



# DWÓR PRAWDZICA

## GENERAL TERMS AND CONDITIONS FOR HOTEL ROOM RESERVATION AND OTHER HOTEL SERVICES

This document governs the rules for making and cancelling reservations, payments and validity date of reservations.

### **I. HOW TO MAKE A RESERVATION**

A reservation can be made by:

- a) sending a stay order in a written form by: letter, fax or e-mail,
- b) filing a written confirmation in person at the reception desk of the Prawdza Manor,
- c) ordering a stay by phone, which is later confirmed in a written form.

A necessary condition for making any reservation is an advance payment (transfer / cash ) paid within three days after making the reservation:

- a) for suits: the total value of the reserved stay.
- b) for rooms: 50% of the total value of the reserved stay.

**The drawdown date shall be recognised as the day of crediting the bank account of the Prawdza Manor.**

For domestic payments, bank account number:

02 1050 1764 1000 0022 8046 2744

For abroad payments, bank account number:

**IBAN:** PL 02 1050 1764 1000 0022 8046 2744

**SWIFT CODE:** INGBPLPW

A reservation shall not be finalized without a down payment paid within 3 days after making a reservation.

In accordance with the Regulations of the Prawdzic Manor, the settlement period is 7 days, which means that every Guest staying at the Manor longer than 7 days is obliged to pay the amount due for the stay and services within 7 days from the beginning of the stay.

The cost of services at the reserved hotel is calculated in conformity with the Hotel's price list currency in force on the day a reservation is made.

## **II. CANCELLATION OF RESERVATION**

It is possible to cancel a reservation, however only with very important, well-founded and documented reasons. The conditions for cancellation of reservation:

In case of resigning from a reserved stay a specific amount of the resignation shall be charged upon the Guest depending on the following:

- 1) up to 60 or more days before the planned arrival = 25% of the total value of the reservation.
- 2) between 60 and 30 days before the planned arrival = 50% of the total value of the reservation.
- 3) for less than 30 days before the planned arrival = 75% of the total value of the reservation.
- 4) in case of no arrival and without prior cancellation of the reservation = 100% of the total value of the reservation.

The difference between the payment due to the reservation and the fee due to the resignation (if there is such) shall be reimbursed to the customer by bank transfer to a given bank account.

The resignation fee shall be deducted from the down payment or the amount paid for the stay. An invoice shall be issued for the remaining part of the resignation fee (should there still be) and sent to the correspondence address given by the Guest.

A written statement is required for the validity of the cancellation of reservation.

### **III. ADDITIONAL INFORMATION**

Day in a hotel begins at 2 p.m. and ends at 11 a.m.

For minors staying in the hotel:

Children under 2 years of age are not subject to payment.

Children between 2 and 10 years of age are granted 30% discount.

Children above 10 years of age pay the full amount.

(Package holidays have their own price calculation.)

A receipt for stay shall be settled before the planned date of stay termination, under the condition that the settlement period is not longer than 7 days.

For any problems or complaints regarding the realisation of regulations and services rendered by the Prawdzic Manor, it is the intention of the management of Prawdzic Manor to always have out of court settlements. In case of failure to reach an agreement between the Prawdzic Manor and the Guest in any matter, any possible disputes shall be resolved exclusively by the an appropriate court for the city of Gdańsk.