

STAYPOLAND TOURS TERMS: GLOSSARY

TOUR PRODUCT

Our Personal Travel Assistants put together packages of service items, which are then offered to our travel agency's customers. Tour products are split into ready-made products (e.g. fixed-date escorted tours or city tours) and customizable products (e.g. all tailor-made tours or business events).

PACKAGE

A package is an exclusive tour product consisting of at least two service items. Our Personal Travel Assistants only offer packages.

Please note: *If you just want to reserve accommodation or hire a car without the help of a Personal Travel Assistant you are welcome to use our semi-automatic online hotel and car reservation system, which allows you to book quickly and easily with the help of our friendly reservation staff. It is the cheapest way, as our exclusive tour products are staffed by specialists and thus are slightly more expensive (see the Service Charge comments below).*

SERVICE ITEMS

Accommodation in one hotel on selected dates; rental of a car, minibus or coach; Personal Driver + car; railway tickets; Transfer (car, coach, private chartered plane); City Guide; Tour Leader, concert tickets, dinner menu, health insurance etc.

TAILOR-MADE TOURS

Customizable leisure packages that are organized on-request according to the needs and specifications of our customers. Tailor-made tours are further categorized by type of transport into Chauffeur Driven, Self-drive and Rail Tours.

•CHAUFFEUR DRIVEN

Tailor-made tours by limousine, mini-bus or coaches, all driven by our own Personal Drivers.

•SELF-DRIVE

Tailor-made tours by cars you rent via our online car reservation system. If required, customers can drive their own cars and book another Service Item package from us.

•RAIL TOURS

Tailor-made tours by train, where we secure the railway tickets, accommodation and any other service items.

FIXED-DATE ESCORTED TOURS

Scheduled, tried-and-tested tour itineraries on published dates, escorted by a professional Tour Leader. Reservations are open until the tour is fully booked.

BUSINESS EVENTS

Customizable services for business customers include Incentive Travel Tours, Teambuilding, Meetings and Conferences.

•INCENTIVE TRAVEL AND TEAMBUILDING

Program packages for our business customers, their employees and partners. These are usually activity-filled programs for the purpose of integration.

•MEETINGS AND CONFERENCES

These packages include reservation of the meeting venues (usually conference halls), and can include accommodation, transfers and additional program events.

CITY TOURS AND EXCURSIONS

Ready-made tour products which help customers explore a particular Polish city or its environs (starting and

ending in the same city). City tours and excursions are sold only as a part of a package.

OUTDOOR GAMES

Special products for leisure and business customers. Games are usually conducted in cities, but it is possible to have them elsewhere. EnigmaWarsaw is a ready-made product, but we organize other outdoor games on request.

TRANSFERS

Transfers are transport (one-way or return) by a chauffeur driven vehicle. Transfers can be booked only as a part of a tour package.

PERSONAL TRAVEL ASSISTANT

A professional employee of our office who provides dedicated exclusive personal services: they supply consultancy support to you, assist you, and are responsible for booking your tour packages or business events.

EMERGENCY PHONE NUMBER

You can call this 24/7 telephone number while in Poland. You can speak with your Personal Travel Assistant, or another representative if your designated Personal Travel Assistant is not available.

POLAND TRAVEL E-BOOKS

These brief, English-language guidebooks include travel planning information. Anyone can download our free [Poland travel e-books](#) and use them to make planning their Polish itinerary easier. The e-books have been written by people with in-depth knowledge of Poland, and are updated by our customers after their visit to Poland.

SERVICE CHARGE

We aim to list the costs of all our service items separately. When you request a Tailor-made Tour, your Personal Travel Assistant will calculate for you our wholesale Internet rates, which are usually lower than if you booked the same services without our travel agency (for instance: accommodation rates via StayPoland can be as much as 50% lower than the hotel reception rates!)

Obviously, every Internet price includes an online booking charge. However, if you are interested in an exclusively dedicated service with a professional Personal Travel Assistant at your disposal in the planning stage, 24/7 support in Poland via our emergency phone number, free restaurant bookings, etc. then we believe our service charge is competitive and will save you valuable time. Our service charge is calculated as:

1: 5% added to the total quoted value of all service items reserved with the help of our Personal Travel Assistant.

2: If the total value of all service items is less than 5,000 PLN (approx 1,400 USD / 1,100 EUR), the service fee increases to 10%.

3: If you need only a few arrangements (5 service items and less) and the value of all purchased service items exceeds 10,000 PLN (approx 2,800 USD / 2,200 EUR), then there is no service charge!

Please note: The service charge policy applies only to the Tailor-made Tours. For fixed-date Escorted Tours, Business events or EnigmaWarsaw, service charges are already included in the quoted price!

TOUR EVALUATION

After the end of your tour, we will send you an e-mail with a tour evaluation sheet. In less than 5 minutes you can rate our support and the service items you received. You do not have to complete it, but your feedback is extremely helpful in improving our services.

PERSONAL DRIVER

Your Personal Driver drives you, assists you, carries your luggage and to some extent can act as a guide. The level of English varies among drivers, and if you prefer yours to act as a guide in English, then please inform us in advance. It is possible to have Personal Drivers with guide certifications, but their price is higher than those who just speak English.

Important information: all Personal Drivers facilitate your transportation needs to observe the itinerary agreed upon with your Personal Travel Assistant and as recorded in the Tour Fact Sheet. We understand that changes

can happen, and you are welcome to change the itinerary - even on the spot. However, if this extends the length of the actual journey significantly longer (by more than 10%) than stated in the Tour Fact Sheet, please inform your Personal Travel Assistant or your Personal Driver in advance and ask if it incurs extra charges. The charges for extended travel are small but fair – it is not our intention to increase prices. In reality, our Personal Drivers usually wish to show you more than you thought you had paid for and it is up on you to decide if you wish to see and experience so much of Poland.

CITY GUIDE

For specified historical areas, by law, the guides must be licensed. All City Guides we use are helpful and have a vast knowledge and great command of foreign languages.

TOUR LEADER

The Tour Leader escorts our customers during fixed-date Escorted Tours. We select only the best licensed escort guides, and they are often also a licensed City Guide for one of the visited cities. A Tour Leader or an escort guide provided by our travel agency is also a convenient option for self-organized groups who want an experienced local person to accompany them while they are in Poland.

TOUR REQUEST FORM

To request a tour, just send an e-mail to incoming@staypoland.com or use our Tour Request Form. The Tour Request Form may look lengthy, but it helps your Personal Travel Assistant to make all the necessary arrangements without having to get back to you for more information.

TOUR FACT SHEET

If you are interested in a Tailor-made Tour, our Personal Travel Assistant will include all details and on-going arrangements (including timing and meeting places) as part of your Tour Fact Sheet. We will send you an updated copy if anything changes. When you are satisfied, and the Tour Fact Sheet is to your approval, simply forward it to us when booking. Please print it before leaving for Poland as it also acts as your Tour Voucher. (see an example of a Tour Fact Sheet)

TOUR VOUCHER

Your Tour Fact Sheet becomes your tour voucher once your Tailor-made Tour booking is confirmed. Customers reserving fixed-date Escorted Tours receive separate confirmation letters.

TOUR ID

Every tour has a special ID number, which is given on the Tour Fact Sheet. If you are calling our travel agency, and your Personal Travel Assistant is not available, this ID will help other assistants access your tour details.

TOUR ORDER FORM

You need to fill in the [Tour Order Form](#) if you want to book a fixed-date Escorted Tour. The form includes data about the participants and payment details. Send us the Tour Order Form either by email (attachment, scan), by fax or by post.

SECURE RESERVATION FORM

To book a Tailor-made Tour, we have a secure, SSL-verified online reservation form. Using our online reservation form, your credit card information serves as a guarantee or for payment. A link to the Secure Reservation Form is supplied upon request by our Personal Travel Assistants.

RESERVATION

Once you have confirmed that you want to book your tour by filling in our Secure Reservation Form (Tailor-made Tours) or by sending us the Tour Order Form (fixed-date Escorted Tours), we confirm the booking and then your tour is reserved. To book a fixed-date Escorted Tour, at least a 30% prepayment is required.

CANCELLATION

Our full cancellation policy is given in the conditions section. Tailor-made Tours have a different cancellation policy from the fixed-date Escorted Tours. Please check the appropriate cancellation policy before booking your tour.

PAYMENT

To book a fixed-date Escorted Tour, a minimum 30% upfront prepayment is necessary, with the remaining amount being billed 30 days before arrival. For Tailor-made Tours, we need only a credit card guarantee when you book and full payment 20 days before the tour starts (25 days if you prefer bank transfer). Business events have individual payment policies.

•CREDIT CARD

The most popular type of payment, where you pay via a secure, SSL-supported website or by faxing your credit card details. We bill the credit card and send you a Receipt of Payment. No transaction fees.

Supported cards: VISA, MASTERCARD, DINERS.

•BANK TRANSFER

Alternatively, you can wire payment to our bank account in Poland (accounts in EUR and PLN). All bank fees must be paid by the sender (the customer).

RECEIPT OF PAYMENT

A short note we send by e-mail after we have debited your credit card or receive your bank transfer to confirm the amount of money we have received.

INVOICE

If you need a VAT invoice for your company then you must notify us before we process the payment. Please send us the complete company address along with your company's VAT number in order for our accountancy department to issue a full VAT Invoice in English. If you want the invoice to be issued in your preferred currency (not Polish zloty), please inform your Personal Travel Assistant.

BILLING PRICE

We only publish our official prices and bill our customers in Polish zloty (PLN), based on the exchange rate published by the National Bank of Poland - available at: www.nbp.pl.

ORIENTATION PRICE

For orientation purposes we show the prices for the fixed-date escorted tours on our website in the leading foreign currencies. Orientation prices fluctuate with time, while the Billing Price remains fixed. If you book a Tailor-made Tour, you will be given an orientation price in your currency next to the official Billing Price. It is the customer's choice whether they want to make a full prepayment while booking or to pay 20-30 days before the tour start (as stated in our conditions). The advantage of a full prepayment is that you do not have to keep track of the exchange rates.