

## Terms and conditions of stay at EveRest Apartments Szczyrk

The owners of the apartment will be very grateful to you for observing these rules, which are intended to ensure the peace and security of the stay of all our Guests.

### BOOKING

- Booking of the apartment means at the same time acceptance of the rules.
- To make a booking, please use the booking form available on the website: [everest.szczyrk.pl](http://everest.szczyrk.pl), call us at **+48 723 555 222** or send us an email to **biuro@everest.szczyrk.pl**
- Details to be provided are: time period of stay, date of arrival and departure, indicated apartment number, contact information, number of persons in the apartment and time of arrival.
- If you wish to receive an invoice, please provide the company details.
- Within 24 hours of confirming the initial booking, the Guest is required to pay a deposit of 30 % of the total cost of the stay. The payment should be made to the following bank account IBAN: **PL 76 1020 1390 0000 6302 0730 7889**.
- If the deposit is not paid by the agreed date, the reservation will be automatically cancelled.
- The remaining balance due for the stay shall be paid by the Guest on the day of arrival by credit / debit card, quick online transfer, BLIK code or cash.

### RENTAL PRICES

- Prices for apartment rentals are listed on our website [everest.szczyrk.pl](http://everest.szczyrk.pl).
- The price quoted for a given apartment is the price for its rental per day, regardless of the number of persons staying in it, but not more than the intended use of the apartment. If the number of persons renting a particular apartment will be less than its intended use, please contact the staff.

## **ARRIVAL AND DEPARTURE OF GUESTS, COLLECTION OF KEYS, PAYMENT**

- Hotel day begins at 3PM and ends at 10AM the next day.
- Check-in takes place from 3:00PM to 10:00PM. Check-in after 10:00PM is optional and must be arranged each time with EveRest Apartments Szczyrk staff.
- Handing over the key-card takes place upon arrival. In the absence of staff on site, the Guest will be given the code to the entrance gate. Leaving the apartment by the Guest on the last day of his/her stay should take place by 10:00AM. Handing over the key-card and picking up the apartment always takes place in the apartment after the Guest's prior notification and arrangement of the pick-up time.
- In case the Guest is unable to arrive at the previously agreed time, the Guest is obliged to immediately notify the EveRest Apartments Szczyrk staff. In case of no contact with the staff, EveRest Apartments Szczyrk reserves the right to cancel the booking.
- The check-in procedure requires the Guest to fill in a check-in card and show his/her photo ID. A security deposit of 300 PLN is required. This deposit is refunded upon departure. This security deposit is a safeguard against any damage or destruction on the premises.
- The staff makes the apartment available after paying 100% of the booking value, after paying the security deposit and showing a proof of identity. At the building where the apartments are located, it is possible to park a vehicle free of charge. The parking is locked, monitored and unguarded. The staff is not responsible for any vehicle or property left behind by the Guest.

## **OBLIGATIONS OF THE GUEST**

- The apartment cannot accommodate more persons than the number declared in the booking process.
- The Guest is obliged to respect the rules of good neighbourliness. In the event that the Guest significantly violates the peace or welfare of neighbours and does not respect the commonly used norms of coexistence between people, the staff reserves the right to terminate the lease.
- The apartments staff has the right, without the Guest's permission, to enter the rented apartment in case of a threat to the safety of Guests or property.
- The Guest is obliged to keep the apartment in the condition as it was at the beginning of the stay.
- Upon departure, the Guest is obliged to take the garbage to the place indicated at the entrance gate.
- The quiet hours in the apartments are from 10:00PM to 7:00AM.

- The Guest should immediately inform the staff of any defects found or created in the apartment during the stay.
- The Guest is responsible for the key card to the apartment, and in case of loss is obliged to cover the cost of purchasing a new card in the amount of PLN 100.
- Due to the possibility of causing a fire, the Guest is not allowed to use any other electric-powered devices that are not part of the apartment's equipment except: computer, razor, hair dryer and phone charger. Smoking, e-cigarettes, IQOS, shisha and other stimulants are strictly prohibited on the premises, including terraces and common areas, except in designated areas. In case of non-compliance with the ban (especially resulting in the activation of smoke detectors), the Guest will be charged 500 PLN.
- In our apartments we do not accept the presence of animals.
- All items included in the apartment equipment, including towels, are the property of EveRest Apartments Szczyrk. Theft will be reported to the appropriate services.
- During the winter season, it is forbidden to leave the windows open/ajar while you are away from the apartment. Otherwise, the staff has the right to enter the apartment to close them.
- For safety reasons, it is prohibited to set off fireworks in the entire EveRest Apartments Szczyrk.
- It is forbidden to move around the premises in ski footwear and to bring ski equipment or bicycles into the apartment. The ski room - bike room, available at no charge, is used for this purpose.
- Each time leaving the apartment during the stay, the Guest is obliged to secure it by locking the doors and windows. The staff is not responsible for the Guest's property left in the apartment.

## **CANCELLATION, NON-ARRIVAL OF THE GUEST, CHANGE OF CONTRACT TERMS AND CONDITIONS**

- Information about the change or cancellation of the reservation must be addressed to the staff in writing via e-mail or text message.
- If the Guest cancels the booking in less than 7 days, the deposit is non-refundable.
- Failure of the Guest to arrive or to contact EveRest Apartments Szczyrk on the agreed arrival date will result in automatic cancellation of the booking. In this case, the Guest is not entitled to a refund for the unused stay.
- In the event of a dispute between the Guest and the staff, both parties should strive to resolve the dispute amicably. If no agreement is reached, the provisions of the Polish Civil Code shall apply.

## **SUMMARY**

- In addition to the above rules and regulations, please follow the separate rules and regulations for the use of the sauna, playground, barbecue area, and ski-bike room.

## **PROCESSING OF PERSONAL DATA**

- The storage and processing of monitoring and personal data is carried out exclusively by the EveRest Apartments Szczyrk staff and is in accordance with the provisions of GDPR [General Data Protection Regulation].

EveRest