



## TERMS & CONDITIONS

In order to avoid misunderstandings and ensure comfortable and safe stay, please read the following Terms & Conditions.

When making a reservation at Proste Chwile the guest declares that he has read and accepted the present Terms & Conditions.

§ 1 Houses are rented for days.

§ 2 A day starts at 16 p.m. and ends at 11 a.m.

§ 3 Quiet hours start at 22 p.m.

§ 4 No outside persons are allowed on the premises without the consent of the staff. If the guest obtains such permission, the stay of outside persons is allowed only until 21 p.m.

§ 5 To confirm the reservation, please pay 30% of the amount of the stay to our account and send us a message about the payment. Upon payment the reservation of the stay is completed, no payment within 2 days will be considered resignation. After receiving the payment we will send the booking confirmation. The down payment (30% of the stay) is non-returnable and will be forfeited if guests fail to make their appointment. The down payment is not forfeited if you book your stay at another agreed available date (valid for 1 year) and you notify it to us no later than 30 days before the planned arrival. If the booking is canceled later, the deposit is not refundable. We assume the possibility of a refund of the deposit if we can find a replacement for the canceled reservation, calculated as a percentage of the number of days we will be able to fill again. If not, then unfortunately the deposit will cover our loss.

§ 6 When making a reservation at Proste Chwile, the guest declares that he has read and accepted the Terms & Conditions.

§ 7 The wish to extend the stay beyond the period indicated on the day of arrival, the guest should report to the staff by 9 a.m. the day on which the apartment rental period expires. Wishes to extend the stay will be accepted as long as the house is available.

§ 8 The payment for the stay is charged by transfer in advance no later than 7 days before arrival. In case of cancellation of stay during the day, we do not refund the fee for the unused day(s). An earlier departure of the guest, for reasons beyond the control of the owner of the object, does not entitle the guest to demand a refund for the unused service.

§ 9 The person appointed to contact the guest is obliged to reduce the amount accepted by the sum of the advance payment. In order to clarify any ambiguities, please keep a copy of the payment made.



§ 10 When handing over the keys, the introducing person provides information about the object, as well as gives instructions on the operation of selected electrical appliances that are part of the house's equipment. This moment is also the confirmation with the technical and quantitative condition of the house and the devices in it.

§ 11 Failure to submit comments and reservations regarding the technical condition at the time of entering the house is considered as the fact that the house has been put into use in a condition which does not raise the objections and reservations of the guest.

§ 12 The staff are not entitled to enter the rented house without the guest's permission, let alone move their personal belongings. The right to enter the rented facility remains only if you notice the security risks of guests, cleaning services or in the event of non-compliance with the terms & conditions.

§ 13 The animals in Proste Chwile are welcome. The presence of animals in the house and in the premises is possible only if their owners take responsibility for the animals - please do not let the animals run free. The owners bear responsibility to clean up after their animals.

§ 14 Cleaning and changing of towels in the houses during guests' stay takes place every 6 days

§ 15 Items left by the guests in the facility after the stay, will be sent back at the guest's expense to the address indicated by them. If the guest does not indicate the address to which the left items are to be sent or if the guest does not collect the items in person within 3 days of leaving the facility, the staff will handle the items in accordance with the provisions on lost or found items.

§ 16 Due to the requirements of fire protection in the houses do not use any instruments or devices powered by electricity or gas, which are in these houses and that may create a fire hazard e.g. electric heaters, heaters, gas burners. It is forbidden to bring flammable materials, explosives or materials with an unpleasant smell into the houses.

§ 17 Every time you leave the house, please check whether it is closed.

§ 18 When entering or leaving the facility, close the main entrance door.

§ 19 Please take care of the rented house, turn off unnecessary lighting and turn off the water.

§ 20 The property is strictly non-smoking. In case of non-compliance, guests are required to pay a fine of PLN 1000.

§ 21 A guest who intentionally or accidentally destroys the property of the Proste Chwile is obliged to cover all costs incurred. The rented houses should be left in the condition in which they were on arrival according to the entry protocol.



§ 22 In the event of a violation of the Terms & Conditions, guests will be checked out and will have to leave the building immediately. This applies in particular to cases of disturbing the silence of the night and any other behavior that prevents rest for other guests. An earlier departure of a guest due to a breach of the Terms & Conditions does not entitle him to request a refund for unused accommodation.

§ 23 We are not responsible for any damage or loss of a car or other vehicle belonging to the guest.

§ 24 In Proste Chwile, parents or guardians are entirely responsible for children and youngsters up to the age of 18. Parents and guardians of children are responsible for the safety of children in the Proste Chwile house and premises.

§ 25 The entity providing the services is: Proste Chwile Tylicz Jan Biernat, ul. Stara Droga 69, 33-380 Krynica-Zdrój, NIP: 734 163 66 88 (tax identification number), REGON: 141957993 (national register number for the business entities)

§ 26 Complaints may be submitted by e-mail to [prostechwile@gmail.com](mailto:prostechwile@gmail.com) . The complaint will be reviewed within one week.