

RULES AND REGULATIONS

"NA KLIFIE"

RECREATION & SPA

§1 General rules and regulations

The Rules and regulations lay down the conditions under which guests can book summer houses. Booking is equivalent to accepting the provisions of general rules and regulations. Upon booking (that means transferring a down payment to the bank account of the service provider) the rental agreement shall be deemed concluded.

§2 Booking and down payment

2.1 Once the preliminary booking has been made (by phone or e-mail), the client needs to transfer the down payment to the provided bank account within 5 days to confirm it. Failure to make the payment within a due date will result in the cancellation of the preliminary booking.

2.2 If one makes a booking 30 days prior to the planned arrival, 100 % of the price must be paid to the provided bank account. The amount paid of 100 % of the price represents a down payment. The down payment is non-refundable.

2.3 When making a booking, the client agrees to his/her personal details to be processed exclusively for the purpose of reservation and registration duty pursuant to the provisions of the act on personal data protection act. The Booker is entitled to review and modify his/her personal data.

2.4 The down payment made by the visitor means he accepts the general rules and regulations of holiday rental. The remaining amount for stay the visitor pays in cash on the day of arrival when receiving the keys.

2.5 The visitor (customer) is expected to pay the remaining amount for his/her stay on the day of arrival, even if for the reasons beyond control of the owner, the arrival or stay of the visitor is delayed or shortened (personal reasons, weather conditions, strikes, etc.).

2.6 If the customer changes the booking date or cancels his/her stay for reasons beyond control of the owner, the down payment is not refundable.

2.7 The price of stay will be increased by the tourist tax for the Commune Office in Rewal by the rate determined by the Local Council per person per day.

§3 What to do upon arrival

3.1 The hotel day starts at 4:00 pm (arrival) and finishes at 11:00 am (departure).

3.2 The check-in and check-out take place during reception hours. The check-in is possible from 4:00 p.m. to 8:00 p.m., the check-out is possible from 8:00 a.m. to 11:00 a.m. The reception is open from 8:00 am to 8:00 pm.

3.3 We reserve the right to refuse accommodation to visitors under the influence of alcohol or drugs or visitors behaving in an aggressive or vulgar manner.

3.4 The visitors shall be charged 50,00 PLN for losing the key to the house.

3.5 Each house has got one free parking space. The parking on the premises of the resort is monitored but not guarded.

3.6 A damage deposit of 400 PLN in cash is required on arrival, to compensate for any damage arising during the stay, which will be returned on the day of departure upon checking the house.

3.7 On the day of arrival the visitors are required to check and notify possible damages or lack of things (the detailed list of the house equipment is in the house).

3.8 Any comments on damages or inconveniences should be reported immediately after their ascertainment. Complaints reported after the end of service shall not be considered.

3.9 The visitor bears full responsibility for any damage and destruction of houses, equipment, technical devices infrastructure of the facility, caused by improper use.

3.10 Parents or guardians are responsible for any damage caused by children.

3.11 In the case when the number of people using a single house, declared in the reservation form, is exceeded (without a consent and knowledge of the Owner or the authorized person), the Owner reserves a right to terminate the agreement with immediate effect with all the consequences and without the obligation to return the prior payment made by the guest.

3.12 The price of services provided by the Owner does not include the insurance. Visitors use the services provided to them at their own risk. The company is not responsible for any injuries, damage, damaged property (any kind of damage caused to the health or property of the third party) or baggage stolen during the stay in our houses (we advise that the visitor purchase suitable insurance prior to the arrival).

§4 How to use the house during the stay

4.1 It is strictly forbidden to prepare fish or smoke in the house. Failure to abide by these rules results in charging the visitor with the costs of ozonation (300 zloty) that removes the unpleasant odour.

4.2 In the case when the visitor significantly violates peace and/or well-being of their neighbours and fails to conform to the rules of coexistence, the Owner reserves the right to terminate the agreement with a visitor and ask them to leave the house. In such situations the Owner is not obliged to return the money for the remaining part of the visitor's stay.

4.3 Due to the fire protection requirements it is not allowed to use any devices or appliances powered by electricity or gas (travel heaters, heaters, gas burner) that are not a part of the regular house equipment inside the house as they pose a threat of fire. It is also forbidden to bring any inflammables, explosives, or materials of unpleasant odour.

4.4 The guest does not have a right to make any repair or changes in the house without prior consent of the Owner. If there are any necessary changes or reparations to be made in the house, the visitor is obliged to inform the Owner immediately. The guest is obliged to maintain and return the house in the state in which he/she found it on the first day, especially regarding washing the dishes and kitchen appliances before the departure.

4.5 The Owner is not responsible for any temporary inconvenience on the part of independent providers, caused by the temporary shortage of water, power, Internet connection and TV signal.

4.6 Sorting out waste is obligatory on the premises of our buildings. Therefore, we kindly ask our guests to bin waste to specially adapted containers.

4.7 We kindly inform that we are not responsible for the client's property left in the house. Personal belongings left by the guest shall be sent back to the address indicated by the guest at the guest's expense. Without such instruction from the guest the belongings will be stored for a month, and then utilised.

4.8 Third parties may stay on the premises of the houses only with the Owner's or manager's consent, and between 7 a.m. and 11 p.m.

4.9 The Polish law is the applicable law for settling any disputes between the Owner and the Guest. Any possible disputes shall be settled amicably, and in the case of any conflicts the court competent for the Owner's place of residence shall be the competent court for the case.