

REGULATIONS - CONDITIONS OF RESERVATION

THE CONTENTS OF THE CONFIRMATION OF RESERVATION

1. Reservation number
2. Data of the Service Provider: Tadeusz Gołębiewski running business activity under the name of HOTEL GOŁĘBIEWSKI TADEUSZ GOŁĘBIEWSKI, with a registered office in Karpacz, NIP 125-001-07-73, REGON: 790007303; tel. +48 757670 741 to 747, fax 757670 553, e-mail: karpacz@golebiewski.pl, inscribed in the Central Registration and Information of Business Activity run by the Minister of Development.
3. The name and surname of the Client.
4. Methods of communication with the Client (via email address, phone number)
5. Length of stay: number and type of rooms.
6. Offer name
7. The price of the offer (with details of services included in the price). The prices provided by the Service Provider are the sum of the room price, the number of nights and number of people using hotel services. Prices include the VAT tax. They may also include other services specified in the description of the price of the offer. If a given offer includes breakfast or other services, such information is given by the Service Provider. For services not included in the order (eg. additional accommodation, parking), the Client is charged on the spot.
8. Terms and methods of forepayment: Confirmation of the reservation constitutes a forepayment of at least 30% of the estimated cost of stay (in the case of standard reservations – without invitation).
9. The reservation must be confirmed by making the forepayment (in the case of invitational vouchers the value of the forepayment equals 100% of the estimated final cost of the reservation). Not making the payment results in reservation cancellation. The bank account number along with other required information concerning the forepayment is sent to the Client via an e-mail message along with the reservation confirmation.
10. The Client is held responsible for the consequences resulting from providing incorrect information.

METHODS OF PAYMENT

1. Payment is made directly during the online booking process or made later in accordance with the bank account details provided in the reservation confirmation. Reservation is considered confirmed only after advance payment has been made.
2. Credit card authorization and payment settlement available at the Hotel site: www.golebiewski.pl are serviced by an external entity through direct connection to the server of a payment card paying agent (PayPro SA, located in Poznań).

WITHDRAWAL FROM THE AGREEMENT

The Client is not entitled to a withdrawal from the hotel service reservation agreement, in accordance with The article 38, Section 12 of The Act of Consumer Rights.

CANCELLATION OF RESERVATION

1. To cancel or change the reservation, please contact the hotel reception: +48 75 76 70 741 to 747; e-mail: repcja.karpacz@golebiewski.pl
2. Changing the date of the reservation is cost-free if it had been submitted in accordance with the terms specified in paragraph 1 above, at least 3 days prior to the guest's date of arrival, in the case of Easter, Christmas holidays and New Year's Eve 14 days prior to the guest's arrival and in the case of winter and summer holidays, long weekends 7 days prior to the guest's arrival.
3. Cancelling the reservation is cost-free if it had been submitted in accordance with the terms specified in point 1 above, at least 3 days prior to the guest's date of arrival, in the case of Easter, Christmas holidays and New Year's Eve 14 days prior to the guest's arrival and in the case of winter and summer holidays, long weekends 7 days prior to the guest's arrival.
4. Should the cancellation terms be met the Service Provider will return the money paid by the Client in advance within 5 working days from the moment a written cancellation confirmation containing the bank account number for the return of the forepayment has been submitted.
5. Should the cancellation be submitted after the deadline indicated in paragraph 1 above or in case of a no-show at the Gołębiewski Hotel the day of the arrival the Service Provider will charge the Client with the cost of the forepayment – understood according to art. 394 k.c. (Civil Code), the forepayment is subject to withholding.
6. Shortening the stay at the Gołębiewski Hotel is regarded as a resignation submitted after the date specified in paragraph 3 above and is tantamount to settling the payment for the whole declared period of stay.
7. In the case where an invitation voucher had not been used and the reservation date according to the reservation confirmation terms expired the forepayment – understood according to art. 394 k.c. (Civil Code), is subject to withholding by the Service Provider.

CLAIMS FOR REFUND

1. Client complaints can be sent to karpacz@golebiewski.pl or in writing to the address of the Service Provider.
2. The complaint must be submitted not later than within 7 days from the date when the cause of the complaint occurred.
3. Each complaint should contain a brief description of the problem which is the basis of the complaint also with date, time and indication of the Client.
4. The Service Provider will make every effort to process every complaint within 30 days from the day of its obtainment. The Client will be informed about the result of the submitted complaint immediately by e-mail or to the address specified in the complaint.

Any disputes that may arise in connection to this Agreement will be settled by the appropriate courts of law.

PERSONAL DATA

Please be advised that in accordance with the Law on Personal Data Protection dated on August 29, 1997 (Journal of Laws from 2016., pos. 922, with later regulations changes), the Administrator of your personal data is Mr Tadeusz Gołębiewski, running business activity under the name of HOTEL GOŁĘBIEWSKI TADEUSZ GOŁĘBIEWSKI, with a registered office in Karpacz, NIP 125-001-07-73, REGON: 790007303; tel. +48 757670 741 to 747, fax 757670 553, e-mail: karpacz@golebiewski.pl.