



TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES BY ELECTRONIC MEANS

UNITY LINE LIMITED SP. Z O.O.

BRANCH IN POLAND

1. These Terms and Conditions for the Provision of Services by Electronic Means [“**Terms and Conditions**”] are issued by Unity Line Limited spółka z ograniczoną odpowiedzialnością, Branch in Poland, based in Szczecin, Pl. Rodła 8, postal code: 70-419, NIP: 3020001748, REGON: 321457024, registered in the Register of Entrepreneurs of the National Court Register (KRS) under the number KRS 0000487684, registration court: District Court Szczecin-Centrum in Szczecin, 13th Department of KRS, phone 91 3595695, e-mail: unity@unityline.pl [“**Unity Line**”] pursuant to Article 8 of the Act of 18 July 2002 on the provision of services by electronic means.
2. In the Terms and Conditions, the following terms shall have the meanings defined below:
 - a) **On-line System** – a reservation system available on the website unityline.pl, owned and managed by Unity Line, which allows a person purchasing a ticket [“**User**”] – to purchase a ticket for the carriage of passengers, their luggage and their motor vehicles by sea by Unity Line [“**Ticket**”], for the User or a third party [“**Passenger**”];
 - b) **User** – has the meaning defined in item (a) above; The User can be the Passenger at the same time. The User can register an account in the On-line System, but this is not a prerequisite for using this system.
 - c) **Ticket** – a document entitling the Passenger to be carried by a ship managed by Unity Line, which the Passenger receives at the Ferry Terminal in Świnoujście or Ystad, upon successful completion of the Ticket reservation and payment of the fee in one of the three forms (i) electronic form (in the case of purchase of the ticket by electronic means), (ii) a receipt (in the case of purchase of the ticket in the Unity Line travel agency or directly on board a ship), (iii) VAT invoice (in the case of purchase of the ticket in the Unity Line travel agency, or directly at the Ferry Terminal in Świnoujście or Ystad 2 hours before the scheduled departure of the vessel, or in the case of purchase of the ticket by electronic means - at the express request of the User); to purchase a ticket, the Passenger must provide the reservation number;
 - d) **Passenger** – has the meaning defined in item (a) above;
 - e) **Terms and Conditions of Carriage** – General Terms and Conditions of Carriage of Passengers by ships managed by Unity Line, made available at the website unityline.pl, i.e., the terms and conditions under which Unity Line provides the service for the carriage of Passengers, their baggage and motor vehicles by sea.
 - f) **Special offer** – a non-refundable (not subject to any refunds) and non-changeable offer to carry Passengers, their baggage and motor vehicles by sea, published at a time at the Unity Line website: www.unityline.pl.
3. Unity Line provides a service of the Ticket reservation by electronic means [“**Services**”]. Agreements for carriage are concluded on terms set out in Terms and Conditions of Carriage.
4. The Terms and Conditions of Carriage are available at the website unityline.pl and upon request of the User or Passenger in the Unity Line travel agency and at the Ferry Terminals in Świnoujście and Ystad.
5. By using the Services, the User agrees to:
 - a) the provisions of these Terms and Conditions;





- b) the processing by Unity Line of personal data of the User, the provision of which is required to make the payment for the Ticket in the On-line System (full name, address of residence, e-mail address, phone number, date of birth, food preferences), and may be required under the Terms and Conditions or under the provisions of law - when the ticket is purchased via the On-line System;
 - c) the provisions of the Unity Line Privacy Policy, the content of which is made available at the website unityline.pl;
 - d) the provisions of the Unity Line Payment Policy, the content of which is made available at the website unityline.pl;
6. When using the Services, the User may consent to the receiving of commercial information by means of electronic communication and to the processing of personal data of the User by Unity Line for purposes not related directly to the Services, in particular for marketing and advertising purposes.
 7. The minimum technical requirements necessary to use the On-line System are as follows:
 - a) Desktop:

Browsers: Opera 67, Edge 80, Firefox 75, Chrome 81, Safari 8.6,
Operating system: Windows 10, macOS 10
Hardware: memory: 2 GB, 1 TB HDD, CPU: Intel i5 or similar;
 - b) Mobile:

Browsers: Safari or Chrome supported by your hardware model
Operating system: Android or OS supported by your hardware model
Hardware: Iphone 8 or Samsung Galaxy 10 or similar
 - c) website optimisation to the resolution of 1024 x 768;
 - d) ability to install cookies.
 8. Unity Line is not responsible for technical problems or technical limitations on the part of the User or the User's equipment.
 9. The User may not provide any illegal content or interfere in any way with the operation of the On-line System or use the On-line System for any purpose inconsistent with its intended use, the Terms and Conditions, or law. If the User fails to comply with this provision, Unity Line has the right to refuse to provide Services.
 10. Upon successful completion of the Ticket reservation, including payment of the fee, the user has the right to receive the Ticket at the Ferry Terminal in Świnoujście or Ystad.
 11. A consumer who has concluded a distance or off-premises contract may, within 14 days, withdraw from it without giving a reason and without incurring any costs, except for the costs specified in Art. 33, Art. 34(2) and Art. 35 of the Act of 30 May 2014 on consumer rights.
 12. To register a user account in the On-line System, the User needs to provide the following data:
 - a) full name;
 - b) address of residence (street, building number, premises number, postal code, city);
 - c) e-mail,
 - d) phone number;
 13. To make payments in the On-line System without registering a user account in the system, the User needs to provide the following data:





- a) full name;
 - b) address of residence (street, building number, premises number, postal code, city);
 - c) e-mail,
 - d) phone number.
14. It is required to provide the following data and information regarding the Passengers in the forms of the On-line System:
- a) last name and given names;
 - b) sex;
 - c) date of birth;
 - d) nationality;
 - e) car registration number (if the Passengers travel with a vehicle).
15. It is required to provide the following data and information regarding the User in the forms of the On-line System:
- a) last name and given names;
 - b) sex;
 - c) date of birth;
 - d) nationality;
 - e) contact phone number;
 - f) e-mail,
16. All data and information regarding the Passengers will be verified during the check-in of the Passengers at the Ferry Terminal in Świnoujście or Ystad on the date the carriage starts. Verification will take place on the basis of the Passenger's identity documents with photographs. Should any inconsistencies be identified between the data and information given in the forms of the On-line System and the data and information found in an identity document, Unity Line will have the right to refuse carriage. Any consequences and effects of inconsistencies will be suffered solely by the User and the Passenger.
17. The reservation of the Ticket in the On-line System can be made at the latest 2 hours before the scheduled departure of the ship.
18. Any changes in the data regarding carriage (date of departure/arrival, adding/removing the Passengers, etc.) in the made and paid booking are only possible by contacting Unity Line by phone no later than 24 working hours before the start of the carriage. Cancellation of the made and paid booking is possible on terms set out in and according to the Terms and Conditions of Carriage.
19. Any complaints/grievances regarding the On-line System should be sent to the e-mail reklamacje@unityline.pl no later than within 2 months of the date of the incident they refer to. The application should include: full name, mailing address, e-mail address, reservation number - if provided to the User, and a detailed description and reason for the complaint/grievance. Complaints/grievances shall be reviewed within 30 days of the date they were received and sent to the address provided in the application.
20. If any provision of these Terms and Conditions is found to be invalid, illegal or unenforceable under the applicable law, the remaining provisions shall remain in force.
21. These Terms and Conditions shall be governed by law of the Republic of Poland, and any disputes arising out of their application shall be resolved by the respective Courts of the Republic of Poland.





22. These Terms and Conditions may be amended or updated.



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