



## General conditions of booking hotel rooms and other hotel services

This document defines the conditions of making the reservations, cancellation of reservations, terms of paying for reservations and its validity.

### I. Ways of making the reservation

Our guests have different possibilities to make reservations:

- a) filling out and signing the reservation form on the Internet page and sending it to the Hotel by e-mail;
- b) sending the order for stay at written form: by letter, fax or by e-mail;
- c) making order for stay by phone;
- d) in person, written confirmation of the reservation is available at the Reception desk.

After making a reservation according to the procedure mentioned above, Hotel will send on given by the Guest address or fax number an authorization document/confirmation of reservation (except the d) case described above), which we ask to fill out and send it back. That authorization document authorize the Hotel to charge your credit card for the amount of the deposit.

Necessary condition for confirmation a reservation is to pay prepayment ( transfer/cash) within seven days from the reservation was made or to make your funds on the credit card pre-authorized by the Hotel in amount of :

- a) Apartments : cost of whole staying
- b) Other rooms : 50% value of staying

**The date of making a prepayment is the date of recognizance Hotel Ilan \*\*\*\*bank account**

National charges : bank account number Hotel Ilan \*\*\*\* (AVIR Sp. z o.o. )

**12 1240 6218 1111 0010 3968 0944**

Abroad payments : bank account number Hotel Ilan \*\*\*\* ( AVIR Sp. z o.o.)

**IBAN : PL 12 1240 6218 1111 0010 3968 0944**

**SWIFT CODE: PKOP PL PW**



**Bank PEKAO S.A. , Warszawa, ul. Grzybowska 53/57**

Reservation would not be made efficient if the prepayment was not paid in the aforesaid period or if there were not any funds on the credit card.

We would like to inform, that according to the regulations of Hotel Ilan \*\*\*\*\* the settlement period in the Hotel is 7 days what means that every Guest staying at pay for the utilized staying and services in the period of 7 days from the day of the staying begun.

Hotel has the right, in justified cases, to make the credit higher on Guest's or Travel Agency's credit card or ask for pay for Hotel services before. Using additional hotel benefits on rules " the bill for the room " is possible after giving to the Reception of the Hotel properly signed authorization document which lets ordering the bill for the room for services during the Guest's staying.

Calculation of the value of the reserved services is according to the current of the reservating time Hotel's price list.

## **II. Cancellation the reservation**

It is a possibility of cancellation the reservation, although only because of an important, reasonable and documented in writing reason.

Conditions of cancelling the reservation

In case of resignation of the booked staying Guest or Travel Agency would be charged of fee for resignation:

- 1) 60 or more days before planned coming = 25% cost of booked staying
- 2) between 60 and 30 days before planned coming = 50% cost of booked staying
- 3) less than 30 days before planned coming = 75% cost of booked staying
- 4) in case of not showing without cancelling the reservation = 100% cost of booked staying

The difference between payment made for the reservation and payment for the registration ( if there would be such ) would be refunded as a transfer on the given bank account number.

The payment for the resignation would be deducted from the amount of prepayment paid or the amount of the staying the credit card would be charged. If there is any part of payment for the staying left , the invoice would be sent to the address of Guest or Travel Agency.

In case of acquiring a new Guest on cancelling staying the Hotel night to reduce the payment for resignation by less than 30 days by 25% of cost of whole booked staying .



The cancellation of reservation needs writing from for its validity.

### **III Additional information**

Hotel day starts at 2 p.m.

Hotel day ends at 12

The bill for the staying should be paid before planned day of ending the stay, although , the settlement period is no longer than 7 days.

In case of willing to book a SPA service in our Hotel , we are asking to write this note on the contact from which is on our website in “additional Guest’s orders”. The personnel of the Hotel would contact with you by sending confirmation of reservation additional services and giving professional as soon as possible.

The intention of the Hotel is to solve every problem related to realizing the regiment and hotel services in an amicable way. In the case of failure to reach an agreement between hotel and guest in any issue, the competent court is the District Court for Warsaw Downtown.