

Subject matter

§ 1

1. The Rules and Regulations, hereinafter referred to as the Rules and Regulations, define the subject of service, liability and rules of staying at the Pieniny Grand facility in Szczawnica. The Regulations are an integral part of the contract, which is reached by signing the registration card, making a reservation through all available sales channels, making a down payment or by paying for the reservation in full. The guest, by performing one of the above-mentioned actions, confirms that he/she has read and accepts the provisions of the Regulations.

2. The facility is operated by the company: Pieniny Grand Spółka z ograniczoną odpowiedzialnością with headquartered in Warsaw (00-337), at ul. Juliana Bartoszewicza 3/30, registered in the Register of Entrepreneurs of the National Court Register.

Entrepreneurs of the National Court Register, kept by the District Court of for the city of Warsaw in Warsaw, XIII Economic Department of the National Court Register , under KRS number: 0000812675 , NIP: 5252806550, REGON: 384822351,

3. the Regulations are available on the website www.pieninygrand.pl and at the reception desk on each Guest's request.

4. Regulations are addressed both to consumers (within the meaning of the Civil Code), as well as to non-consumers, in particular entrepreneurs.

5. Pictogram and information signs placed in and around the Facility are an integral part of the Regulations. Users are obliged to strictly observe the information provided on the pictogram and information placards.

Hotel day

§ 2

1. The room is rented for the day.

2. The guest shall specify the date of stay when making a reservation.

3. A day lasts from 16:00 on the day of check-in to 11:00 on the following day, unless group contract or individual confirmation states otherwise.

4. The wish to extend the day should be reported at the reception , no later than 9:00 a.m., on the day, on which the room rental period expires. The facility will consider the request for an extension of the night, subject to availability of rooms. Extension of stay may involve additional costs,

5. In case of not vacating the room, the Guest is obliged to pay the additional costs.

If the guest does not leave the room at the time indicated, the property has the right to add to the bill the cost of the next day, in accordance with the price list for a given day, on the object's website.

(6) The Guest's guardian is the reception available at extension 5000.

Registration of stay

§ 3

1. The basis for registration of the guest's stay is the presentation at the reception of a valid identity card or passport and signing the registration card.
2. Persons not registered to stay at the Facility may stay as guests in the room from 7:00 am to 10:00 pm.
3. A guest may not transfer the room to a third party, even if the period for which he has paid the payment due for the stay.
4. The facility may refuse to accommodate a Guest who, during the previous stay(s) has grossly violated the Regulations, in particular by causing damage to the Property of the Facility or Guests, damage to the person of Guests, employees of the Facility or other persons staying at the Facility.
5. The Facility may block the funds on the payment card provided by the Guest or require the Guest to pay a deposit to secure any payments, such as the amount not yet paid for the stay, in the amount not higher than the amount of the charge due for the entire stay, whereby the Guest also authorizes the Facility to charge the amount due from this card.
6. In case of cancellation of the Guest's stay during the course of the day, the Facility will not refund the fee for the begun hotel day.
7. The Guest will be charged the total value of the reservation for shortening the stay.
8. The Guest agrees to issue a VAT invoice without signature.
9. The charge for the stay does not include the resort fee. The fee shall be payable at the reception in accordance with the rate in force at the time of stay adopted by the Municipal Council in Szczawnica.

Booking

§ 4

1. The Guest is entitled to conclude a contract with the Facility through the website www.pieninygrand.pl
2. The Guest makes a reservation in the reservation system by performing actions according to the steps of the system. In order to make a reservation, it is necessary to provide personal data.
3. The prices shown on the website include VAT and are in Polish currency.
4. The last window displays a summary of the reservation, including services selected by the Guest within the created offer. Acceptance of the terms of the offer takes place at the moment of clicking "Book "and making a prepayment / deposit, the entire amount (hereinafter referred to as the Prepayment) - according to the selected offer. After making the prepayment, the Guest will receive an email confirmation of the reservation through the reservation system, which will include a detailed

description of the purchased services. The contract is concluded only after payment of the Prepayment. Prepayment should be paid by the date indicated in the booking confirmation.

5. Prepayment or the entire price is made by traditional bank transfer or through the through the online payment system Eservice.pl, to which the Guest will be redirected at the last stage of making the reservation. The Guest will not incur additional fees for making payment through the Eservice.pl online payment system. The facility is not the owner or operator of Eservice .pl online payment system. The guest should familiarize himself with the privacy policy applied by the operator of Eservice .pl.

6. Failure to make the Down Payment or the entire amount, depending on the selected offer, by the date specified in the booking confirmation, results in no contract between the Guest and the Facility.

7. When making a reservation by contacting the reservation department/reception by phone or by e-mail way, the Guest receives an e-mail confirmation of the reservation (hereinafter referred to as the Confirmation) , in which all telephone/email arrangements are written down. In order to create a reservation in the reservation system, it is necessary to provide personal data Guest: name, surname, contact number, e-mail address. The guest is obliged to pay advance/deposit or the entire amount (hereinafter referred to as prepayment), in accordance with the selected offer to the bank account number indicated in the bank account number in the Confirmation and with the specified title of the transfer, within the specified deadline. Failure to make a prepayment will result in no contract between the Guest and the Facility , which may result in the removal of the reservation from the reservation system. Making prepayment results in acceptance of the Facility's Regulations and the information contained in the booking confirmation.

Service

§ 5

1. The facility shall provide its services in accordance with its category and standard.
2. In the event of reservations regarding the quality of services provided, the Guest is requested to immediately report the objections to the Reception, in order to enable the Employees to improve the standard of services provided.
3. The Facility is obliged to provide Guests with:
 - a. conditions for full and unhindered rest within the framework of the purchased offer,
 - b. security of the stay, including maintaining the secrecy of Guest information,
 - c. professional and courteous service within the scope of the offer in force,
 - d. cleaning of the room and performance of necessary repairs to the equipment during the Guest's absence, and in the case of his/her presence, only if he/she agrees and wishes to do so,
 - e. technically efficient service, and in the event of defects that cannot can be removed immediately, replacement of the room with another of the same standard .

4. In addition, at the request of the Guest, the Facility shall provide the following services free of charge:

- a. Providing information related to the stay and travel,
- b. waking up at the appointed time,
- c. storing the luggage of Guests registered for a stay at the Facility ,
- d. ordering a cab.

5. Guests may use free of charge:

- a. Gym,
- b. Spa area: swimming pool, Jacuzzi, saunas,
- c. Playroom for children.

6. Guests may use other additional services offered at the Facility for an additional fee.

Facility for an additional fee, in accordance with the rules of use of these services and price lists made available to Guests prior to the use of the services.

7. Food in the form of a buffet may be consumed only in the Restaurant , which buffet is offered offered. It is forbidden to take food outside the dining room. Taking food out may be carried out against payment of the price of this food, by arrangement with the staff of the Facility .

8. Children under the age of 12 should use the buffet only under the supervision of adult guardians to avoid burns, cuts.

9. Any food intolerances should be reported by the Guest at the Reception and - during the during meals - to the staff serving meals.

10. Animals are forbidden in all dining areas, it is allowed on the outdoor route next to the Restaurant.

11. The rules of staying in Skybar are defined by separate regulations.

12. The rules of staying in the Wellness & SPA area are defined by separate regulations.

Liability of Guests

§ 6

1. The Guest is obliged to secure the room each time he leaves it by closing the windows and the entrance door, and taking careful care of the room card.
2. The Guest bears full financial responsibility for any kind of damage or damage to the Facility's equipment and technical devices, caused by the Guest or his/her or his visitors. If damage to the room or room equipment is noticed Guest should report the remarks to the front desk employee immediately after noticing them. Object reserves the right to charge the Guest's credit card for the damage caused after the Guest's departure. In case of not having the credit card number the Facility reserves the the right to charge the Guest for the damage

caused by sending a sales document with a form of payment: transfer and specifying the date of payment.

3. In case of violation of the provisions of the Regulations, the Facility has the right to refuse to provide services to the person who violates them. Such person is obliged to immediately comply with the Facility's demands, to pay for the services rendered so far, to pay for the any damage, and to leave the premises of the Facility.

4. Children under the age of 13 should be under the constant supervision of legal guardians legal guardians. Legal guardians may be held financially responsible for any damage caused as a result of the actions of children under the rules of common law applicable law.

5. It is prohibited to use bathroom towels for cleaning shoes and cleaning any other soiled objects. It is forbidden to take towels and other items of room equipment at the end of your stay .

Liability of the Facility

§ 7

1. The object is liable to the Guest according to the rules set forth in the provisions of generally applicable law, including the Civil Code. Rules of liability Facility for loss of or damage to items brought in by the Guest is defined by the provisions of the Civil Code.

Money, securities and valuable objects, especially valuables and items of scientific or artistic value should be placed by the Guest in a deposit at the Reception, or kept in a safe, if one is located in the room . Facility may refuse to accept these items for safekeeping if they threaten security or if, in relation to the size or standard of the Facility, they are of too great a value or if they take up too much space

2. The Facility provides the service of storing vehicles in an unguarded parking lot . Conditions and rules for the use of parking spaces in the unguarded parking lot (including liability rules) are specified in the rules and regulations of the unguarded parking lot .

Return of items left behind

§ 8

1. Personal belongings left by the departing Guest in the room will be returned to the address indicated by the Guest at the Guest's expense. In case of not receiving such instruction, reception will store the above items at the owner's expense for a period of 6 months, after which this period these items will become the property of the Facility . Due to their characteristics, foodstuffs will be stored for a period of 24 hours.

Complaint procedure

§ 9

1. Guests have the right to file a complaint if they notice any deficiencies in the quality of the services provided or in any other respect.
2. A complaint may be filed by a Guest, for example:
 - a. in writing to the address for service of the Facility , indicated in § 1 paragraph 2 of the Regulations;
 3. in electronic form via e-mail to: info@pieninygrand.pl.
4. It is recommended that the Guest specify in the description of the complaint:
 - a. Information and circumstances regarding the subject of the complaint, in particular the type and date of occurrence of the deficiency or defect .
 - b. contact details of the complainant - this will facilitate and speed up the consideration of the complaints. The requirements specified in the preceding sentence are in the form of a recommendation only and do not affect the effectiveness of complaints submitted with the omission of the recommended description of the complaint.
5. The Facility Management will respond to the complaint received from the Guest and inform the Guest about the the manner of processing the complaint in writing or via e-mail e-mail, if the Guest has provided an e-mail address for this purpose. A response will be provided to the Guest to the complaint within 30 days from the date of its receipt, unless otherwise stipulated by separate regulations.

Additional provisions

§ 10

1. The Facility has a curfew from 10:00 p.m. to 6:00 a.m. until the following day.

Guests should use the services of the Facility in a manner that does not violate the silence at night, as well as with respecting the right to peaceful rest of other Guests. Guests should immediately report to the Reception Desk any disturbance of the quiet of the night by other Guests, in order to allow the reaction of the staff . The facility I may refuse to continue to provide services to Guests who violate the quiet hours night time despite staff intervention. Such persons are obliged to immediately to comply with the demands of the staff , to pay for existing services, to pay for any damages and to leave the Facility . In the event that in connection with inconvenience caused by violation of the curfew by the Guest, the staff will reduce the the price of the stay to other Guests as a result of complaints filed by them, the Facility, acting on the basis of based and within the limits of generally applicable laws, the Facility may claim compensation or recourse from the Guest who violated the curfew.
2. The stay of children under 3 years of age is free of charge, they receive food to the extent provided by the offer purchased by the child's guardians. In addition, children are provided with towels and bedding. It is possible to reserve a travel crib for an additional fee.

The property stipulates, however, that the number of travel cribs is limited and advance reservation is necessary.

3. The facility accepts the presence of animals - it is regulated by separate regulations:

“Regulations for the stay of animals”.

4. The guest agrees to the processing and storage of personal data in accordance with the Law on Protection of Personal Data (Journal of Laws of 2002 No. 101 item 926; as amended) by Pieniny Grand Sp. z o.o. for the purposes necessary for the Guest's stay, the Guest's use of the other services provided by the Facility . The Guest has the right to access his/her personal data and to correct them.

5. In accordance with the Act of November 9, 1995 on health protection against the consequences of use tobacco and tobacco products are strictly prohibited on the premises of the Facility. All rooms are also prohibited. In case of failure to respect the above ban, the Guest may be charged a fee of PLN 5,000.00 for ozonation peace.

6. For security reasons in the area of the Facility, with particular emphasis on rooms, it is prohibited to possess, store or use dangerous goods, weapons, ammunition, flammable, explosive or illuminating materials, including fireworks. .

7. It is prohibited to carry out door-to-door sales and sales activities in the Facility

8. The guest should not cause unpleasant odors to escape from the room or disturbing in any other way.

9. Apart from a slight rearrangement of furniture and equipment that does not affect their functionality and safety of use, guests are not allowed to make any changes in the rooms or their equipment.

10. Guests are not allowed to use devices and objects that may pose a risk with damage to the property of the Facility and other guests, in particular devices that may cause fire or flooding. Due to fire protection requirements it is prohibited covering or turning off smoke detectors.

11. It is permissible to use kettles and other devices located in the room equipment of individual rooms.

12. In the building of the Facility it is prohibited to use roller skates, roller skates, skateboards, bicycles, scooters and other personal transport devices, as well as a ban on their use drones.

13. The court competent to resolve disputes between the Guest and the Facility is the court general, defined in the provisions of generally applicable law.