

Tourist cruises on ships Sunflower I and Sunflower II — FAQ.

1. How long does the cruise last?

The cruise on the Old Town route lasts about **60–75 minutes** (depending on the operation of the lock), while on the Sunny route it takes about **60 minutes**.

2. How many passengers does the ship take at one time?

For safety reasons, the ship takes **up to 28 passengers** on board.

3. Is there a toilet on board the ships? There is no toilet on board.

4. Where does the Water Tram start from, and where does it end its route?

The Water Tram on both lines starts from Rybi Rynek (Fish Market) and ends the cruise at the same place

5. Is it possible to leave the ship on the route?

On the routes there are stops on request, where it is possible to interrupt the cruise, if conditions allow it (the final decision is made by the captain of the ship):

- a. on the Old Town route: at the Astoria building.
- b. on the Sunny route: PKS station, Torbyd ice rink and Słoneczny Młyn hotel

6. Is it possible to board with a dog?

Blind or partially sighted people can travel by ship with a guide dog. In other cases, small dogs may accompany passengers to the seats; large dogs may be carried aft, wearing a muzzle.

In case of fouling of the deck by a dog, it is the responsibility of the owner to clean up the waste.

7. Will people in a wheelchair or with a baby carriage get on board?

It is permitted to carry a baby stroller, wheelchair or bicycle, as long as current conditions on the ship allow. It is not possible to drive a gangway on board (it is too narrow), strollers need to be brought in.

8. Is a guide available on board the ship?

On board, there is a system of audio guides in the following language versions: Polish (in adult and children's versions), English and German. The recordings are activated at appropriate locations thanks to the GPS system.

9. Where can I purchase a ticket for the cruise?

Tickets can be purchased up to 60 days in advance online at visitbydgoszcz.pl/rejsy or stationary at the Bydgoszcz Information Center (BCI) at 2 Batorego Street (entrance from 1 Niedźwiedzia Street), however, due to the risk of lack of available seats, we recommend buying well in advance.

10. Is it possible to book tickets? It is not possible to book a ticket.

11. Is it possible to buy a ticket on the spot (tram stop), before the cruise ?

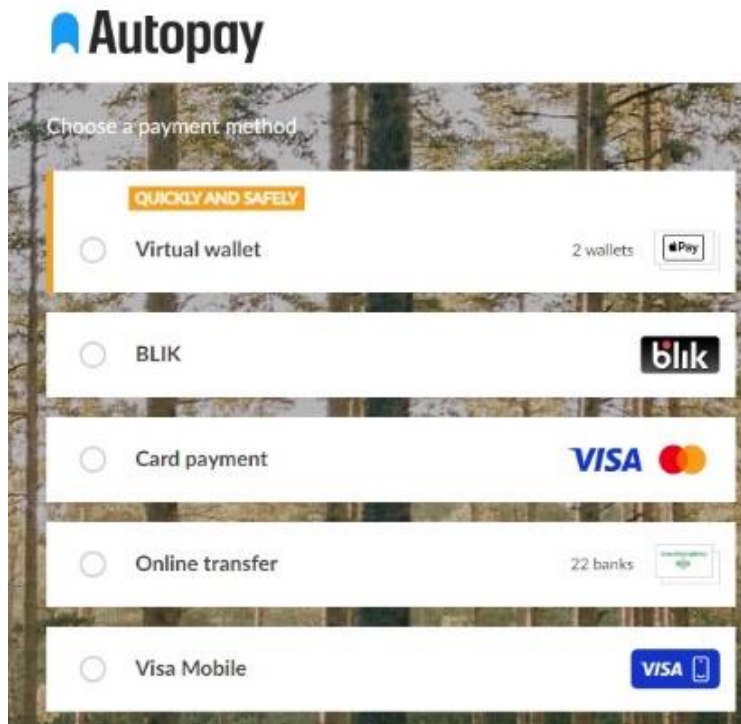
It is possible to buy a ticket from the ship's crew directly before the selected cruise (cash payment only!), but due to the risk of lack of available seats, we recommend buying well in advance.

12. Is it necessary to have a printed ticket, or is it enough to show it on the phone?

The passenger boarding the ship should have a valid ticket for the trip (also applies to free seats). If the ticket was purchased online, it is sufficient to present it on the phone. In case of use of reduced or exempted fares, it is also necessary to show a valid document, certifying the specific entitlement.

13. What forms of payment are available on the visitbydgoszcz.pl website?

Payments on visitbydgoszcz.pl are handled by Autopay S.A., with available forms of payment: Virtual wallet (Google Pay, Apple Pay) / Blik / Card payment / Online transfer / Visa Mobile.



14. What kind of ticket must the guardian of a school group purchase?

Guardians of school groups buy a discounted ticket (according to the standard price list). The caregiver of a person/people with disabilities under 21 years of age is entitled to a free ticket.

15. Who is entitled to a free ticket?

Free tickets are entitled to:

- a. children up to the age of 4;
- b. disabled persons up to 21 years of age and their guardians.

Free tickets, which entitle you to take a seat on the ship, must be presented electronically or in print.

16. Does a free ticket require presentation of a ticket?

Before boarding for confirmation of the assigned seat on the cruise, it is required to show a free ticket in printed or electronic form.

17. From what age does a child's ticket apply?

Children up to the age of 4 are eligible for free travel, above this age - for reduced fares.

18. Are pensioners entitled to discounts?

Eligibility for reduced fares is granted to people over the age of 60.

19. Who is entitled to discounted tickets?

Eligibility for reduced fares is granted to:

- a. Children over the age of 4 until the start of elementary school — on the basis of a statement of the age of the child by the person taking care of the child during travel;

- b. children and adolescents of day elementary and secondary schools — public or non-public with the rights of public schools, no longer than up to the age of 23 on the basis of a valid school ID card;
- c. university students up to the age of 26 — on the basis of a student ID card valid for the semester;
- d. students of foreign schools up to the age of 26 - on the basis of a valid International Student Identity Card (ISIC) or EURO 26 Card;
- e. persons over 60 years of age;
- f. holders of the Bydgoszcz Family Card 3+;
- g. disabled persons over 21 years of age and their guardians;
- h. holders of an active Welcome Package of the Bydgoszcz Tourist Card.

20. What ticket should a caregiver of a disabled person purchase?

As long as the degree of disability requires care, the caregiver is bound by the same type of ticket as the ward:

- a. free ticket for the disabled person under 21 years of age and the caregiver.
- b. reduced ticket for the disabled person over 21 years of age and the caregiver.

21. Are tickets refundable?

Return (and refund) of purchased tickets is possible **up to 48 hours** before the start of the cruise only on the basis of email cancellation of tickets, sent to: rejsy@visitbydgoszcz.pl. Tickets purchased on invoice are not refundable.

22. My cruise has been canceled, is the refund of tickets automatic?

In the event of cancellation due to fortuitous reasons (ship or lock breakdown), passengers will be notified by email/telephone with an offer to reschedule the cruise to another possible one or to cancel the ticket and refund the payment. The refund is made in the same form of payment as the purchase. In the case of purchase at the BCI office, the basis for refund will be the presentation of the ticket with a receipt.

23. Can I rent a ship for a private event?

It is possible to rent a ship for an exclusive cruise. 2024 the fee for an individual cruise (excluded from the schedule or additional outside the schedule) is 800.00 PLN for each started hour.

24. Is it possible to change the seating arrangement for an individual cruise?

The seats on the ship are fixed permanently, and it is not possible to change the spatial arrangement.

25. Is it possible to drink and/or eat during the cruise?

During the ship's voyage, it is forbidden to consume food items that may contaminate the clothing of other passengers, smoke and consume beverages containing alcohol or take drugs with similar effects.

26. Do ships run at night?

No, according to the schedule, the last courses take place before 20:00.