

## TERMS AND CONDITIONS

1. The booking will take effect when 30% of the final price has been paid in advance. In case of cancellation, the deposit will not be refunded.
2. Check-in starts at 4:00 p.m. on the day of arrival and ends at 10:00 a.m. on the day of departure.
3. Upon check-in, guests must pay the total amount of the pre-booked accommodation, as well as a tourist tax of PLN 2.2 per person per day, in Polish zloty, and the completion of a registration card.
4. The paid amount will not be refunded if the accommodation is cancelled earlier than the notified and booked date.
5. On the day of arrival, the guest must present an identity document with a photo and a vehicle registration card in order to register (Act of 10 April 1974 on Population Registers and Identity Cards (Journal of Laws 2001 No. 87 item 960). At the same time, we would like to inform you that no information will be disclosed to third parties, especially regarding the personal data of guests staying at Polanki23 cottage, in accordance with the Personal Data Act (Journal of Laws 2002 No. 101 item 926, as amended).
6. Guests can extend their stay in Polanki23 cottages, but this depends on the current booking status of the remaining cottages and reservations already made by other guests.
7. The owners and staff of Polanki23 Cottages are not responsible for children or minors on the premises. Children and minors on the premises are supervised by their legal guardians, who are fully responsible for their charges.
8. Guests are not allowed to lend or rent Polanki23 cottages to third parties who are not registered on Polanki23 premises. The cottage is rented to specific, pre-identified persons.
9. Curfew applies from 9:00 p.m. to 8:00 a.m.
10. In accordance with the Act of 8 April 2016, amending the Act on Health Protection from the Consequences of Tobacco and Tobacco Products Use and the Act on State Health Inspection (Journal of Laws No.81, pos. 529), we are obliged to prohibit smoking in the cottage area under penalty of a fine of PLN 1500. At the same time, we would like to inform you that if the ban is violated, we will have to carry out depreciation, the cost of which, amounting to PLN 1500, will be added to the guest's bill.
11. Fishing fish in Polanki23 cottages is forbidden under penalty of a PLN1,500 fine.
12. The guest will leave the apartment on the day of departure in the general order. An additional fee of PLN 50 will be charged for leaving dirty dishes when returning the apartment.
13. Polanki23 does not provide room service or cleaning services during the Guest's stay, so it is the Guest's responsibility to maintain the general cleanliness of the rented cottage and Polanki23's common areas.
14. We care about the environment, so please dispose of your waste and rubbish in bins according to our flat-specific sorting system and, when full, into a collecting bin located outside.
15. Small animals are allowed in the Polanki23 area. Pets must be on a leash in an area open to guests and their physiological needs must be met outside Polanki23. The guest is financially and legally responsible for any damage caused by the animal (an animal health certificate with up-to-date vaccinations must be carried during the stay). The charge per dog per day is PLN 40.
16. Guests are financially responsible for any damage caused by themselves or their guests during their stay at Polanki23, inside the cottage and throughout the premises. If equipment or furniture is damaged, we will charge the Guest an amount equal to the appraiser's estimate or market value. Any comments on the damage found must be reported on arrival.
17. In the event of loss of any personal, material, monetary, etc. items, Polanka23 is not responsible for them.
18. Do not move furniture or garden terraces or rearrange furniture without the permission of the owners of Polanki23.
19. For safety reasons, heaters, space heaters or other electrical appliances that are not part of the fixed equipment of the cottage may not be used in the dwellings. This does not apply to chargers, power supplies.

20. The reception desk only issues one key to the flat. An additional fee of PLN 50 will be charged for the loss of a key.
21. Any personal belongings left at the cottage will be sent back to the address indicated by the customer after leaving the cottage, at the customer's expense. If the guest cannot be contacted or is not interested in the remaining items (one month after they have left), Polanki23 will donate these items to people in need.
22. Each cottage comes with only one free, unguarded parking space. Parking of two or more vehicles in front of the cottage is prohibited. Polanki23 owners are not responsible for parked vehicles or property left on them.
23. Guests can send any comments or complaints about their stay to the Polanki23 Holiday Centre email address.
24. If order, curfew or other guests are disturbed, the staff and owners of Polanka23, invoking Art. 193 of the Criminal Code, may take the necessary measures against persons who do not comply with the terms and conditions and general terms and conditions on coexistence, including their removal from the dwelling and premises, without refunding the full residence fee.
25. Polanki23 has the right to refuse to book and accommodate a guest who has not previously complied with the terms and conditions.
26. Please note that the price list is for information purposes only and does not constitute an offer for art. 66 sec. 1 of the Civil Code, therefore, Polanki23 reserves the right to make any changes to the price list, taking into account price increases and reductions.
27. We accept cash and card payments.
28. The terms and conditions of Polanki23 are available to the Guest at [www.Polanki23.pl](http://www.Polanki23.pl).
29. All guests who wish to use the sauna and swimming pool must read the sauna and pool terms and conditions and follow them strictly. The pool is available from 01 June to 10 September.
30. The use of audio equipment such as Bluetooth, car radios, etc. is strictly prohibited in all areas.
31. Children under 18 years of age are under the constant supervision of their legal guardians on the premises of "Polanki 23" and in the swimming pool area, who take full responsibility for their children.
32. The use of fireplaces is strictly prohibited during the summer period.
33. Art. 38. [Exceptions to the right of withdrawal].
  1. [The right to withdraw from a contract](#) concluded away from business premises or at a distance does not apply to contracts:
    - 12) non-housing accommodation, transport of goods, car hire, catering, leisure, entertainment, sporting or cultural events, if the contract specifies the date or period of the service;
34. Complaints must be made within 30 days of the start of the trip.

Complaints can be submitted by email to: [kontakt@polanki23.pl](mailto:kontakt@polanki23.pl), and will be processed within 30 days of receipt.

Under the Travel Services Act, a complaint can be made on the grounds of unreasonable performance or non-performance of a contract.

Circumstances that exclude the organiser's liability are force majeure, such as bad weather conditions.