

Terms and Conditions of booking rooms at Belweder Villa

1. BASIC TERMS

- booking confirmation – a document which contains all information about the stay, i.e. services included in the offer, offer price, cancellation and payment terms,
- authorisation form – a document which contains written consent of the credit card holder for the card to be debited with the deposit amount or with the full amount due for the stay at the Belweder Villa,
- secured booking – a booking paid in advance or with pre-authorised credit card,
- unsecured booking – a booking made less than 48h before the start of the first day of the stay without payment or submission of payment confirmation,
- deposit – an amount which needs to be paid in order to make the booking, indicated in the booking confirmation,
- pre-authorisation – remote payment made with the credit card indicated in the pre-authorisation form,
- first day of the stay – a day commencing at 12:00 PM.

2. BOOKING METHOD

- 1) Bookings are made in the following manner:
 - by submitting an enquiry via the reservation form on the website of the Belweder Hotel/Villa,
 - by submitting a written enquiry to the Booking Department of the Belweder Hotel and Villa by post, fax or e-mail,
 - by enquiring over the phone at the Booking Department of the Belweder Hotel and Villa,
 - by enquiring directly at the reception of the Belweder Villa without a prior booking.
- 2) Once an enquiry has been received, the Booking Department of the Belweder Hotel and Villa sends a booking confirmation and authorisation form to the e-mail address or fax number provided by the guest, subject to room availability. The booking confirmation contains all details of the offer and the deposit amount with payment method/form (by bank transfer or credit card debit, upon written consent of the card holder). In case of a credit card payment, an authorisation must be issued for the Hotel to charge the deposit amount indicated in the booking confirmation on the guest's credit card, by signing the authorisation form and returning it to the Booking Department of the Belweder Hotel and Villa by e-mail or fax.

3. DEPOSIT

- 1) A prerequisite of a secured booking is payment of the deposit amount indicated in the booking confirmation. In case of stays not covered by special offers (packages) – the deposit amount is equal to the charge for the first day of stay booked. In case of stays covered by a special offer, the deposit amount is equal to 50% of the full cost of stay booked at the Belweder Villa.
- 2) The deposit should be paid before the deadline indicated in the booking confirmation. In case of stays not covered by special offers (packages), the deposit payment deadline is 48h before the start of the first day of stay. In case of stays covered by a special offer (packages), the deposit should be paid 7 days before the start of the first day of stay. If a booking is made less than 48h before the start of the first day of stay, the booking is considered unsecured and may only be considered secured once the guest has submitted confirmation of payment of the deposit indicated in the booking confirmation to the Booking Department of the Belweder Hotel and Villa by e-mail.
- 3) The deposit payment date is considered the date of crediting the bank account of the Belweder Villa:
 - Domestic transfers:
Bank account number – 83 1050 0086 1000 0022 4959 0700
 - International payments:
Bank account number:
IBAN – PL83105000861000002249590700
SWIFT – INGBPLPW83105000861000002249590700;or the date of funds being secured on the guest's account by the Booking Department of the Belweder Hotel and Villa, pursuant to the consent provided via the authorisation form.
- 4) If the payment is not received in the account provided or by way or pre-authorisation before the indicated deadline, the booking is considered unsuccessful, i.e. it is not considered made and is not binding for the Belweder Villa.
- 5) If a booking is made directly at the reception of the Belweder Villa without prior a booking, the total amount due for the stay must be paid in advance by credit card or cash.
The deposit is refunded in full if the service is not provided by fault of the Belweder Villa.

4. OTHER TERMS OF PAYMENTS DUE FOR SERVICE PROVISION

- 1) Guests staying at the Villa for more than 3 days are obliged to pay for the days of stay and services used within 3 days from the start of the stay. The Villa reserves the right to ask that the payment for hotel services is made earlier.
- 2) The use of additional hotel services on the basis of "Hotel credit" (fees added to the room bill) is only possible if the deposit payment has been pre-authorized on the credit card or made in cash at the value of 100% of the price due for the first day of stay.
- 3) The value of hotel services booked is calculated on the basis of the Special Offer Price List valid on the date of the booking or in case of stays not covered by special offers at the Villa, on the basis of the price established for the date, available in writing at the reception of the Villa.

5. BOOKING CANCELLATION

- 1) When cancelling a booking covered by a special offer (package), the guest will be charged the cancellation fee at a specific amount, depending on the date of submitting a written cancellation request:
 - more than 5 days before the first day of stay - no fee,
 - 5-3 days before the first day of stay - 50% of the deposit,
 - less than 3 days before the first day of stay - the Villa keeps 100% of the deposit.
- 2) When cancelling a booking not covered by a special offer, the guest will be charged the cancellation fee at a specific amount, depending on the date of submitting a written cancellation request:
 - cancellation more than 24h before the first day of stay - no fee,
 - cancellation at 24h or less before the first day of stay - fee equal to the amount due for the first day of stay.
- 3) The difference between the payment made for the booking and the cancellation fee is refunded by bank transfer to the indicated bank account of the guest. The cancellation fee is deducted from the deposit paid or booking payment made, alternatively charged on the credit card. A separate invoice is issued for the remaining part of the cancellation fee (if applicable) and sent to the contact address provided by the client.
- 4) Bookings may only be cancelled in writing - by e-mail or fax.
- 5) In case of bookings made for especially popular dates, the Villa reserves the right to introduce different terms of booking cancellation to the authorisation form or even to fully exclude the possibility to cancel the booking free of charge.