

Terms and conditions

1. ChopinPASS.com website is operated by City Info Sp. z o.o., LLC company incorporated under the laws of Poland, with its seat in Warsaw, Poland at Plac Defilad 1, 00-901, registered by Regional Court for the City of Warsaw, XII Economics Division of National Court Register under registration number KRS 0000453620, VAT tax number.: PL5252549484.

2. Services

a/ Tour packages consisting of transfers and attractions' tickets.

Transfers are shuttle service by comfortable minibus with English speaking driver - we are licensed transportation company. We provide all the required admission tickets. Our packages have guaranteed departure dates and are addressed to individual tourists looking for simple and cost efficient solution.

b/ One day tours for individual tourists and small groups.

We offer tours for 1-14 participants, which includes transportation, tour leader / local guide, entrance fees. In our tours we follow and discover the Frederic Chopin's traces across Poland. Traveling in a small group lets our visitors fully experience the cultural and relaxing atmosphere of visited places.

3. Meeting point and punctuality

a/ The meeting point for our regular tours, which is described on the voucher/ticket sent via email upon purchase, is located at the Palace of Culture and Science in Warsaw (parking lot between Congress Hall and Museum of Technology). Exact location on Google Maps: <https://goo.gl/maps/2fXt3oB4uTo>
In case of individually agreed custom pick-up point it will be described in email correspondence.

b/ Please be punctual for the tour/service. In case of problems with locating departure point, please call our office at +48 533 493 940 or 570 222 377. In case of slight delay (up to 5 minutes past the set starting time), driver will wait for the participants at the meeting point. If the delay is longer than 5 minutes, the tour will start without you. In case of running late and lack of contact, we shall consider the situation as 'no show' and your reservation will be cancelled. Please note running late is not grounds for a refund.

4. Reservations, payments and cancellations

a/ Reservation can be made by the payment form available on our website.

b/ Tours/packages must be prepaid in full to receive the electronic proof of payment sent via email. If you have not received the email within 15 minutes after the purchase, please check your junk mail folder or contact us directly via email: info@chopinpass.com to let us verify the case.

c/ Canceling by the customer up to 7 days before the service will be fully refunded; between 7 days and 48 hours notice 50% refund is due to the customer. For cancellations below 48 hours and in case of no show on the service, refund is not possible. Cancellation is possible via phone contact or through e-mail (info@chopinpass.com). City Info sp. z o.o. never cancels tours, however, if we will be forced for reasons beyond our control, we will refund all the received payments or we will offer a similar alternative service at the next available date at no additional cost. There will be no refund from City Info for unused service – customer no show.

5. Responsibility

Temporary closure of the venues or reschedule are not the responsibility of City Info. Such situations as bad weather conditions, especially the storm, may result in a ban on entering the memorial park in Żelazowa Wola. City Info does not organize the piano concerts included in the tour packages, so City Info shall not be responsible for either schedule or any other changes regarding concerts.

6. Promotional release

During the course of a tour photographs or video may be taken to be used by City Info in promotional campaigns including but not limited to print, online advertising, our websites and social media profiles. At the time of material being shot you will have the opportunity to decline being included.

By using site www.ChopinPASS.com and making a payment you agree to the Terms and conditions.