

SUNTAGO-BUS Regulations

The SUNTAGO-BUS line is not public transport and is dedicated exclusively to guests with a valid bus ticket and authorized employees of the Suntago Water Park. To ensure a pleasant and safe journey, please adhere to the following regulations for each passenger.

1. Before boarding the bus, please show a valid ticket.
2. Tickets for the Suntago-BUS ride can be purchased online at www.parkofpoland.com or from the bus driver, provided the bus has free seats for the ride. Tickets can only be purchased from the driver using a valid payment card.
3. Current ticket prices and timetables are available on the website www.parkofpoland.com.
4. The Suntago-Bus ticket entitles you to take the ride to the route indicated on the ticket.
5. The ticket can be edited, i.e. the travel date can be changed or it can be refunded to a voucher. Changes can be made multiple times, but until 19:59 of the day preceding the date shown on the ticket. Please be advised that an administrative fee is charged for each changed ticket in accordance with the price list.
6. The ticket can be presented to the Suntago-Bus driver in electronic or printed form.
7. In the event of failure to appear for the Suntago-Bus at the time indicated on the ticket, the ticket is generally forfeited and does not entitle to a refund of the fee paid. The exception is a situation in which a person was late for the ride and wants to use the next ride and there are places on it. The lack of free seats in next bus rides do not entitle to a refund.
8. The person using the ride should arrive at the departure point 5 minutes before the scheduled departure.
9. Priority boarding is given to families with children up to 130 cm tall, pregnant women, seniors (over 65 years old) and people with disabilities. First to enter are people with tickets for a specific ride. Next are people who missed the previous ride (immediately earlier ride) and have a ticket, the last are people without tickets.
10. The driver is the bus manager. The driver's task is to ensure the safety and comfort of the passengers and to respect the timetable. Passengers are obliged to comply with the regulations and the driver's instructions.
11. For the safety of all passengers, passengers must remain in their seats with seat belts fastened throughout the ride. The driver is required to stop the vehicle and/or authorized to refuse to move off from a stop if all passengers are not wearing seat belts.



12. Adults travelling with children are required to ensure that the children remain in their seats with their seat belts fastened. Children up to 90 cm and up to 4 years of age may travel on their parents' laps for free.
13. For the safety and comfort of all passengers, persons under the influence of alcohol or behaving aggressively will not be allowed to board the coach, regardless of whether they have a valid ticket.
14. In the event of a threat to the safety or disruption of the comfort of other passengers, the driver is obliged to call out the passenger(s) disturbing the peace to stop such behaviour. In the event of failure to comply with the driver's order, the driver is obliged to call the proper authorities and stop the ride until they arrive.
15. Consuming food and alcoholic beverages during the trip is prohibited.
16. Carrying hand luggage is permitted provided that it does not obstruct the passage, does not cause discomfort, contamination or damage to the clothing of other passengers and does not restrict the driver's visibility. The passenger is fully responsible for hand luggage and includes in particular: hand bags (with dimensions of 55 x 40 x 23 cm), strollers (without a child), baby carriers, car seats and wheelchairs. The driver has the right to consent to a larger luggage.
17. It is prohibited to place luggage on seats.
18. For the comfort of passengers and the environment, we ask you to throw small waste (paper, tissues, etc.) into the bags placed on the backs of the bus's seats and to throw plastic water bottles into the container/bag indicated by the driver.
19. The organizers are not responsible for any delays caused by traffic jams, closures or blockades of streets, changes in traffic organization and technical and operational reasons.
20. The regulations come into force on 01/12/2024 and are valid until further notice.
21. Any complaints should be reported to the e-mail address kontakt@parkofpoland.com or by mail to the address "Global Parks of Poland" Ltd. with its registered office at ul. Nowy Świat 1, 96-300 Wręcza.

We wish you a pleasant ride and lots of unforgettable experiences!

