

## **1. Introduction**

Regulations define conditions of reservation. Making a reservation means acceptance of the regulations. Making a reservation between the client and the apartment owner means that the agreement is in force.

## **2. Reservation**

You can make a reservation via the phone or email. With email reservation please specify the dates and the apartment of your choice and we will do our best to reply as soon as possible. If the apartment is available on the specified dates, we will email our details and account number and ask you to pay a 30% deposit. If the payment after a preliminary reservation does not reach us, the reservation will be cancelled. As for the clients who make a reservation on the day of arrival or one day before arrival, we accept this in good faith.

## **3. Changes in reservations**

The clients are asked to inform us in advance about all changes regarding the number of people, arrival and departure dates, extending or shortening of stay. In case of rescheduling arrival time, the clients are asked to inform us via the phone. The clients are obliged to make the payment for the stay on the day of arrival.

## **4. Free stay of a child**

The stay of a child under 5 /one per two adults/ who sleeps in the same bed as the adults, which does not require extra bed-clothes, is free of charge. The stay of other children is at full charge.

## **5. Arrival**

The check-in time is no earlier than 2 pm and the check-out time is 12 at noon.

## **6. Unexpected Circumstances**

In case of unexpected and uncontrollable events e.g. emergencies, the owner has the right to offer, if possible, replacement accommodation. In case of such events the owner has also the right to cancel the agreement. Then payments made by the client will be immediately returned, with deduction of the amount due for already rendered services.

## **7. Client's obligations**

The number of people to stay in the apartment is limited to the number specified during the reservation. Otherwise the owner may not give the keys. The client is required to respect the principle of good neighbourhood and keeping the place in order. If the clients' behaviour is too noisy during the day and night and causes trouble for other guests and residents and pays no attention to warnings, they may be removed from the apartment. The client is obliged to immediately inform the owner about any damage and deficiencies found in the apartment after arrival and report any damage caused by the client. The client will pay compensation for any caused damage.

## **8. Law applicable**

The law applicable for any dispute between the owner and the client is the Polish law. The dispute will be settled by the court applicable in the owner's residence.