

FACTORY

Factory Kraków/Futura Park

Out of concern for the safety and welfare of the customers of Factory Kraków/Futura Park, we would like you to carefully read the provisions contained in these Regulations and abide by them, when visiting our Centre.

These Regulations apply to the entire area of Factory Kraków/Futura Park, hereinafter referred to as “the Centre”

Entering the area of the Centre is tantamount to accepting the provisions of these Regulations.

General Principles of Using the Centre:

1. The Centre is available to Customers during its opening hours, which are indicated at the entrances to the Centre and on its websites: www.krakow.factory.pl and www.krakow.futurapark.pl.
2. Presence within the Centre's premises after the opening hours is possible only after obtaining a written consent of the Director of the Centre or a representative of the Centre's Manager.
3. It is forbidden to violate the law and pose a threat to the visitors of the Centre. In particular, it is forbidden to use any objects or things, which could create a source of fire, smoke, or steam, etc., and it is also forbidden to bring explosives, flammable materials, weapons, chemicals, and other dangerous materials, to the area of the Centre.
4. Any activity, which could be considered harmful, unhygienic, or disturb other visitors to the Centre, is not permitted. In particular, it is forbidden to make noise, play ball, bring and ride bikes, skateboards, roller blades, roller skates, motor scooters, motorcycles, shoes with wheels, scooters, Segway vehicles, remote controlled cars, smart balance boards, longboards, etc. This does not apply to the customers taking their bicycle out of the Centre, immediately after its purchase or technical service, and those customers who bring their bicycle into the Centre, in order to use the services, including bicycle technical service, offered by lessees of the Centre.
5. It shall be prohibited to use escalators and lifts for purposes other than those for which they were intended, and in particular to run on escalators, to transport baby carriages on escalators, to move around inactive staircases, and to go in the opposite direction that the escalator's direction of travel.
6. Destruction or theft of the Centre's property and equipment, including in particular: the accessories installed in public spaces, such as toilets, sanitary facilities, etc., is prohibited. Persons, who have stolen, destroyed, or damaged any property of the Centre, will be held financially responsible and, in justified cases, may also be held criminally responsible.
7. It is forbidden to tape off, cover, or tear off the evacuation signs and other markings available in the Centre.
8. It is forbidden to move, use, and stay in the areas not intended for Customers, the offices intended for the Centre's Administration and Security personnel, technical corridors, and other specially marked areas.
9. It is only permitted to sit on benches or places designated for this purpose. Sitting on stairs, flowerbeds, advertising or decorative elements, balustrades etc., is prohibited.
10. It is forbidden to organise, without the prior written consent of the Manager or Director of the Centre, gatherings of artistic events, rallies, charity actions, peddler's trade and door-to-door selling, music and dance performances, speeches, performances, etc. In the event of carrying out such activities without prior consent, the owner of the Centre is entitled to claim compensation for non-contractual use of the Centre.
11. It is forbidden to use supermarket trolleys for any other purpose than transporting the purchased goods by the customers of the Shopping Centre.
12. All devices, equipment, recreation areas, WiFi network, etc. should be used for their intended purposes, and in accordance with the applicable legal provisions.
13. The Centre is monitored. Information on the processing of personal data shall be included on the monitoring system's information stickers. Detailed information is available at the info point and at the

FACTORY

Centre's Administration Office.

14. The rules regarding using the Centre's Car Park are defined in the Centre's Car Park Regulations.

Promotional activities

1. It is forbidden to carry out any promotional activities, especially distribution of advertising materials, placing posters, conducting surveys, tasting, etc., with the premises of the Centre, without the written consent of the Administration, Manager, or Director of the Centre.
2. It is forbidden to photograph or film the Centre or any part of it for commercial purposes, without the written consent of the Centre's Management.
3. It is forbidden to use the FACTORY trademark without the prior written consent of the Centre's Manager.

Minors

1. The safety of minors present within the premises of the Centre is the responsibility of persons who, by law or agreement, are obliged to supervise them.
2. Minors under 13 years of age may stay in the Centre only under the supervision of a person obliged by law or agreement to supervise them.
3. Minors may only use the escalators and lifts under the supervision of their guardian.

Animals

1. It is prohibited to bring animals into the Centre. The prohibition referred to above shall not apply to the animals accompanying the handicapped persons.
2. The owners are responsible for any damage caused by the animals.

Other prohibited substances

1. Drugs, smoking tobacco and e-cigarettes are strictly prohibited within the premises of the Centre. Consumption of alcoholic beverages is possible only in a designated and marked place.
2. It is forbidden for persons under the influence of alcohol or drugs to stay in the Centre.

Lost property

1. It is forbidden to leave personal items and other objects, in particular luggage, unattended.
2. Neither the Owner of the Centre nor its Manager shall be liable for items left, lost, or stolen, within the premises of the Centre.
3. Items found within the premises of the Centre should be handed over immediately to entities entitled to collect the found property, i.e. to the Centre's Security Office or to the Centre's information desk.
4. Keeping any found things to oneself is a violation of the binding law.

Security

1. Any person infringing the provisions of these Regulations shall be required to leave the Centre at the request of the Director of the Centre or persons authorised by the Director (e.g. the Centre's Administration or Security staff). Failure to comply with the requests and instructions given by the Director of the Centre or persons authorised by them may result in exercising the appropriate legal remedies, including legal liability.

FACTORY

2. The Security Officers at the Centre have the right to use any means of persuasion allowed by the law, against persons disturbing order or endangering other persons present in the building and within the premises of the Centre, as well as against any persons committing theft or wrongful appropriation of property. The Centre's Security Services can refuse access to the premises to all persons, whose presence could be considered a threat to the safety, good image and interests of the Centre, or persons under the influence of alcohol or intoxicating substances.
3. In the event of danger, it is mandatory to follow the instructions given by the Centre's Management, Administration, or Security staff, and by other authorised persons. Follow the safety rules and procedures and use evacuation routes at all times.
4. Having the comfort and safety of the Customers of the Centre in mind, we kindly ask you to observe the above Regulations. Complaints and motions can be submitted to the Administration Office of the Centre