

TERMS AND CONDITIONS

1) RESERVATIONS:

Please feel free to telephone/fax or email us with your initial enquiries. Your reservation, however, will only be secured upon receipt of a deposit. The deposit will be 30% of the total charge for the apartment. For bookings made 12 weeks or more in advance, the booking will become firm when the deposit has been received by K.P.M. sp. z o. o.. Up to that time it will be regarded as a provisional booking, and we will normally hold provisional bookings for a maximum of 7 working days. Full payment will be required for bookings made less than twelve weeks from date of intended arrival. The minimum period for a booking will be 3 days. The deposit and full payments can be paid by Mastercard, Visa, Allpay. made payable to: K.P.M. sp. z o. o. and crossed a/c payee only. Payments will be in zlotys.

2)CONFIRMATION:

Deposits will be non-transferable. On receipt of your deposit, we will issue an email or fax confirming receipt of Deposit and this will give details of the dates of your reservation, your apartment and the total cost of your booking. This Confirmation serves as the agreement between you and K.P.M. sp. z o. o. The booking will be secured by the payment of a deposit of 30% of the full price. Payment must be made in full before the commencement of your stay.

3) CANCELLATION:

- a. If you have to cancel your reservation you should let us know as soon as possible in writing. The cancellation will only become effective upon receipt of written notification.
- b. If cancellation occurs up to 56 days before the booking the deposit will be refunded in full.
- c. If cancellation takes place between 56 and 28 days before the booking 50% of the deposit will be refunded.
- d. If cancellation takes place 28 days or less before the booking the whole deposit will be forfeited.
- e. The reservation may be cancelled at any time provided that notice is given in writing and subject to clauses (3b), (3c) and (3d) above.
- f. In the unlikely event that we have to cancel your booking, we will endeavour to offer you alternative accommodation of a similar standard (subject to availability) or provide a full refund of your deposit.

4) PAYMENT PROCEDURE :

Payments may be made by credit card, All Pay or by bank transfer (please apply for our bank details). Please follow the instructions below to make your Payment online on a secure payment page.

Please note that payment in full must have been received prior to your arrival. Full payment may be made by cash, cheque, or online by credit card or AllPay.

5) TAXES AND UTILITIES:

All taxes are included in the price. There are no extra charges for gas, electricity etc.

6) ISSUE OF KEY ON ARRIVAL AND COLLECTION ON DEPARTURE:

Subject to receipt of payment in full, the concierge will issue you with your key on arrival at Michalowskiego and show you to your apartment. Keys to the apartments will be available for collection after 14.00 hrs on the day of arrival. Apartments should be vacated by 11.00 hrs on the day of departure.

7) YOUR RESPONSIBILITIES:

The Visitor undertakes to keep the Accommodation and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay to K.P.M. sp. z o. o. the value of any part of the Accommodation, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition. Breakages and damage must be reported to the Manager or concierge as soon as possible.

The Visitor must not use the Accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to K.P.M. sp. z o. o. or to any neighbours.

All equipment, utensils etc must be left clean and tidy at the end of your holiday.

8) RIGHT OF ENTRY:

K.P.M. sp. z o. o. and/or its agents reserve the right to enter the Accommodation at any reasonable time for reasonable cause. This includes the undertaking of unforeseen (internal and external) remedial repairs together with any annual external re-decoration for which access to the inside of the Accommodation may be required. External windows and doors may be opened during this process. We aim to restrict the working hours of our contractors to between the hours of 10.00 – 15.30. If however we are unable to complete the task between these hours and require access either before 10.00 or after 15.30 we will offer you reasonable compensation for any foreseeable inconvenience or loss of enjoyment caused on that day.

9) PETS:

We regret that pets are not permitted in these apartments except by express permission in writing from the owner of the property or their representative, K.P.M. sp. z o. o.

10) PARTY SIZE:

The total number of people occupying the apartment shall not exceed the number stated at the time of booking nor shall it exceed the maximum occupancy of the Accommodation. Should you abuse this requirement you may be asked to leave the apartment immediately.

11) DISCLAIMER:

The owners of Michalowskiego St take no responsibility for any accident or loss of, or damage to personal effects, baggage, car or any other item belonging to you or any member of your party whether arising from the negligence of the owner, his servants or that of any other tenants staying in the building.

12) COMPLAINTS/COMMENTS:

Every effort will be made to ensure that you find the Accommodation presented to its highest standard, If, you find, however, that there is a problem or cause for complaint, you should immediately contact the Manager or Concierge so we can attempt to resolve it. If after contacting the Manager you still feel the problem has not been resolved to your satisfaction, then you must put your complaint in writing to K.P.M. sp. z o. o.. K.P.M. sp. z o. o. will not normally make any refunds in respect of complaints made after your departure from the Accommodation if you did not make the complaint or the problem known to the concierge or manager during the holiday. Please rate the accommodation or comment on your stay. A comment/suggestion form may be found on the website on the Fountain page (Fontanna).

13) DATA PROTECTION :

K.P.M. sp. z o. o. writes to customers from time to time with special offers. To comply with the Data Protection Act 1998, K.P.M. sp. z o. o. will ask your permission to share names and addresses with its trading subsidiary companies, with local member associations or with "corporate partners."