

TERMS AND CONDITIONS FOR THE PURCHASE AND USE OF HOTEL VOUCHERS

1. The Buyer/User declares that they have read the content of these Terms and Conditions, accepts them in their entirety, and undertakes to comply with their provisions upon purchasing the Voucher.
2. The Voucher can only be used at the ARCHE Dwór Uphagena Gdańsk, ul. Prof. Kieturakisa 1, 80-742 Gdańsk.
3. The Voucher entitles the holder to use specific accommodation, gastronomic, or SPA services, depending on the type of Voucher.
4. For accommodation Vouchers and Vouchers for Restauracja Stara Kuchnia, the value may only be used for services subject to an 8% VAT rate.
5. The Voucher User is required to make a prior reservation for the service:
 - a) Accommodation Voucher: at the Reception of the property by phone at +48 58 506 55 91 or by email at rezerwacja@archedworuphagena.pl
 - b) SPA Voucher: at the Reception of Remedy SPA Wellness Therapy by phone at +48 690 504 217 or by email at spa@remedyspa.pl
 - c) Restaurant Voucher: at the Stara Kuchnia Restaurant by phone at +48 58 506 55 97 or by email at restauracja@archedworuphagena.pl.
6. The Voucher is valid for a period of 90 days from the date of issuance if there is no information on the validity period or other deviations indicated on it.
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8. The validity date of the Voucher cannot be extended.
9. The Voucher cannot be combined with other promotions.
10. The hotel reserves the right to refuse the redemption of the Voucher during periods of high occupancy such as holidays/events/long weekends or periods with full booking.
11. The Voucher must be used once and in its entirety, it cannot be divided.
12. The Voucher cannot be exchanged for cash.
13. The Voucher is non-refundable; once purchased, it cannot be canceled, and funds will not be refunded.
14. The property (including SPA and Restaurant) will only accept Vouchers that are undamaged. The original Voucher must be presented when redeeming the service at the property.
15. When redeeming the Voucher, the User is not entitled to receive the remaining unused amount if the value of the service is lower than the value of the Voucher.
16. The Buyer is required to pay the price difference in cash, by debit card, or credit card if the value of the service provided is higher than the value of the presented Voucher or the scope of the Voucher does not cover it.
17. Each Voucher has a unique number. The number cannot be changed and is the basis for determining the validity and terms of use of the Voucher.
18. The property has the right to refuse to redeem the Voucher if:
 - a) the Voucher's validity period has expired,
 - b) the Voucher is damaged, making it impossible to read the data recorded on it,
 - c) a prior service reservation has not been made,
 - d) the property's occupancy does not allow the service to be provided.

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