

## **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 immediately 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

4. Breakfast is available for an additional fee. Breakfasts are delivered in breakfast baskets at 8:00 a.m. to containers located under the cottages. After finishing breakfast, please put the breakfast baskets and jars back into the containers under the house. Breakfast can be ordered up to 3:30 p.m. the previous day. If you book with breakfast included, breakfast will not be delivered after the stated time and the breakfast fee will be refunded in full. It is possible to order a vegetarian version.
5. Wi-Fi Internet is free of charge on the premises of the Facility. Login details will be on the welcome card inside the cottages. There is access to Netflix in the cottages. Please use the account with the name of the house in which the Guest currently lives.
6. On the day of arrival, the guest receives an access code to the box, which will contain a hotel card used to open the house, gate and wicket for the entire stay.
7. When staying in the cottage, the card must be placed in the reader located at the entrance door to be able to use all electrical devices.
8. The guest cannot transfer the card to the house to other people, even if the period for which he paid the fee has not expired.
9. After your stay, leave the card in the designated box.
10. Night silence is valid from 10 p.m. to 6 a.m. During this time, guests are asked not to disturb other guests.

11. Hot water is obtained from a heater located in the bathroom. After using a larger amount of water at one time, please wait until the next water supply is heated.
12. Please leave 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 waste.
14. Visitors of our guests may stay on the premises of the Facility from 10.00 a.m. to 10.00 p.m.
  
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