

Ladies and Gentlemen,

Hotel Swing distributes Vouchers (vouchers for hotel services). Vouchers may be transferred free of charge as part of promotional campaigns organized by Hotel Swing, and may also be sold for an amount corresponding to their value (e.g. as a gift to another person). If you are in possession of such a Voucher, please read the following Regulations governing the use of Vouchers.

TERMS AND CONDITIONS OF USING THE "HOTEL SWING" VOUCHERS

1. The publisher of the Voucher is Hotel Swing Sp. z o.o. with headquarters in Krakow, ul. Dobrego Pasterza 124, 31-416 Kraków, KRS: 0000114858, NIP: 9451888096, REGON: 357048496.
2. Vouchers may be amount or service vouchers.
3. **An amount voucher** (for a specific amount indicated in the content of the Voucher) is a non-cash form of payment by the Voucher holder for hotel services at the Hotel Swing available in the hotel's current offer (excluding alcoholic beverages) of the value indicated on the Voucher.
4. The amount voucher must be used once. If the full value of the Voucher is not used, the Publisher will not refund the difference. If the value of the service is higher than the value of the Voucher, the holder is obliged to pay the difference.
5. **The service voucher** (specifying the type of service offered in the content of the Voucher) is a non-cash form of payment by the holder of the Voucher for hotel services at the Hotel Swing indicated in the content of the Voucher.
6. The service voucher must be used once. If all the services specified in the Voucher are not used, the Publisher will not refund the difference.

Provisions regarding both types of Vouchers:

7. Each Voucher is marked with an individual number.
8. The voucher is not a means of payment and cannot be exchanged for cash in whole or in part.
9. The Voucher Holder is entitled to use it within the period specified on the Voucher.
10. Failure to use the Voucher within the period indicated on the Voucher is tantamount to the expiry of the Voucher's validity and shall not constitute grounds for its holder to file a claim against the Voucher Publisher, in particular a claim for a refund of the Voucher value.
11. It is forbidden to resell the Voucher to third parties.
12. The Publisher reserves the right to refuse to provide a hotel service in exchange for a Voucher that is illegible, damaged or otherwise raises doubts as to its authenticity. In this case, the Voucher is considered invalid, without the right to receive a replacement Voucher.
13. Publisher's contact details: phone: 12 311 11 11, e-mail: hotelswing@hotelswing.pl
14. All complaints should be submitted in writing to the Publisher's address or by e-mail to the following e-mail address: hotelswing@hotelswing.pl with the address data enabling a reply.
15. The content of these Regulations is available on the Publisher's website at www.hotelswing.pl.

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