

Terms and Conditions of Tree Houses Olszanka

1. The facility is intended for people over 18 years of age. For failure to comply with the ban, guests will be asked to leave the facility without a refund for their stay.
2. The hotel day starts at 16.00 - on the day of arrival and ends at 10.00 - on the day of departure. Request to extend your stay is subject to availability.
3. A non-refundable deposit of 30% is required when booking, the remaining amount must be paid no later than one day before arrival. Payment can be made by traditional transfer, payment gateway on the property's website or in cash on site. In case of cancellation of the reservation, 70% of the amount due is refunded by traditional transfer or cash within 3 days. If accommodation in the selected cottage is not possible due to technical reasons, the facility will move the guests to another cottage or refund the entire amount due 100% by traditional transfer within 3 days. Complaints can be submitted by e-mail and are considered within 7 business days

Traditional transfer details:
Tree Houses Karolina Banasiak
Street H. Galle 3
96-330 Olszanka
80 1140 2004 0000 3302 8235 7240
Mbank S.A.

Please enter the name of the house and the dates of your stay in the transfer title.

NIP: 5291770566

REGON: 521824114

IF YOU ARE BOOKING FOR THE SAME DAY, PLEASE CONTACT US IMMEDIATELY BY PHONE OR SMS AT 502-213-312

If there is no choice, breakfast will be selected randomly.
In case of a last minute reservation, the restaurant may refuse to prepare breakfast. The guest will be informed immediately and the breakfast amount will be refunded in full.

4. Breakfasts are available for an additional fee. Breakfasts are delivered in breakfast baskets at 8.00 to containers located under the houses. After breakfast, please put the breakfast baskets with the jars back in the containers under the house.
5. Wi-Fi Internet on the premises of the Facility is free of charge. Login details will be located along with the welcome card inside the cottages. There is access to Netflix in the cottages. Please use the account with the name of the house where the Guest is currently staying.
6. On the day of arrival, the guest receives an access code to the gate and wicket for the duration of the stay and a one-time access code to the house. There will be an entry card inside which will be used to open the Tree House for the duration of your stay.
7. While staying in the house, the card must be placed in the reader located at the entrance door so that all electrical devices can be used.
8. The guest may not transfer the card to the house to other people, even if the period for which he paid has expired.

9. After the stay, the card should be left in the place where it was left on the day of arrival.
10. Quiet time is from 22.00 to 6.00. Guests are kindly requested not to disturb other guests during this time.
11. Hot water is obtained from a heater located in the bathroom. After using a larger amount of water, please wait for the next water supply to be heated.
12. Please keep the common areas tidy, e.g. in the barbecue gazebo.
13. Guests are obliged to maintain and return the house in its original condition and to segregate garbage.
14. Visitors to our Guests may stay on the premises of the Facility from 10.00 to 20.00.
15. It is strictly forbidden to let animals into the houses. Failure to comply with the ban will result in a fine of PLN 500 and all damage costs. The guest may be asked to leave the facility without a refund for the stay.
16. It is strictly forbidden to organize hen parties, stag parties and other events disturbing the peace.
17. It is strictly forbidden to smoke traditional cigarettes and e-cigarettes inside the Tree Houses. Due to the forest surroundings, smokers are asked to use the ashtrays that are located on the premises of the Facility. Smoking tobacco products in prohibited areas is punishable by a fine of PLN 500.
18. The Guest is financially responsible for any destruction or damage to equipment and technical devices caused by his fault. Any defects of the equipment and property resulting from the use should be immediately reported to the Owner of the Facility.
19. There is a fee of PLN 50 for the loss of the entry card. The fee for losing a towel is PLN 100. Lack of a bathrobe results in a fee of PLN 150.
20. It is strictly forbidden to light bonfires on the premises. A barbecue gazebo is available for guests. There is a fine of PLN 1,000 for lighting a fire.
21. Due to fire safety, it is forbidden to use open fire in any form in the houses (including candles), as well as heaters and other electronic devices that do not constitute the equipment of the houses. The above does not apply to chargers and power supplies for RTV and computer devices.
22. Please only throw toilet paper into the toilet. It is forbidden to throw wet wipes, sanitary towels, tampons, paper towels, etc. into the bathtub. Please do not throw flower petals or other objects into the bathtub that may clog the drain. If the toilet or bathtub is clogged by throwing the above items, there is a fine of PLN 500.
23. There is a private, monitored, unguarded car park on the premises of the Facility. Parking is free for guests of the Facility.
24. There are fire extinguishers in the cottages.
25. For the safety of guests, the facility is monitored outside.
26. There are safes in the cottages. Please do not leave the houses open in your absence. In the event of

loss or damage to valuables, the Facility is not responsible.

27. Cleaning during the stay is possible for an additional fee after ordering two days in advance.

28. It is possible to use additional services, i.e. equipment rental or organization of intimate celebrations (e.g. engagement, picnic, etc.) for an additional fee, after prior arrangement with the owners of the Facility.

29. There are books and games available for guests in the cottages and outside. Please put them back when you are finished using them.

30. Please do not pour water on the stones in the sauna and follow the rules of proper sauna use.

31. Please do not feed any animals that enter the Facility and do not let them into the cottages. Please do not leave food outside during your absence.

32. Before leaving the house, please turn off the taps and close the windows.

33. If the stay is shortened through no fault of the facility, the costs of stay are not refunded.

34. It is forbidden to sublease the house to third parties.

35. The alarm in the Tree Houses is turned off during the stay of guests.

36. In the event of fortuitous events threatening safety, the Facility, after agreeing with the Guests, may postpone the stay to another date or propose a substitute accommodation.

37. The Facility may refuse to accept a Guest if the previous Guest caused glaring damage preventing accommodation. In this case, the advance payment will be returned or credited towards rescheduling the stay to another date.

38. Starting the stay is tantamount to accepting the provisions of these regulations by the Guest.

39. Ignorance of the regulations does not exempt from compliance with the rules.

40. The facility reserves the right to terminate the stay of guests in the event of a gross violation of these regulations by them.

Thank you for following the above-mentioned recommendations.

We wish you a pleasant holiday and invite you to visit us again.

Tree Houses Olszanka

