

### **TERMS OF RESERVATION**

1. Pre-booking of a stay at the Hotel Wiosna in Rabka-Zdrój can be made by phone, email, in person and online using reservation systems.
2. The value of the reservation is determined on the basis of the hotel price list or the price list of stay packages in force on the day of booking.
3. The booking is considered confirmed after paying a deposit of 30% of the total booking value.
4. By booking your stay through the Profitroom system, you can make online payments and receive instant confirmation of the reservation generated by the system.
5. In other cases, the advance payment must be made within 2 days of making the first reservation or at another time agreed with the hotel to the following bank account: 85 8799 0001 0027 0200 0781 0001
6. After the payment is credited to the account, the hotel issues the booking confirmation and sends it to the e-mail address or postal address provided by Booker.
7. The remaining amount for the stay must be paid at the hotel on arrival.
8. In the absence of prepayment by the required date, the pre-booking will be considered invalid and the hotel will cancel it.
9. Non-guaranteed reservation (no down payment) is valid until 18.00 on the day of planned arrival.
10. In the case of a guaranteed reservation (with an advance payment), the Guest does not appear until 18.00 the next day from the date of the reservation, the hotel has the right to cancel the reservation and charge the guest with the advance payment.

### **MODIFICATIONS OF THE RESERVATION**

1. All changes regarding reservations should be reported by phone or email to the hotel staff.
2. Each inquiry will be considered individually and will be considered according to the capacity of the hotel and the availability of seats.
3. In the event of shortening the stay at the Hotel by the Guest using the stay package, the Guest has the right to return the unused gastronomic part, however, notification should be made no later than 8 hours before the start of the meal.

### **CANCELLATION OF RESERVATION**

1. Cancellations are made upon a written request of the Guest (e-mail, fax, traditional letter).
2. Cancellations made up to 14 days before the planned arrival are free and the deposit paid is returned in full to the account from which it was paid. Does not apply to the Christmas offer in the mountains, New Year's Eve and Winter Fun (Holidays), in which free cancellation can be made 30 days before the start of the stay.
3. In the event of cancellation of the stay less than 14 or 30 days (in the case of offers above) in advance of the planned arrival, the refund of the advance payment may be made only if the Hotel acquires another Guest for the canceled stay.

### **PRIVACY POLICY**

1. By providing their email address during the first booking, the guest agrees to the processing of his personal data in order to send information about promotional offers.
2. You can opt out of such correspondence at any time by clicking the appropriate link at the bottom of each message.
3. Personal data of our Guest are not and will not be available to any third parties.