

I. General Provisions.

1. These Regulations set out the conditions for short-term rental of furnished apartment Ostoja Zaskalskie, including the conditions for making the reservation.
2. These Regulations form an integral part of the short-term rental contract of the Apartment.
3. The Guest agrees to the processing of personal and contact details for purposes related to the service.
4. Personal data provided to us by Customers will be processed only to complete the reservation.

II. Apartment booking procedure and payment:

1. Each Guest selects and pre-book the apartment by sending e-mail with the completed form located at <https://apartamentjaworki.pl/>. In exceptional cases, the reservation may be made by phone by calling the phone number available on the above website.
2. The confirmation of the initial reservation is a reservation voucher sent by a return e-mail.
The pre-booking conditions are set out on the voucher. After making a reservation fee of 30% of the cost of the stay, the status of the reservation will be changed to confirmed reservations (confirmation will be sent to the Guest's return e-mail address).
3. The initial reservation will be confirmed after the payment has been credited to our account. If the payment does not reach your account within 72 hours, the reservation will be cancelled.
4. The remaining part of the payment for the stay in the amount of 70% of the cost of the stay must be paid by bank transfer at least 7 days before the planned arrival, to the account number indicated on the voucher.

5. When resigning from booking an apartment over 30 days before the planned stay, the Guest is entitled to a full refund of the reservation fee.

6. When canceling the reservation of the apartment in less than 30 days before the planned stay, the Guest is not entitled to a refund of the reservation fee.

7. All changes to the reservation and its cancellation require sending by the Customer a written resignation or a request for change to the address rezerwacje@apartamentjaworki.pl

8. In the event of cancellation, the amount due to the Customer shall be returned to the bank account indicated in writing by the Customer or to the account from which the reservation fee was made.

III. Arrival / departure times and handing over the keys:

1. The day of stay begins on the day of arrival at 16.00 and ends on the last day of stay at 10.00.

2. Arrival time - handing over the apartments to the Guests on the day of arrival takes place from 16:00 to 22:00.

3. Guests arriving after 22:00 will be charged an additional 30 PLN for the transfer of the person handing over the apartment.

4. Guests are asked to contact us one hour before arrival at the apartment with the person transferring the apartment. The contact phone is located on the voucher.

5. Departure time - Guests leave the apartment on the last day of stay until 10:00 am. Leaving the apartment is considered to be handing over the keys to our representative, who will proceed with acceptance the apartment after the stay.

6. Leaving the apartment after 10:00 results in charging a fee for another day of rent.

IV. Number of people in the apartment:

1. The apartment is prepared for the number of people reported during the booking process.
2. If the number of people is greater than specified when booking, the landlord may request additional fee or refuse to provide the service.

V. Landlord's reservations and data protection:

1. It is forbidden to bring animals to the premises,
2. The Guest is obliged to comply with the principles of good neighborliness, including compliance with curfew hours (from 22:00 to 7:00).
3. Organizing social events in the apartment is prohibited. For organizing social events, onerous for other tenants, the landlord may charge an additional fee of PLN 500.
4. There is a total ban on smoking in the apartment.
5. In the event of force majeure preventing the handing over of the apartment to the Guests, the landlord undertakes to return the amount paid in full.
6. The Guest agrees to the processing of personal and contact data for purposes related to the service.
7. Personal data provided by Guests will be processed solely for the purpose of making the reservation.
8. It is forbidden to publish, without the written consent of the landlord, photos and other multimedia materials on which the apartment or part of it can be identified. In particular, the ban applies to offensive material that may violate the landlord's good name.
9. The apartment is an independent dwelling used by Customer based on short-term

rental. Accordingly, the landlord is not responsible for the loss or damage of items brought by the Customer or other people using the premises. In particular, he shall not be liable to the Customer, as referred to in art. 846-852 of the Civil Code.

VI. Apartment equipment and cleanliness:

1. We make every effort to ensure that the offer of renting an apartment is consistent with the description of the given apartment on the website.
2. Any objections to the cleanliness of the apartment should be reported to our representative immediately after renting the apartment, at the latest within 1 hour of receiving the keys to the apartment. After receiving such a notification, we will immediately proceed to remove the reason for this notification. No notification at the above time is considered as an apartment without remarks.
3. All reservations regarding the equipment of the apartment should be reported within 24 hours of arrival. In the event of a justified request, the missing equipment will be delivered / completed as soon as possible.

If no deficiencies are reported within 24 hours, it is considered that the apartment was taken over without any deficiencies in the equipment.

VII. Faults in the apartment arising during your stay:

1. The Guest should inform our representative about any defects arising in the apartment during the stay immediately. This obligation applies also to equipment of the apartment.
2. Adequate financial compensation will be charged by the owner of the premises for faults caused by the Guest. For this purpose, the Guest's personal data may be provided at the owner's request.
3. In case of losing the keys to the apartment, the Guest is obliged to pay a fee of PLN 200 gross.
4. In the event of losing the remote control to the gate, the Guest is obliged to pay a fee of PLN 200 gross.