

**TERMS AND CONDITIONS OF SALE AND USE OF VOUCHERS/GIFT CARDS
ISSUED BY HOTEL EUROPA******

The following words used in these Terms and Conditions shall have the meaning specified below:

Hotel Europa – the company A&R Robert Wierucki with its registered office in Starachowice, ul. Radomska 76A, 27-200 Starachowice, entered to the National Official Business Register under the number: REGON 731637220, hereinafter referred to as the “Seller”.

Customer- an individual or a company purchasing the Voucher/Gift Card.

Voucher – a named document or a bearer document issued by Hotel Europa entitling for a non-cash purchase of a specific stated service provided at the premises of Hotel Europa, with a unique identification number and 6 months’ expiry date.

Gift Card – a bearer document issued by Hotel Europa entitling for a non-cash purchase of any offered service provided at the area of Hotel Europa, with a unique identification number and 3 months’ expiry date.

§ I. GENERAL RULES

1. The Customer may purchase the Voucher/Gift Card at the headquarters of Hotel Europa or by email.
2. The Seller undertakes to issue the Voucher/Gift Card after the Customer has paid the fee equal to the nominal value of the service offered. The relevant document may be delivered by hand, by mail (Poczta Polska) or by electronic mail.
3. The Voucher is a named document or a bearer document, with an individual identification number. The Voucher’s expiry date is shown on the information side, however, it may not exceed 6 months from the date of purchase. The Voucher may be used only at Hotel Europa; it is issued for a specific service provided by Hotel Europa.
4. The Gift Card is a bearer document with an individual identification number. The Gift Card’s expiry date is shown on the front side, however, it may not exceed 3 months from the date of purchase. The Gift Card may be used only at Hotel Europa, up to the amount for which it is issued, for any of the services offered.
5. The Voucher/Gift Card may only be used once and entirely at the area of Hotel Europa.
6. The Voucher/Gift Card may not be replaced with an equivalent in cash.

§ II. TERMS OF USE

1. The Customer shall be obliged to make a reservation of the date to use the Voucher at the main reception desk of Hotel Europa, at the reception desk of SPA or at the restaurant of Hotel Europa.

2. The Voucher/Gift Card does not offer the option to obtain an equivalent in cash for an unused service specified in the Voucher/Gift Card.
3. If the value of the Voucher/Gift Card is exceeded, the Customer undertakes to pay the amount representing the difference between the value of the Voucher/Gift Card and the final amount of the bill in cash or by a payment card at the main reception desk of Hotel Europa, at the reception desk of SPA or at the restaurant of Hotel Europa.
4. Hotel Europa shall have the right to refuse to execute a Voucher/Gift Card in the following cases:
 - The document is past its expiry date.
 - No prior reservation was made for the stay, treatment or another service delivered by Hotel Europa indicated on the purchased Voucher/Gift Card.
 - The Voucher/Gift Card is damaged in such a way that it is impossible to read the individual identification number.
5. Any irregularities and errors in the content of the Voucher/Gift Card must be reported to Hotel Europa at hotel@europa-hotel.pl within two weeks of the issue.

§ III. FINAL PROVISIONS

1. At the time of purchase, the Customer receives a receipt or a VAT invoice which is required to accept any complaints about the service of Hotel Europa.
2. Any complaint shall be considered by Hotel Europa upon a written request of the Customer.
3. The Terms and Conditions are available at the website – www.europa-hotel.pl, at the main reception desk of Hotel Europa and at the reception desk of SPA. Hotel Europa is obliged to provide the Terms and Conditions at the Customer's request.
4. Hotel Europa reserves the right to modify the Terms and Conditions. All changes shall be effective from the date of their introduction and issue by Hotel Europa.
5. All matters not provided for in the Terms and Conditions shall be governed by the relevant provisions of the Civil Code.
6. The Customer shall be any person of age or legal entity holding the Voucher/Gift Card who has accepted these Terms and Conditions.
7. The Customer, with the receipt of the Voucher/Gift Card, declares that he/she has become familiar with the Terms and Conditions, accepts their content in its entirety, and undertakes to comply with all of their provisions.

The Terms and Conditions shall enter into force on: 16/04/2018