



## Reservation and cancellation terms

### Reservation | Lodging Deposit | Deposit

1. The Hotel Moran\*\*\*\*SPA, hereinafter referred to as the hotel, accepts reservations made:  
A. Over the phone | B. By e-mail | C. In-person | D. On-line at [www.hotelmoran.pl](http://www.hotelmoran.pl)
2. The above reservations are preliminary and do not bind the hotel in any way.
3. The contact becomes the reservation request if the customer provides the name and surname for which the reservation is made, stay date, number of people in a room and number of rooms. Additionally, the customer provides their phone number and main e-mail address.
4. If the hotel can meet the enquirer's requirements, they will send the offer and its terms at the received e-mail address. It is tantamount to accepting a preliminary non-guaranteed reservation\* by the hotel.
5. The prices at the hotel are in PLN; they include VAT at the rate according to the applicable provisions.
6. The booker confirms their reservation at the hotel by paying a lodging deposit to the hotel's account.
7. The amount of the lodging deposit amounting accordingly to the entire order is in the offer sent at the booker's e-mail. The lodging deposit may not be lower than 30% of the reservation price.
8. The hotel will determine the date until which the customer has to pay the lodging deposit to the account to book a stay.  
If the lodging deposit is not credited to the hotel' account until the set date – the reservation is void.
9. In the transfer title, the customer has to give name, surname, date and number of the reservation.

10. The date of the lodging deposit payment is the date of crediting the amount to the hotel's bank account or the date of cash receipt at the hotel's cash desk.
11. The hotel will confirm the payment receipt under the applicable provisions. On the customer's demand, the hotel will issue a VAT invoice containing the data given in the booking request.
12. The reservation becomes the order starting from the date of crediting the lodging deposit to the hotel's account. Also, its status is a guaranteed reservation\*\*. The given stay date and the ordered services are binding for both parties, i.e. the hotel and the customer.
13. The customer pays the remaining amount for the stay at the hotel on the arrival day, before the stay starts, at the reception desk.  
By completing the payment, the customer concludes an agreement between them and the hotel for the stay agreed in the order.
14. The customer's refusal to pay 100% of the stay price on the arrival day is their withdrawal from the reservation. The hotel will keep the paid lodging deposit.
15. The hotel may demand from the customer to pay a deposit amounting to 50% of the stay price due to security. The deposit is refunded to the customer after the stay. In case of any damage or missing items in the room related to the deposit, it is deducted by the damage value. In the case of damages of value higher than the paid deposit, the hotel will charge the customer with the equivalent of using the room for the entire time of its exclusion from use.
16. The customer's refusal to post the deposit is withdrawal from the reservation. The hotel will keep the paid lodging deposit.
17. The customer may put charges for additional services ordered at the hotel on the room, i.e. as the hotel bill payable at the Reception on departure. To do so, they have to authorise a payment card or post deposit in cash for at least PLN 500 on the arrival day.
18. The agreement that is the order with confirmation of reservation expires on the day of the customer's departure, no later than on the day in the order.

## Cancellation of reservation | Cancellation of stay

1. The customer may cancel the reservation at any time.
2. The cancellation of the reservation has to be in writing; otherwise it will be null and void.
3. Cancelling a preliminary non-guaranteed reservation is not required. However, it will make the work of the hotel reception easier.
4. Cancelling a guaranteed reservation after paying a lodging deposit:
  - in the case of cancelling a guaranteed reservation 90 days before the planned arrival day or earlier – the hotel will refund the lodging deposit amount decreased by handling charges (bank charges, commission)
  - in the case of cancelling a guaranteed reservation later than 90 days before the planned arrival day and stay start – the paid money will not be refunded = the hotel will keep the paid lodging deposit.

However, the hotel may propose another stay date within 90 days if vacant rooms are available. If the reservation was made for a stay in summer, on bank holiday weekends and holidays – the paid money will not be refunded. It may not be used for another reservation as well.
5. The change of the reservation date referred to in point 4 always depends on the hotel's individual assessment of the situation and the possibility of such a change. The hotel reserves that changing the stay date may not expose the hotel to loss, and the customer's request to change the stay date does not bind the hotel in any way.
6. If the customer shortens their stay, the hotel does not refund the cost of unilateral withdrawal from the concluded agreement.
7. Cancellation of the reservation made via Booking.com is according to the rules specified on the agent's website.
8. The court competent for the hotel's registered office will settle any disputes between the customer and the hotel.

\* Preliminary non-guaranteed reservation

– a reservation that the hotel will keep in its resources for no longer than until a request for this offer (for a date, resource or period) by another customer determined to pay a lodging deposit to the hotel's account.

\*\* Guaranteed reservation

- services that the customer ordered and paid for in advance will be ready for their arrival on the day and within the scope specified in the reservation. The guest may begin their stay at any time of the first hotel night of the paid date. In the case of no-show within the first hotel night, the reservation will not bind the hotel. The hotel will keep the paid lodging deposit as well.

*Ostrowo, amendment: February 2019*