

REGULATIONS - CONDITIONS OF RESERVATION in Hotel Gołębiewski in Mikołajki

1. CONFIRMATION OF RESERVATION

- a) The number of reservation
- b) Data of the Service Provider: Tadeusz Gołębiewski running business activity under the name of HOTEL GOŁĘBIEWSKI TADEUSZ GOŁĘBIEWSKI, registered office in Mikołajki, NIP 125-001-07-73, REGON: 790007303; tel. 87 42 90 700, fax 87 42 90 745, e-mail: mikolajki@golebiewski.pl, inscribed in the Central Registration and Information of Business Activity leading by the Minister of Development.
- c) The name and surname of the Client:
- d) Methods of communication with the Client (via email address, phone number):
- e) Duration of staying: number and type of rooms:
- f) Offer name:
- g) The offer price (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 and include VAT. They may also include other services specified in the description of the offer price. If an offer includes breakfast or include other services, such information is given by the Service Provider. For services not included in the order (eg. additional accommodation, parking) charge must be paid on the spot, by the Client.
- h) Terms and methods of payment in advance: The confirmation of the reservation is a deposit of at least 60% of the expected cost of staying.
- i) The reservation must be confirmed by advance payment, no payment will result in cancellation.
Account data (payment in euros): PKO SA O/ Mrągowo 75 1240 5598 1978 0000 5034 9784
S.W.I.F.T. PKOPPLPW
Account data (payment in polish currency): PKO SA O/Mrågowo 89 1240 1617 1111 0000 1367 7563
- j) For the consequences by giving incorrect information by the Client is responsible the Client.

2. METHODS OF PAYMENT

- a) Payment is made directly during the online booking process or made later to a bank account indicated in the point 1 above. Reservation is confirmed only after advance payment in the amount indicated in the point 1 above.
- b) Authorization and settlement of credit card payments available at the Hotel site: www.golebiewski.pl supports external entity through direct connection to the server of an acquirer of payment cards (PayPro SA, located in Poznań).

3. RECESSON FROM A CONTRACT

The Client is not entitled to withdraw the provided reservation service, in accordance with The Article 38, Section 12 of The Act of Consumer Rights.

4. CANCELLATION OF RESERVATION

- a) To cancel or change the reservation, please contact with the reception desk of the Hotel Gołębiewski via phone 87 42 90 700 or e-mail rez.mik@golebiewski.pl
- b) Changing the date of the reservation is costless if it has been notified in terms specified in point 4 a) above, at least 7 days before arrival to the Hotel Gołębiewski.
- c) Cancellation is costless if it has been notified in terms specified in point 4 a) above, at least 7 days before arrival to the Hotel Gołębiewski. In this case - the Service Provider will return money paid by the Client in advance, on the same bank account from which the Client transferred the payment within 5 working days of receipt of the written confirmation of cancellation also with the bank account number to return the deposit.

Hotele Gołębiewski

- d) If cancellation is after the deadline indicated in the subparagraph c) above or in case of no-show at the Gołębiewski Hotel in the reservation period - the Service Provider will charge the Client costs for the first day of the reservation room (or rooms), and the remaining amount of the advance payment done by the Client will return at the same bank account from which the Client transferred the payment, within 5 working days.
- e) Shortening stay at the Hotel Gołębiewski is treated as a resignation after the date specified in the paragraph 4 c) above and is associated with the regulation of payment for the declared period of stay

5. RECLAMATION:

- a) Client complaints can be sent to the e-mail address: mikolajki@golebiewski.pl; or in writing to the address of the Service Provider
- b) The complaint must be sent not later than within 7 days from the date when the cause of the complaint occurred.
- c) Each complaint should contain a brief description of the problem which is the basis of complaint also with date and time and indication of the Client.
- d) The Service Provider will make every effort to processed every complaint within 30 days from receipt. The result of the complaint Client will be informed immediately by e-mail or to the address specified in the notification of the complaint.

Any disputes that may arise from this Agreement will be settled by the appropriate courts of law

6. PERSONAL DATA

We inform 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, registered office in Mikołajki, NIP 125-001-07-73, REGON: 790007303; tel. 87 42 90 700, fax 87 42 90 745, e-mail: mikolajki@golebiewski.pl