

Statute of Willa Kazimierz Dolny

§ 1 SUBJECT OF THE TERMS AND CONDITIONS

1. The terms and conditions define the rules of service provision and liability of Willa Kazimierz Dolny.
2. The terms and conditions are an integral part of the agreement concluded with the Guest, by making a reservation and payment/deposit for the room. The deposit/payment for the reservation is a confirmation of your understanding of the terms and conditions and your commitment to follow the terms and conditions.
3. The price list is an integral part of the terms and conditions.

§ 2 HOTEL DAY

1. The hotel day starts at 15:00 until 11am the next day. The amount of hotel days are specified by the Guests.
2. The hotel may refuse to extend the stay/hotel day in case of the lack of available rooms or specifically for Guests who do not comply with the rules.
3. The swimming pool is open from 11: 00 to 21: 00. The hotel provides one towel per person to use at the swimming pool facility. Towels are available at the reception desk. For the loss/destruction of pool towels, the Guest will be obliged to pay a contractual penalty in the amount of 50 PLN. per item.

§ 3 BOOKING, CANCELLATION AND CHECK-IN

1. The reservation is considered confirmed after payment of the reservation fee in the amount of 30% of the price, provided that the value of the fee is no less than the price of one day. In case of booking through the booking.com service, the booking conditions specified in the service apply booking.com.
2. No advance payment will automatically cancel the reservation. No advance payment for the reservation made by the service booking.com, as well as, in case of cancellation of the reservation - the conditions specified in the booking.com offer apply.
3. Detailed booking and cancellation policies can be found on the official website Willa Kazimierz Dolny.
4. In case of non-cancellation of the reservation in accordance with the terms and conditions or the non-arrival of the Guest in the reserved time, the owner reserves the possibility to retain the booking fee or the amount for the entire stay, in accordance with the cancellation policy.
5. Guests are required to check in immediately upon arrival. Guests are required to show a current identity document with a photograph according to polish law (Ust. z 10.04.1974 o ewidencji ludności i dowodach osobistych Dz.U. z 2001 nr 87 poz.960).
6. Guests of Willa Kazimierz Dolny who have not checked in are allowed to stay in the Guest's room only from 10:00 to 21:00.
7. In case of cancellation during the stay, the Facility will not refund the fee/part of the fee for the current hotel day.
8. Shortening of the stay after the cancellation date is treated as a cancellation and entails the obligation to pay for the entire booked stay. Deviations from the above point shall be made only by the owner of the object.
9. Willa Kazimierz Dolny reserves the right to change the reserved room to another room if necessary.
10. The Guest may not transfer the room to other, non-registered persons, even if the period for which he/she paid the fee has not expired.

§ 4 GUEST RESPONSIBILITY

1. The Guest bears full material responsibility for any damage or destruction of the equipment and technical facilities of the object, arising from his fault or from the fault of visitors, children under his care/supervision, up to the full amount. The property reserves the right to charge the Guest's credit card for any damage caused, even after his departure and after the damage is established.
2. Smoking of all tobacco derived products on the premises and in the immediate vicinity outside designated areas is strictly prohibited. The Facility is equipped with smoke detectors. The Facility reserves the right to impose a contractual penalty of 500PLN on the Guest, in case of non-compliance with the smoking ban, and to financially charge the Guest for the cost of possible room refreshment.
3. In case of unjustified activation of the fire or alarm system, a contractual penalty of 1000.00 PLN will be imposed on the Guest, as well as, the total cost of any fire/police/law enforcement intervention.
4. Children under 18. year of age must be on the premises under the constant supervision of legal guardians. Legal guardians bear full material responsibility for any damage caused by children.
5. The Guest shall notify the reception of any damage as soon as it is discovered.
6. Due to the requirements of fire protection and general safety in the rooms, guests are not allowed to use heaters, microwave ovens, heaters, air conditioners, gas appliances and appliances powered by electricity, which do not belong to permanent equipment of the room. This does not apply to chargers and power supplies for RTV and computer devices.
7. In case of violation of the provisions of the rules, the Facility may refuse to provide services to the person who violates them. Such person is obliged to immediately comply with the requirements of the Facility, to settle the payment for previous services, to pay for possible damages and/or to leave the Facility.

§ 5 FACILITY RESPONSIBILITY

1. If a Guest reports a problem with the occupied room, the Facility will, if possible, offer another room or compensation for the inconvenience.
2. Willa Kazimierz Dolny is not responsible for damage and/or loss of a car or other vehicle/Guest belongings, or objects left inside, regardless of whether these vehicles were parked in the parking lot of the Facility or outside the Facility. Guests are required to provide the vehicle registration number upon check-in.
3. Willa Kazimierz Dolny possesses an OC insurance.
4. Facility Willa Kazimierz Dolny obliges all Guests to use the pool/sandbox responsibly. The legal guardians are solely responsible for children aged 0-18 years who remain in their care and for their safety when using the pool/sandpit. Willa Kazimierz Dolny accepts no liability for personal injury resulting from irresponsible use of the swimming pool/sandpit. It is forbidden to drink alcohol in the pool/sandpit and in its immediate surroundings.

§ 6 RETURN OF BELONGINGS LEFT BEHIND

1. Personal items left by the Guest will be returned to the address indicated by the Guest, at his sole expense.
2. If no such disposition is received, the items will be stored for a maximum of 3 months and then donated to charity or for public use. Food items will not be stored.

§ 7 QUIET HOURS

1. Quiet hours are in effect from 22: 00 to 7: 00.



§ 8 MEALS

1. Meals are served only in the dining area, at set times. Breakfast buffet is available from 8:00am -10: 00am. Taking food from the dining area to the rooms or outside the property is forbidden.
2. The dining area is only available for guests during meals. Guests will have the opportunity to eat in the dining room or on the terrace located in the immediate vicinity of the dining room. There is a possibility of renting a hall for organized groups (training sessions, integration meetings) - it is necessary to confirm in advance by communicating with the Facility staff.

§ 9 COMPLAINTS

1. Guests have the right to file a complaint if they notice any shortcomings in the quality of the services provided. The complaint should be filed immediately after they are noticed. If you have any objections, please contact the owner of the property, at the reception or by e-mail:
kontakt@willakazimierzdolny.pl

§ 10 ADDITIONAL PROVISIONS

1. For guests' safety, Willa Kazimierz Dolny is monitored.
2. By receiving the key and card to the room, the Guest becomes the host of the room.
3. After the end of the stay, the guest is required to leave the key and card at the reception. A fee of 150 PLN is charged for a lost card or key.
4. On request, the room can be cleaned (for stays longer than 4 nights).
5. Pets are not allowed in the Facility.
7. Parking of vehicles is allowed only in the designated place for this purpose. The property offers parking for its guests, which is located at the rear of the building. Parking is free and unguarded. We do not guarantee parking spaces for all guests.
8. It is forbidden to conduct door-to-door canvassing and sales on the premises of Willa Kazimierz Dolny.
9. It is forbidden to make excessive noise on the premises of the Facility, cause unpleasant odors, or other activities that disturb, harm or annoy other Guests.
10. Guests are not allowed to make any changes to the dormitory rooms and their furnishings, except for minor rearrangement of furniture and equipment, not affecting their functionality and safety of use. Please do not take towels, blankets or other outdoor items out of the room.
11. Willa Kazimierz Dolny provides guests with free internet access. The internet password will be provided at check-in.