

INCO HOLIDAY RESORT CENTRE IN MIEDZYWODZIE POLICY AND RULES

§1

General provisions

1. The resort policy and rules specify the rules of stay and providing services on the premises of the INCO Holiday Resort Centre in Miedzywodzie (hereinafter referred to as "Miedzywodzie HRC").
2. Policy and rules apply to all Guests staying on the premises of Miedzywodzie HRC .
3. Policy and rules available for consultation at Reception, in every lodge as well as on the website: www.osrodekmiędzywodzie.pl
4. Miedzywodzie HRC provides leisure lodges rental (hereinafter referred to as "lodges").
5. Miedzywodzie HRC provides accommodation services. Miedzywodzie HRC is not a hotel or any hospitality facility within the meaning of the of the Act on Tourism Services of 29 August 1997.
6. Miedzywodzie HRC is run by the "INCO GROUP" S.A. with the headquarters in Warsaw (hereinafter referred to as "INCO GROUP")

§2

Hotel night

1. Lodges are rented for the day.
2. Check-in from 4 pm, check-out by 10:30 am.
3. Any extension of a hotel night should be reported at the Reception as soon as possible. Miedzywodzie HRC may not agree to extend the Guest's stay if there are no lodges available or in case of the Guest not respecting the policy and rules of the resort.
4. Miedzywodzie HRC reserves the right to refuse Guest's stay extension due to lack of full payment for the stay so far.
5. Guests should check out by 11 am. In case of later check-outs without consulting the Reception, Miedzywodzie HRC reserves the right to charge 100% of the price for the next night stay.

§3

Booking and check-in

1. Guests can check in after presenting identification document with a picture.
2. Guest cannot share the lodge with any third parties, even during the period of their stay that they have already paid for.
3. Guests' visitors can stay in lodges from 7 am to 10 pm only.

4. Miedzywodzie HRC may refuse to check in a guest who did not respect the polices and rules of the resort during their last stay, especially in case of damage to property of Miedzywodzie HRC or other Guests, personal injury of other Guests, employees of Miedzywodzie HRC or other people staying on the premises of Miedzywodzie HRC.
5. Miedzywodzie HRC reserves the right to request the advance payment within the time period and in the amounts as set forth in the reservation.
6. Miedzywodzie HRC reserves the right to request the total payment for the stay prior to arrival or on arrival at the latest.
7. In case of stay cancellation by 4 pm on a day of scheduled arrival or in case of no cancellation or no-show, Miedzywodzie HRC will retain the payed advance.
8. The guest should inform Miedzywodzie HRC about any other arrival times than above.
9. In case of cancellation during guest's stay after 11 am, Miedzywodzie HRC will charge the Guest for the commenced hotel day.

§4

Services

1. Miedzywodzie HRC provides services of accommodation consisting of lodges rental.
2. In case of any concerns relating to the quality of services, the Guest is asked to report it immediately to the Reception.
3. Parking on the Miedzywodzie HRC premises is possible only in designated parking areas, depending on the availability, only one car per lodge. Parking on the Miedzywodzie HRC premises is free of charge.
4. Miedzywodzie HRC shall not be liable for any accidents for reasons beyond its reasonable control.
5. Use of Guest's own electrical equipment, gas cylinders, setting up a bonfire outside the designated areas as well as use of pyrotechnics, lanterns of luck and firecrackers is strictly prohibited.
6. Damaging undergrowth and greenery as well as dumping of waste on the Miedzywodzie HRC premises and its neighborhood is strictly forbidden.
7. Any forms of camping outside the lodge on the Miedzywodzie HRC premises is forbidden.

§5

Guests' liability

1. Kids under 10 years old should be under parents' constant supervision on the Miedzywodzie HRC premises.
2. Parents or legal guardians bear financial liability for any damages caused by their kids.

3. Guest bears financial liability for any failures and damages of equipment and technical devices that were caused by them, by people they are responsible for or their visitors. Guests also bear financial liability for the key to their lodge.
4. Miedzywodzie HRC may refuse to provide services to the person who does not respect provisions of the policy and rules. Such person is obliged to comply with the demands of Miedzywodzie HRC immediately, pay the amounts due for services so far as well as possible damages and leave Miedzywodzie HRC.
5. Every time the Guest leaves the lodge, the TV, the lights and the tap should be turned off and the door locked for security reasons.

§6

Miedzywodzie HRC liability

1. Miedzywodzie HRC does not bear liability for any loss or damage of things brought to the premises by Guests.
2. Miedzywodzie HRC does not bear liability for any loss or damage of a car or any other vehicle that belongs to the Guest, belongings left inside or life animals, regardless if they have been left on the Miedzywodzie HRC premises or outside.

§7

Return of the left objects

1. Personal belongings left in the lodge by the Guest will be sent to the indicated address at Guest's own cost.
2. If the Guest does not ask for their belongings to be sent to them, Miedzywodzie HRC will store them for the period of 3 months at Guest's cost. Food will be stored for 24 hours.

§8

Curfew

Curfew lasts from 10 pm to 7 am in Miedzywodzie HRC.

§9

Complaints

1. Guests have the right to make complaints in case of any services misconduct.
2. Any complaints will be received by the Reception.
3. A complaint should be made immediately after particular misconduct in services is noticed.

§10

Additional provisions

1. Miedzywodzie HRC accepts animals on the premises. However, the Guest is obliged to provide proper care to the animal, especially so that it does not disturb the peace of other Guests and does not present a risk to the health and property of other Guests as well as the employees and property of the Miedzywodzie HRC. Animals can stay on the premises free of charge. The Guest is obliged to remove any animal waste and dirt left by the animal on the Miedzywodzie HRC premises. Outside the lodge, Guests need to accompany their animals at all times.
2. Miedzywodzie HRC reserves the right to request to remove the animal from the Miedzywodzie HRC premises if:
 - a) the animal disturbs the peace of other Guests,
 - b) the animal presents a risk to the property and health of other Guests, employees or property of Miedzywodzie HRC
3. Smoking is strictly prohibited in lodges.
4. Storing any hazardous goods such as weapon, ammunition, flammable materials, explosives and illuminating materials is forbidden.
5. Guests give consent to have their personal data stored and used in accordance with the Personal Data Protection Act (Journal of Laws 2002, No. 101, Item 926, as amended) by the "INCO Group" S.A. for the purposes of Guests' stay in Miedzywodzie HRC. The Guest has the right to consult and modify their personal data.
6. Door to door sales is prohibited on the premises of Miedzywodzie HRC.
7. Guests are not allowed to make any changes in the premises and its equipment apart from minor furniture and equipment arrangement changes that do not break functionality and safety .
8. Guests using the services of Miedzywodzie HRC comply with the following policy and rules and undertake to observe it.