

REGULATIONS – BOOKING RULES
AT THE HOTEL GOŁĘBIEWSKI
IN KARPACZ

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§1 THE BOOKING CONFIRMATION INCLUDES

1. Booking number.
2. Details of the Service Provider: Gołębiewski Holding Sp. z o.o. with its registered office in Ciemne; 05-250 Radzymin, ul. Wołomińska 125; NIP [Tax Identification Number]: 125 173 93 35, REGON [National Business Register Number]: 523380176), entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, 14th Commercial Division of the National Court Register under KRS No.: 00009996308; a branch of Hotel Gołębiewski in Karpacz, with its registered office in Karpacz, phone: 75/76 70 740, e-mail: karpacz@golebiewski.pl.
3. The Customer's surname and first name.
4. The method of communication with the Customer (e-mail address, phone number).
5. Length of stay: Number and type of rooms.
6. Offer name.
7. Offer price of stay: (detailing the services included in the price). The prices presented by the Service Provider are the sum of the price per room and the number of nights and the number of persons using the hotel service and include VAT. They may also include other benefits as detailed in the description of the offer price. If an offer includes breakfast or includes other additional services, this information is provided by the Service Provider. For services not included in the order (e.g. additional accommodation, parking), payment must be made on site by the Customer.
8. Terms and method of payment of the deposit: Confirmation of the booking includes payment of a deposit of a minimum of 30% of the value of the expected cost of the stay (for standard bookings) and 100% of the value of the cost of the stay under the paid voucher, i.e. invitation.
9. Bookings must be confirmed with a deposit payment (in the case of vouchers, it is 100% of the value), failure to pay will result in cancellation of the booking. The Customer will receive an e-mail with the confirmation of the booking with the bank account number to which the deposit should be paid for the stay in the Hotel.
10. The Customer shall be held responsible for the consequences of providing incorrect data.

§2 METHOD OF PAYMENT

1. Payments are made directly during the online booking process or made later to a bank account. The booking is considered completed only upon payment of the deposit in the amount indicated in point 8 above.
2. The credit card authorisation and payment settlement made available on the

Hotel website: www.golebiewski.pl is handled by an external entity through a direct connection to the server of the payment card settlement agent (PayPro S.A. with its registered office in Poznań).

§3 WITHDRAWAL FROM THE CONTRACT

The Customer does not have the right to withdraw from the hotel service booking contract, pursuant to Article 38(12) of the Consumer Rights Act.

§4 CANCELLATION OF THE BOOKING

1. To cancel or amend a booking, please contact the Hotel Gołębiewski reception by phone: 75/76 70 740-747, or e-mail: repcja.karpacz@golebiewski.pl
2. A change of the date of a booking is free of charge if it is reported in the manner specified in point 1) above at least 3 days before the planned arrival at the Hotel Gołębiewski, and in the case of Easter, Christmas and New Year's Eve 14 days before arrival, and in the case of long weekends, summer and winter holidays 7 days before arrival.
3. Cancellation of a booking is free of charge if reported in the manner specified in point 1) above at least 3 days before the planned arrival at the Hotel Gołębiewski, and in the case of Easter, Christmas and New Year's Eve 14 days before arrival, and in the case of long weekends, summer and winter holidays 7 days before arrival.
4. In such a case, the Service Provider shall return to the Customer the deposit paid to the same bank account from which the Customer transferred the deposit to the Service Provider's bank account within 5 working days from the receipt of the written cancellation of the booking with a confirmation of the bank account number to which the deposit is to be returned.
5. If the booking is cancelled after the date specified in point 3) above or if the Customer does not show up at the Hotel Gołębiewski on the date of commencement of the stay – the deposit as defined in Article 394 of the Civil Code shall be retained by the Service Provider.
6. Shortening the stay in Hotel Gołębiewski shall be treated as cancellation after the deadline specified in point 3) above and shall entail payment of the entire declared duration of the stay.
7. If the voucher, i.e. invitation, is not used by the expiry date specified in the booking confirmation as the cut-off date, the deposit, within the meaning of Article 394 of the Civil Code, shall be retained by the Service Provider.

§5 COMPLAINTS:

1. Complaints may be sent by the Customer to the following e-mail address: karpacz@golebiewski.pl; or in writing to the Service Provider's address.
2. A complaint should be submitted no later than 7 days from the day on which the cause for complaint arose.
3. Each complaint should contain a brief description of the problem giving rise to the complaint, the date and time of its occurrence and the Customer's identification.
4. The Service Provider will make every effort to consider complaints within 30 days

of their receipt by the Service Provider. The Customer will be immediately informed of the outcome of the complaint review by e-mail to the address provided in the complaint.

Any disputes that may arise in connection with this Contract shall be settled by the competent common courts.

§6 PERSONAL DATA

Please be informed that the Controller of your personal data is Gołębiewski Holding sp. z o.o., with its registered office in Ciemne; 05-250 Radzymin, ul. Wołomińska 125; a branch of Hotel Gołębiewski in Karpacz, with its registered office in Karpacz at ul. Karkonoska 14, postal code 58-540, which processes your personal data – for various purposes, but always in accordance with the law – based on the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 – GDPR. Your personal data will be used in accordance with our Privacy Policy, which can be viewed [here](#).