to return to the exhibition with the same ticket once the tour is over.
10. The exhibition and its facilities are not permanent. The change or removal of parts of the exhibits shall not constitute grounds for a claim for a refund of all or part of the ticket fee.

§2
RULES FOR STAYING ON THE HYDROPOLIS PREMISES

1. When staying on the premises of Hydropolis (understood as buildings as well as the whole fenced area of Hydropolis, also referred to as the Hydropolis Grounds), one shall strictly follow the recommendations and instructions of the Hydropolis staff.
2. While visiting Hydropolis, one should follow the designated routes, the signs and information placed on information boards, as well as information and instructions from Hydropolis staff.

3. Children aged under 13 are allowed on Hydropolis premises only when accompanied by an adult.
4. Any organised group of minors may only stay on the Hydropolis Grounds under the constant supervision of at least one adult.
5. The number of visitors supervised by one educator shall not exceed 20 persons; for a group with children aged up to 10 years and for a mixed group with children aged up to 10 years, the number of visitors supervised by one educator shall not exceed 15 persons.
6. The supervising adults are responsible for the conduct of the children under their care and for any damage caused through culpable damage or destruction of exhibits or any other items on the Hydropolis Grounds.
7. The interactive elements of the exhibition shall be used in accordance with the user manuals placed next to the individual elements of the exhibition or the guidelines provided by the Hydropolis staff. It is necessary to particular attention to the warnings and messages placed next to the elements of the exhibition.
8. Any malfunction, damage or destruction of the elements of the exhibition and Hydropolis equipment shall be immediately reported to the Hydropolis staff.
9. The exhibition may feature pulsating lighting, which may be detrimental to persons who have photogenic epilepsy.
10. On the Hydropolis Grounds, it is forbidden to act in such a way as to disturb other visitors or to cause an accident, injury or other damage to the health of the visitor and other visitors.
11. On the Hydropolis Grounds, it is especially forbidden to:
    a) destroy, relocate and take out of the building or outside the Hydropolis Grounds any elements of the exhibition and equipment;
    b) run, jump, sit or hang on any elements of the exhibition and equipment;
    c) use any elements of the exhibition and equipment contrary to their intended use and contrary to instructions;
    d) enter water tanks and to throw small items, including coins, into the tanks;
    e) bring in any potentially dangerous items that may cause injury, stabbing or any other harm to health, as well as weapons, explosives and other items dangerous to life and health;
    f) bring in and consume food and drink outside the designated area;
    g) bring in and consume alcohol, smoke, bring in and use intoxicants, use electronic cigarettes;
    h) bring in umbrellas, backpacks, large bags and outer garments;
    i) bring in or ride bicycles, scooters, skateboards or other similar equipment;
    j) discard rubbish (including chewing gum) in places not intended for this purpose;
    k) leave personal belongings (in particular bags, backpacks and suitcases) in places not designated for this purpose;
    l) bring animals into the Hydropolis Grounds, except for guide and assistance dogs;
    m) pursue commercial activities without prior written consent from MPWiK S.A.;
    n) pursue advertising activities or engage in political canvassing without prior written consent from MPWiK S.A.;
    o) take photographs of the Hydropolis exposition using flashes and tripods, as well as film it for commercial purposes without relevant written consent from MPWiK S.A., which must be given before entering the exposition;
    p) photographing, filming and/or recording in any other way the image of the Water Production Plant No. 2 facility at Na Grobli Street.
12. Umbrellas, backpacks, large bags and outer garments shall be deposited in the free locker on the Hydropolis Grounds. Visitors are charged PLN 20 if they lose their key, token or locker number.
13. The Hydropolis staff have the right to refuse entry or ask out anyone who does not comply with these Regulations. In this case, the visitor is not entitled to a refund of all or part of

the ticket price.

14. There is an on-site shop on the Hydropolis Grounds. Its operation is regulated by the separate "Regulations of the Hydropolis Centre for Ecological Education Shop", published on the Hydropolis website.
15. Every Sunday, the last two opening hours of Hydropolis to the public are so-called "quiet hours", during which no events are organised, tours are individual, and equipment emitting loud noise and intense light is switched off. During the "quiet hours", no group tours and guided tours are organised. During the "quiet hours", visitors are required to keep quiet during their visit, to put their telephone on silent mode and not to use any audio devices in hands-free mode.
16. Sensory backpacks can be borrowed free of charge from the Hydropolis cloakroom. The contents of the backpacks include soundproofing headphones and sensory toys. At the end of the tour, the backpack and all equipment shall be returned to the cloakroom no later than 15 minutes before the closing of the exhibition. The number of backpacks available for hire is limited.

§3
PLANET OF WATER SCREENING

1. Planet of Water screenings start as scheduled. Information about the start time of the upcoming screening is made available on a screen at the entrance to the screening room.
2. Visitors are admitted to the screening room immediately before the screening begins.
3. It is not recommended to leave the screening room during the screening. Anyone who leaves the screening room is not allowed to return during the screening.
4. During any screening of the Planet of Water, audio and video recording is prohibited.
5. During screenings of the Planet of Water, all electronic appliances (e.g. mobile phones, cameras, mp3 players, laptops and other devices emitting light or sound) shall be switched off.
6. It is forbidden to touch the technical and electronic equipment of the projection room.
7. During screenings in the screening room, special care is needed due to the lights being switched off and the semi-darkness in the room, as well as due to the open water tank located in the room.
8. Persons with pacemakers can safely attend the screenings.

§4
FEES, TICKETS

1. The rules for the online distribution of tickets are provided in the "Regulations for the Online Sale of Tickets and Vouchers to the Hydropolis Centre for Ecological Education" on the Hydropolis website.
2. A free is charge for entry to the Hydropolis exhibition. Children aged under 3 are admitted free of charge.
3. When a ticket has been purchased but has not been used for reasons not attributable to Hydropolis, no claims may be made for a refund of all or part of the ticket price. This also applies to a situation when not the entire time for a tour is used.
4. When a ticket is not used within the specified time limit, it cannot be used to visit Hydropolis at another date.
5. Hydropolis reserves the right to charge additional fees for certain attractions that are not included in the standard Hydropolis offer.
6. Tickets can be purchased directly at the Hydropolis ticket office or via the online ticketing system available on the website, in accordance with the applicable Price List and the "Regulations for the Online Sale of Tickets and Vouchers to the Hydropolis Centre for Ecological Education". During a pandemic period, it is recommended to purchase tickets by

electronic means.

7. The current Price List for tickets and the "Regulations for the Online Sale of Tickets and Vouchers to the Hydropolis Centre for Ecological Education" are available at the Hydropolis ticket offices and online at bilety.hydropolis.pl.
8. Ticket sales are subject to availability. Hydropolis reserves the right to withhold ticket sales when there would be more visitors in the Hydropolis building than allowed.
9. The ticket offices open with the start time of Hydropolis and close one hour before the exhibition closes.
10. Organised groups are required to book tickets in advance by email at rezerwacje@hydropolis.pl and by telephone at 71 34 09 515, from Monday to Friday, between 9.30 AM and 4.30 PM. Bookings only include group tickets and are subject to availability.
11. Group ticket booking rules are available at http://bilety.hydropolis.pl/.
12. The ticket offices accept payments in zloty and by card (the types of payment cards accepted are specified at the Hydropolis ticket offices and online at www.hydropolis.pl).
13. The visitor has the right to request a refund in full if the request is received by Hydropolis no later than 7 days before the planned visit. The basis for a refund is a receipt, VAT invoice or any other document confirming the purchase of tickets.
14. Refunds shall be made as follows:
    a) for tickets purchased at the ticket office: in cash or to a payment card, depending on the form in which the payment was made;
    b) for tickets purchased online: to the account number from which the online payment was made, in accordance with the "Regulations for the Online Sale of Tickets and Vouchers to the Hydropolis Centre for Ecological Education".
15. The Hydropolis staff have the right to verify documents confirming the right to a discount before admitting a visitor to enter the Hydropolis premises (e.g. school/student ID, Our Wrocław card, etc.). When no confirmation of the eligibility for the discount is provided, the Hydropolis staff have the right to demand that the ticket price be paid in full; if the visitor refuses to do so, the staff have the right to refuse the person access to the Hydropolis Grounds.

§5
LIABILITY

1. The Hydropolis Grounds have an audiovisual surveillance system and physical security.
2. The Hydropolis staff provide basic assistance to visitors in the event of emergencies and accidents and call the relevant services where necessary.
3. Hydropolis bears no responsibility for children left unattended or without supervision by an adult.
4. Hydropolis bears no liability for any incidents, harm or damage to persons or their property on the Hydropolis Grounds if these arise for reasons beyond Hydropolis' control, in particular as a result of the following:
    a) failure to comply with these Regulations;
    b) use and operation of any elements of the exhibition contrary to these Regulation and the detailed instructions for individual elements of the exhibition;
    c) failure to comply with instructions given by the Hydropolis staff;
    d) leaving a child unattended by an adult guardian or parent;
    e) failing to read the rules for the correct and safe use of elements on the Hydropolis Grounds, including failure to make children accompanied by an adult aware of these rules;
    f) prohibited conduct as defined in § 2(12) and (13) of these Regulations.
    g) carelessness and lack of attention on the part of visitors when moving around on the Hydropolis Grounds, as well as ignoring warning signs placed in potentially dangerous

areas. This applies also to situations where clothes, as well as electronic appliances and other valuables, get wet or flooded with water.

5. Should a visitor damage or destroy an exhibit or an element of the exhibition, the visitor shall be liable for the incident in accordance with the applicable law.
6. Hydropolis bears no liability for items left on the Hydropolis Grounds.
7. Any items found on the Hydropolis Grounds or left in the cloakroom shall be retained for a period of two weeks from the day they were found; subsequently they may be transferred to the Lost Property Office.
8. The Hydropolis security staff is authorised to enforce the provisions of these Regulations, in particular § 2.
9. The security staff and Hydropolis staff have the right to inspect whether persons entering the Hydropolis Grounds bring in the items referred to in §2(13) of these Regulations.
10. If there is a direct threat to the health or life of visitors, Hydropolis reserves the right to immediately discontinue the services provided.
11. Should an evacuation announcement be made, all persons staying on the Hydropolis Grounds shall be obliged to leave the building immediately through the nearest evacuation exit and strictly obey the instructions of the security and Hydropolis staff.
12. The basis governing the rules for organising and holding an event or event on Hydropolis premises is the "Regulations for the Online Sale of Tickets and Vouchers to the Hydropolis Centre for Ecological Education", published on the Hydropolis website.

§6
FINAL PROVISIONS

1. The Regulations are available on the website and at the Hydropolis ticket offices.
2. For more details about the Hydropolis exhibition, email biuro@hydropolis.pl or call at +48 71 34 09 515.
3. By purchasing a ticket, the visitor accepts these Regulations and agrees to follow them.
4. Failure on the part of a visitor to comply with these Regulations constitutes grounds for requiring the visitor to leave the Hydropolis Grounds. In this case, the visitor shall not have the right to re-enter Hydropolis on the day in question or to claim a refund of the ticket price.
5. On the Hydropolis Grounds, the image of customers may be recorded by filming, photographing or videotaping in order to confirm that the Hydropolis tour service has been provided. By entering the Hydropolis Grounds, clients give consent to the recording of their image and those under their care for the purpose of verifying the proper conduct of the tour. Hydropolis has the right to amend these Regulations. The amended Regulations shall be made public on the website and at the Hydropolis ticket offices.
6. The Regulations take effect as of 1 September 2023.

§ 7
GDPR DATA PRIVACY NOTICE

Pursuant to Article 13(1) and (2) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (hereinafter referred to as the ***GDPR***), this is to inform you that:

1. The controller of your personal data is:
   Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji S.A., based at ul. Na Grobli 19, 50-421 Wrocław, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for Wrocław-Fabryczna, 6th Commercial Division of the National Court Register, under KRS number 0000391028, with share capital of PLN 482,104,700.00

(paid up in full), NIP: 8960000256, REGON (Business ID): 930155369, hereinafter referred to as the ***Controller***.

2. Your personal data will be processed by the ***Controller*** exclusively:
   a. for the purpose of concluding a contract (pursuant to Article 6(1)(b) of the GDPR),
   b. for the purposes of establishing, asserting or defending claims, if any, as well as for evidential purposes (pursuant to Article 6(1)(f) of the GDPR),
   c. for archival purposes, according to the Controller's duty as a public entity (pursuant to Article 6(1)(c) of the GDPR, in connection with the Act of 14 July 1983 on the National Archival Resource and Archives (consolidated text of Journal of Laws of 2020, item 160).
3. The ***Controller*** will process your personal data:
   a. for the period necessary to conclude a contract and, once the contract has been concluded, for the period necessary to perform the contract,
   b. to the extent and for the period provided for by law, until the expiry of any claims arising from the conclusion and performance of the contract (up to 6 years from the due date of a claim),
   c. to the extent and for the period prescribed by law, until the expiry of the period ensuring that the Controller's archiving obligation has been fulfilled (at least 5 years).
4. You have the right to access and rectify or modify your personal data, to erase your personal data or restrict their processing, to object to the processing, and the right to data portability.
5. In matters regarding data protection, you may contact the Data Protection Officer, e-mail address: abi@mpwik.wroc.pl; tel. 71 34 09 928 (Monday to Friday, 8:00 AM to 3:00 PM).
6. You are required to provide your personal data for the ***Controller*** to be able to take steps to conclude and perform a contract; should you fail to provide your personal data, no contract will be concluded.
7. The recipients of your data will be entities to which the ***Controller***:
   a. is required to provide data under the applicable legislation – entities and services to which specific laws confer the competence to obtain information from the ***Controller*** (including but not limited to the Police; Municipal Police; Prosecutor's Office, Court);
   b. is required to provide the information to fulfil the ***Controller***'s obligation – persons or entities requesting information about Procurement in accordance with the Act of 6 September 2001 on Access to Public Information (consolidated text of Journal of Laws of 2022, item 902).
   c. discloses personal data based on relevant contracts – persons or entities who are contractors or providers of services for the ***Controller*** (processors), including but not limited to IT service providers, entities providing courier services, postal services, legal services, debt collection services, services in the scope of printing, addressing, customisation of documents and attachments to documents, packing of parcels; a *company providing security services*
8. Your personal data will not be processed by automated means and will not be profiled.
9. You have the right to lodge a complaint with the supervisory authority if you believe that the processing of your personal data violates the GDPR.