

REGULATIONS FOR THE RESERVATION OF ROOMS AND OTHER HOTEL SERVICES OFFERED BY THE BELWEDER HOTEL IN USTRÓŃ

1. BASIC CONCEPTS

- 1) reservation confirmation - a document containing all the data concerning the stay at the Belweder Hotel, i.e. services included in the offer, length of stay, price of services, booking cancellation and payment rules;
- 2) authorisation document - a document containing a written consent of the credit card holder to charge the amount constituting the advance payment for the stay or the full value of payment for the stay at the Belweder Hotel;
- 3) guaranteed reservation - a reservation for which an advance has been paid or a reservation pre-authorized by a credit card;
- 4) non-guaranteed reservation - any reservation awaiting the advance payment
- 5) advance payment - amount to be paid required to guarantee the stay and maintain reservation, specified in the booking confirmation;
- 6) pre-authorization - blocking of funds on the credit card indicated in the authorisation or booking document;
- 7) non-refundable offer - an offer pre-paid with an advance payment of 100% of the price for the stay, without the possibility of a cost-free cancellation;
- 8) special period - Christmas, Easter, New Year's Eve
- 9) high season - summer holidays, winter holidays, "long" weekends and other periods considered as high interest periods by the Belweder Hotel.

2. THE METHOD OF MAKING A RESERVATION FOR THE STAY

- 1) The process of booking a stay takes place in the following manner:
 - a. online booking via the booking panel on the Belweder Hotel website: www.hotelbelweder.pl
 - b. by sending an inquiry to the Belweder Hotel in electronic form to the email address: rezervacja@hotelbelweder.pl, rezervacje@hotelbelweder.pl, reservation@hotelbelweder.pl, reservations@hotelbelweder.pl, recepca@hotelbelweder.pl
 - c. by phone,
 - d. directly at the reception desk of the Belweder Hotel.
- 2) After receiving an inquiry from a Guest, if there are any vacancies available or if it is possible to perform other hotel services specified in the Guest's inquiry, the Belweder Hotel will send a booking confirmation to the email address indicated by the Guest, and if the Guest gives an instruction to charge his/her credit card - also an authorisation document. The booking confirmation will include details of the offer, the amount of the required advance, the form and method of payment (by bank transfer, cash or credit card with a written consent of the card holder). If the credit card is to be charged, the Guest has to authorise the Belweder Hotel to collect the amount of the advance specified in the booking confirmation by signing the authorisation document and returning the document to the Belweder Hotel.



3. ADVANCE ON THE PRICE FOR THE STAY

- 1) The condition necessary to make a guaranteed reservation is the payment of an advance in the amount specified in the booking confirmation. Until the advance payment is made, each reservation is treated as a non-guaranteed reservation. The required advance amount:
 - a) for stays not included in the non-refundable offer, special period or high season, the amount of the advance shall not be higher than the amount of the fee for the first hotel night,
 - b) for stays covered by the non-refundable offer, the advance amount shall be 100% of the price for the booked stay,
 - c) for stays during the special period, the advance shall amount to 50% of the price for the booked stay, if the reservation was made no later than 14 days before the arrival at the Belweder Hotel, - 100% of the price of the booked stay, if the reservation was made less than 14 days before the arrival at the Belweder Hotel,
 - d) in case of a stay during the high season, the advance shall amount to 50% of the price for the booked stay.
- 2) The date of advance payment shall be the date of crediting the bank account of the Belweder Hotel:
 - a) Domestic payments - bank account number: 83 1050 0086 1000 0022 4959 0700
 - b) Foreign payments - bank account number: IBAN: PL83105000861000002249590700,

4. OTHER TERMS OF PAYMENT FOR HOTEL SERVICES

- 1) The Guests staying at the Belweder Hotel for more than 7 days are obliged to pay for the stay and other hotel services within 7 days from the date of the commencement of stay. The Belweder Hotel reserves the right to demand payment of the price for hotel services before the expiry of the deadline specified in the preceding sentence.
- 2) The amount payable by the Guest for the booked hotel services will be calculated in accordance with the prices for the services specified in the booking confirmation. 3) The maximum amount of a cash payment made by a given payer on a given day may not exceed PLN 20,000.00.

5. CANCELLATION OF BOOKING

- 1) Reservation of stay pre-paid by bank transfer or guaranteed by charging a credit card may be cancelled by the Guest only in writing.
- 2) In case of cancellation of the booked stay (cancellation of stay), the Guest is obliged to pay the cancellation fee in the amount depending on the date of providing written information on the cancellation of stay:
 - a) in case of a stay not included in the non-refundable offer, special period or high season - in the amount of the fee for the first day of stay - if the cancellation is made after 3 p.m. on the day before arrival at the Belweder Hotel,
 - b) in case of a stay included in the non-refundable offer - in the amount of the full price for the unused stay, regardless of the date of cancellation,
 - c) in case of a stay included in the special period - in the amount of the advance paid/collected, regardless of the date of cancellation,
 - d) in case of a stay included in high season, in the amount to 50% of the price for the booked stay - in case of cancellation less than 14 days before arrival at the Belweder Hotel.
- 3) The cancellation fee will be deducted from the amount of the advance or the stay paid, or collected from the Guest's credit card. Any refund of the advance will be made by bank transfer to the bank account of the Guest from which the advance payment was made or to the account of the credit card which was used to guarantee the stay at the Belweder Hotel.