



Rules - Detailed terms and conditions of rental of apartments at Willa TATIANA

I. General provisions

The present rules govern the conditions of booking and rental of accommodation at Willa TATIANA in Zakopane. The contract between a customer and the owner is concluded at the time of making a booking online or by phone.

II. Booking

1. In order to book a service, a customer makes a booking online (by filling-in the booking form available at www.willatatiana.pl) or by phone. A pre-booking of a chosen apartment, which is valid for 3 business days, is sent to customer's e-mail address - within this time an advance payment in the amount of 30% of the total value of booking shall be credited to the bank account of the Willa TATIANA owner.
2. Making of advance payment is a confirmation of the booking.
3. If the advance payment is not made within the specified time limit, the pre-booking is automatically cancelled.
4. After the advance payment or full payment for the booking is received, the customer will get an e-mail or a text message with payment receipt confirmation. If requested by the customer at the time of booking confirmation, an invoice documenting the received amount is issued.
5. If only an advance payment was made (and not a full payment), the remaining amount shall be paid immediately upon arrival (when checking-in) to the person handing over the apartment keys. If requested by the customer upon arrival from the person handing over the keys, an invoice documenting the received amount is issued.
6. Visitor's tax in the amount of PLN 2.00 per person for each full day of stay is in force in Zakopane. This tax is added to the amount due for your accommodation. The amount is paid separately upon check-in.
7. Use of the mini spa requires additional payment.

III. Rental contract terms and conditions

1. The contract concluded by and between the owner and the customer covers only rental of an apartment. The rental price includes utilities (power, gas, water, heating -during heating season).
 - a. cleaning service and changing towels during stay less than 5 nights - cost 50 pln.
 - b. mandatory cleanning fee - 70 pln is not included in the final price of the apartment
2. Collection of keys - you should arrive within the time agreed by phone or by e-mail with the person handling your booking.
3. You may check-in from 16:00 on the day of your arrival and you have to check-out by 12:00 on the day of departure.
4. If you are unable to reach us by the pre-arranged time, you shall immediately notify the person handling your booking by phone.
5. Check-in is possible until 20:00. If you arrive after 20:00. If you arrive after:
 - a) 20:00 you will be charged an extra one -time fee of PLN 100;
 - b) 22:00 you will be charged an extra one - time fee of PLN 200.
6. Rental of apartments at Willa TATIANA must extend over at least two nights.
7. The customer is obliged to pay the amount indicated on the booking confirmation even if the arrival or stay is delayed or shortened due to the reasons not attributable to the owner (transportation issues, personal reasons).
8. The customer is obliged to immediately notify the person handling the booking about any events which may harm the owner of the premises.
9. The customer may use the premises only for accommodation purposes and must not sublet it.
10. The customer is liable for any damage caused by them to the premises and its equipment. The customer undertakes to immediately notify the person handling the booking or the person responsible for the keys about any damage and undertakes to cover it at the latest on the departure day. The fee in the amount of PLN 1000 is charged in the event of losing keys or a remote controller.
11. In the Willa, the night quiet time begins at 22:00 and ends the following morning at 7:00.



IV. Customer's Obligations

1. The number of persons sleeping in the apartment is limited to the number stated on the booking confirmation. The customer is obliged to notify us by phone or e-mail about any change to this number. If the number exceeds the number stated on the booking confirmation, the customer is obliged to pay (if this is possible for the particular apartment) for the persons who were not inscribed. Otherwise, the person handling the booking is allowed not to hand over the apartment keys.
2. The Customer is obliged to obey the rules of good neighbourhood and keep the apartment in the original condition.
3. Visitors who are not checked-in may stay in the apartment between 7:00 and 22:00.
4. Willa TATIANA may decline to host a customer, who during their previous stay, was in gross violation of the Rules of the Willa by damaging Willa or guest's property or harming a guest, an employee or other persons staying in the Willa or otherwise disrupted peaceful stay of the guests or operations of the Willa.
5. For fire prevention measures, smoking is prohibited in the entire premises of Willa TATIANA. If the smoking prohibition is violated, the amount of PLN 1000 for cleaning of the apartment will be added to the booking amount.
6. Due to the fire safety, in the apartments it is prohibited to use electrical devices, with which these were not equipped nor to use open flame, e.g. a barbecue grill.

V. Booking modifications

1. If dates of new booking fall in a more expensive season, you must cover the resulting price difference.
2. Extension of stay — the stay in a particular apartment may be extended if the apartment is free. This requires e-mail or phone notification.
3. If a booking is cancelled at least 21 days prior to start of your stay — the advance payment is refundable in full.

VI. Customer's Transfer of Rights and Obligations to another person

At any time the customer may transfer all their rights under the booking to another person provided that this person accepts also all the obligations resulting from the said booking. In such a case, the owner shall be informed immediately about the change of the person making the booking and provided with personal data of the person accepting rights and obligations arising under the contract.

VII. Animals

Stay of animals at Willa TATIANA is not permitted.

VIII. Force Majeure

In the event of the occurrence of unforeseeable circumstances of which consequences cannot be promptly eliminated using ordinary measures, the owner reserves the right to suggest replacement accommodation to the customer, similar to the apartment originally booked. In the event of the occurrence of force majeure events, the owner shall have the right to cancel the contract. This also applies to cases in which the personal safety of customers or their property cannot be guaranteed due to the reasons beyond owner's control. Any amounts paid by the customer shall be promptly returned following the deduction of any amounts due for already provided services.

IX. Governing law

Any disputes arising between the owner and the customer shall be settled under the Polish law. Any disputes shall be settled by the court of law appropriate for the registered seat of the owner.