

## Terms and Conditions for Ticket Sales to Magic World by Flora Point

### §1 Definitions:

1. **Seller** – Flora Point Group sp.z o.o., with its registered office at Mrówcza 212, 04-697 Warsaw, KRS 0000873567, Tax ID (NIP) 9522154362, REGON 366015647.
2. **Buyer** – a natural person, legal entity, or organizational unit without legal personality but having legal capacity under the law.
3. **Consumer** – a natural person purchasing Ticket(s) for purposes not directly related to their business or professional activity. Certain Consumer rights are also granted under the Consumer Rights Act to natural persons conducting sole proprietorship business, if they purchase products for purposes unrelated to their business or professional activity.
4. **Entrepreneur** – a legal entity or organizational unit without legal personality but having legal capacity under the law.
5. **Exhibition** – a temporary arrangement and presentation of products and decorative elements named Magic World Flora Point (Magiczne Miasteczko Flora Point), at the Seller's store from November 15, 2025 to December 31, 2025.
6. **Ticket** – a gift card ticket confirming the purchase of entry rights to the Exhibition, which can be used for payment as specified in these Terms and Conditions. The provisions of the Gift Card Terms and Conditions dated April 1, 2017 do not apply to it.

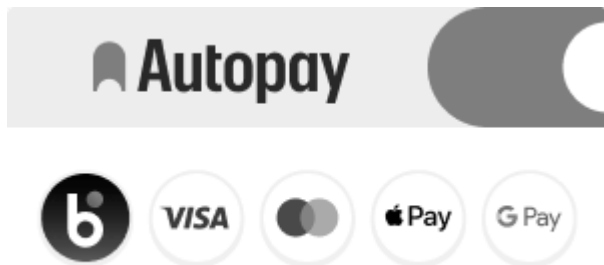
### §2 General Provisions

1. The owner of the Exhibition is Flora Point Group sp.z o.o., with its registered office at Mrówcza 212, 04-697 Warsaw, KRS 0000873567, Tax ID (NIP) 9522154362. Contact with the Seller is possible by phone: 22 812 78 76 and email: [flora@florapoint.pl](mailto:flora@florapoint.pl)
2. The Exhibition opening hours from November 15, 2025 to December 31, 2025 are as follows:
  - Monday – Sunday: 9:00 AM - 8:00 PM
3. Any changes to opening hours will be announced publicly on the Seller's website (<https://www.florapoint.pl/>) and on-site at Mrówcza 212, 04-697 Warsaw.
4. Before purchasing a Ticket, the Buyer is required to read these Terms and Conditions and all additional information posted at <https://bilet.florapoint.pl/> and the Flora Point Physical Store Terms and Conditions. If the Buyer does not agree with the Terms and Conditions and the Physical Store Terms and Conditions, or if they cannot comply with any of them, they may not purchase a Ticket.

### §3 Ticket Purchase

1. Tickets can be purchased online at <https://bilet.florapoint.pl/> or at the cash desk located at the Exhibition entrance.

2. Payments on <https://bilet.florapoint.pl/> can only be made through the Payment Operator Autopay S.A.
3. The entity providing online payment service is Autopay S.A.



4. All prices listed in the Online Store are gross prices stated in Polish zloty (including all applicable taxes).
5. Online purchase consists of receiving a Ticket in the form of a QR code, which is sent to the provided email address.
6. The Ticket entitles one-time entry. Leaving the Exhibition means the necessity to purchase a new Ticket.
7. A single Ticket entitles entry for one person.
8. Children under two years of age and persons with disabilities are exempt from the obligation to purchase a Ticket.
9. Holders of the Loyal Customer Card are exempt from the obligation to purchase a Ticket. At the same time, the immediate family of the Loyal Customer Card holder, i.e., two adults and children, may enter the Exhibition without the need to purchase a Ticket.
10. The Ticket remains valid until the end of the Exhibition, which means it can be used on any day.
11. The Buyer is required to present the Ticket upon entering the Exhibition area. At entry, the Ticket will be scanned and marked by the system as active. Upon exiting the Exhibition, the Buyer should go to the cash desk to finalize the purchase, i.e., finalize the purchase, settle payment, and receive the appropriate purchase document. After exiting the Exhibition, the ticket will be marked by the system as redeemed.
12. The Seller reserves the right to refuse entry to the Exhibition if the Ticket is damaged or illegible and code verification is impossible, or if the Ticket code has already been used.
13. The Seller reserves the right to refuse entry to the Exhibition without stating a reason.
14. The Buyer is responsible for sharing the Ticket with third parties.
15. Return of unused Tickets is not possible.
16. Placing an online Ticket order through the website is an invitation to conclude a contract. The sales contract is concluded when funds are credited to the Seller's account.
17. The Ticket is confirmation of a contract concluded between the Buyer and the Seller, ensuring the right to enter the Exhibition area and the possibility of using it as a form of payment at the cash desk, as specified in §4. The Ticket is bearer.

## §3A Online Ticket Pre-sale

1. Tickets purchased online at <https://bilet.florapoint.pl/> from November 5 to November 12, 2025 inclusive (until 11:59 PM) are considered pre-sale Tickets.
2. Every Buyer who purchases a Ticket online during pre-sale receives a paper voucher upon entry to the Exhibition entitling them to one free hot chocolate with marshmallows.
3. Paper voucher issuance: a) The paper voucher is issued by staff at the Exhibition entrance when scanning the entry Ticket. b) The system automatically verifies whether the given Ticket is entitled to a voucher and whether the voucher has not been previously issued. c) One Ticket entitles receipt of one paper voucher. d) The voucher is issued only for Tickets purchased online during the pre-sale period specified in point 1.
4. Voucher redemption: a) The voucher can be redeemed only on the day of visiting the Exhibition, after proper scanning of the entry Ticket and receiving the paper voucher. b) The condition for receiving hot chocolate is presenting and surrendering the paper voucher at the beverage dispensing location. c) After receiving the hot chocolate, the paper voucher remains with the Seller and is not returned to the Buyer. d) The voucher entitles collection of hot chocolate during Exhibition opening hours, subject to product availability.
5. Voucher validity and limitations: a) The voucher can only be used on the day of receiving the paper voucher upon entering the Exhibition. b) An unused voucher expires after leaving the Exhibition and is not subject to refund, exchange for cash, or extension to another day. c) The voucher is not exchangeable for cash equivalent or other products and does not combine with other promotions and discounts. d) A lost or damaged paper voucher is not subject to reconstruction or replacement. e) The Seller reserves the right to refuse voucher redemption in case of justified suspicion of abuse, forgery, or unauthorized origin of the voucher.
6. The Seller reserves the right to change the complimentary product (hot chocolate with marshmallows) to a product of equivalent or higher value in case of temporary unavailability of the originally offered product.
7. Tickets purchased during pre-sale are subject to the same rules as regular Tickets - return of unused Tickets is not possible, in accordance with §3 point 15 of the Terms and Conditions.

## §4 Ticket Use

1. A scanned Ticket may be used at the cash desk as a form of payment with a value equivalent to the Ticket value.
2. The Ticket as a form of payment can only be used on the day the Ticket is scanned, i.e., on the day of entering the Exhibition using the given Ticket.
3. Tickets that were scanned at the same time (on the same day and at the same hour) may be combined according to the rules specified in paragraph 4 point 2.
4. If the purchase value is less than the Ticket value, the excess funds are not refunded or transferred to future purchases. This means that any difference between the Ticket value and the purchase price remains unused and is not subject to refund or transfer to other transactions.

5. Rules for issuing sales documents: a. If the Ticket is not used as another form of payment in accordance with the provisions of paragraph 4, point 1, the sales document will be fully issued for the Exhibition Ticket. b. In case of partial use of the Ticket as another form of payment in accordance with the provisions of paragraph 4, point 1, the sales document will be issued partly for goods and partly for the Ticket. c. If the Ticket is fully used as another form of payment in accordance with the provisions of paragraph 4, point 1, the sales document will be issued for goods, and the Ticket price will be included as another form of payment.

## **§5 Technical Requirements**

1. Technical requirements necessary for cooperation with the IT system used by the Seller for Ticket purchase are possible provided that the IT system used by the Buyer meets the following minimum technical requirements:
  - Connection of the end device to the internet network.
  - Having an active email address.
  - Having software in the form of a web browser.
  - Having a printer enabling black and white ticket printing or a phone or mobile device (e.g., smartphone, tablet, e-reader) supporting QR code, which enables later generation of the purchased online Ticket.
2. An active email account is required to make an online Ticket purchase.
3. The Buyer is obligated not to send unlawful content.
4. Placing an online order is tantamount to the Buyer's simultaneous obligation to make payment for that order.
5. Payment for an online order can only be made electronically, using a payment card or electronic transfer.
6. The price stated for the Ticket on the website <https://bilet.florapoint.pl/> is expressed in Polish zloty (PLN), is a gross price, and is valid at the time the Buyer places the order.

## **§6 Complaint Procedure**

1. Complaints regarding online Ticket sales require written complaint notification to the email address: [flora@florapoint.pl](mailto:flora@florapoint.pl). The complaint notification should include the Consumer's contact details, order number, defect description, and the Consumer's demand.
2. The Seller will consider the complaint and inform the Consumer of their decision within 14 business days from receiving the complaint notification. The Seller will notify the Consumer of the complaint resolution result electronically, to the email address indicated in the complaint notification.
3. Warranty for physical and legal defects is excluded for Entrepreneurs.

## **§7 Withdrawal from Contract**

1. Entrepreneurs do not have the right to withdraw from the contract.

2. The Consumer does not have the right to withdraw from the contract pursuant to Article 38 point 12 of the Act of May 30, 2014 on consumer rights.

## **§8 Final Provisions**

1. Matters not regulated by these Terms and Conditions are subject to Polish law provisions, particularly the Civil Code and the Act on Consumer Rights and the Act on Electronic Service Provision.
2. Buyers making Ticket purchases accept the provisions of these Terms and Conditions.
3. The Terms and Conditions enter into force on November 5, 2025.