

REGULATIONS OF VILLA ALFA IN KUDOWA ZDRÓJ

§ 1

Whenever the following expressions are used in these Regulations, the following meaning should be ascribed to them:

- a. Villa – it should be understood as a hotel managed by Alfa Tour sp.j. with its registered office in Poznań, run at the address: ul. Słoneczna 12a, 57-350 Kudowa Zdrój, NIP 7792408222, in which hotel and accommodation services are being provided,
- b. Guest – a person who has concluded a contract for the provision of hotel or accommodation services and is entitled to stay in the Villa,
- c. Hotel Day – a period of time during which the Guest is entitled to use the room.

§ 2

1. The room is rented for Hotel Days.
2. The Hotel Day lasts from 3:00 PM to 3:00 PM the next day, on the last day of the Guest's stay, the Hotel Day starts at 3:00 PM and the check-out time is 11:00 AM the next day.
3. If the Guest did not specify the time of stay when renting a room, it is assumed that the room was rented for one day.
4. The Villa is entitled to provide the Guest with a different room in the Villa than the one reserved, provided that it meets the same standards as the room booked.

§ 3

1. The hotel Guest should report at the reception a wish to extend the stay beyond the period indicated on the day of arrival until 10:00 AM on the day on which the date of renting the room expires.
2. The Villa takes into account the wish to extend the stay as far as possible. The Villa may refuse to extend the stay without giving a reason.

§ 4

1. The Guest cannot transfer or share the room with other people, even if the period for which he paid the fee is not expired.
2. People who are not registered in the Villa can stay as visitors in the room from 7:00 AM to 10:00 PM.
3. The Villa may refuse to accept a Guest who grossly breached the Hotel Regulations during his previous stay.

§ 5

In the case of reservations regarding the quality of the services, the Guest is obliged to immediately express them at the reception of the Villa.

§ 6

At the Guest's request, the Villa provides the following services free of charge:

1. Providing information related to stay and travel,
2. Storing luggage of a size not exceeding 1 m³ and weighing not more than 25 kg; the hotel may refuse to store luggage on dates other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage.

§ 7

1. The Villa is liable for loss or damage of things brought by people using its services to the extent specified by the provisions of the Civil Code.
2. The Guest should notify the reception of the Villa about the occurrence of damage immediately after its determination.

§ 8

The Villa's liability for the loss or damage of money, securities, valuables or objects of scientific or artistic value is limited if these items are not placed in a deposit at the reception.

§ 9

1. The Villa has a curfew from 10:00 PM to 6:00 AM the next day.
2. The behaviour of Guests and people using the services of the hotel should not interfere with the peaceful stay of other Guests. The Villa may refuse to continue providing services to a person who violates this rule. In this case, the Villa will terminate the contract for the provision of services with immediate effect, without any claims for the Guest or a person violating the peaceful stay of other Guests.

§ 10

1. The Guest should check if the door is closed and leave the key at the reception each time he leaves the room. The reception gives out the key on the basis of a residence card.
2. The Guest is financially liable for any damage and destruction of the equipment and technical devices of the Villa resulting from his fault or the fault of people visiting him.
3. Due to fire safety, it is forbidden to use heaters, electric irons and other similar devices in the rooms and in the Villa that are not room equipment.

§ 11

Personal effects left in the room by the Guest leaving the Villa will be sent to the address indicated by the Guest, at the expense of the Guest. If we do not receive such instructions, the hotel will store these items for three months.

§ 12

1. The reservation is made by phone or via email.
2. The Guest is obliged to make a payment of the equivalent of 30% of the price for renting the room during the entire stay of the Guest as an advance.
3. The payment of the advance should be made simultaneously with the booking. The remaining part of the price should be paid at least 14 days before arrival.
4. The booking is successful if the Villa has confirmed the booking and the payment of the advance. Failure to pay the remaining part of the price within the prescribed period amounts to resignation from the reservation.
5. If the reservation is made later than 14 days prior to arrival, the Guest is obliged to pay the advance in accordance with par. 2-4 and the remaining part of the price immediately after booking. If the whole price is not paid, the reservation will be ineffective.

§ 13

1. In the event of cancellation of the reservation due to reasons attributable to the Guest, the Villa will charge the Guest with a cancellation fee in the amount actually incurred by the Villa.
2. In the event of cancellation of a reservation in a period shorter than 7 days before the booked date of the arrival and in the event that the booked stay was longer than 5 days, the Villa reserves the right to claim compensation on general terms.

§ 14

Unused and paid packages (i.e. a stay of more than 3 days and shorter stays from 1st to 5th May, during Easter, Christmas, from 30th December to 6th January) are transferred to another date convenient for the customer, subject to the availability of places in the hotel, but only if the client reports the inability to use the reservation in the hotel up to 14 days before the beginning of the stay.

Exceptional situations will be considered individually.

If the package cannot be used, the equivalent amount of the payment, minus the deductions resulting from the costs incurred by the Villa, will be refunded to the Guest.

HAVE A NICE STAY!