

## TERMS AND CONDITIONS OF RENTING SADY VILLAS AND APARTMENTS

The staff of Sady Villas and Apartments (hereinafter referred to as the Resort) would appreciate your cooperation in abiding by these terms and conditions, which is designed to ensure the peace and security of the guests' stay.

1. **The reception desk** is open from 9.00 a.m. to 9.00 p.m. in the months of June - August. 603 298 599.
2. From June to September between 24:00 and 6:00 the entrance gates to the premises of the Resort are closed. Order is maintained by security.
3. There is a monitoring system on the premises of the Resort. If an event occurs, recordings from the 6 days preceding the request will be made available.
4. **Night curfew** is in effect from 11 p.m. to 7 a.m.
5. Smoking is strictly prohibited in the villas and apartments in accordance with the Act on Health Protection from the Effects of Tobacco and Tobacco Products. Violation of the ban may result in a contractual penalty of 500 PLN for cleaning and refreshing the premises.
6. Reservation of an apartment/villa or signing the registration card is tantamount to acceptance of these Terms and Conditions.
7. Apartments are rented by the day. Check-in begins at 2.00 p.m. on the day of the lease and lasts until 11 a.m. the following day.
8. Villas are rented (unless otherwise noted) during the months of July and August for a minimum of 1 week, Saturday to Saturday; in other months for min. 2 nights. A day lasts from 5.00 p.m. on the day of the rental until 11 a.m. the following day..
9. Reservations in the resort can be made by e-mail, on the sady.pl website, by phone, in person or through websites with reservation systems. Payment for the rented facility can be made in cash, by credit card or by bank transfer to the Resort's account. Reservation is confirmed by an advance payment of 40% of the price of the stay. Failure to make an advance payment by the specified date will result in cancellation of the reservation.
10. The fee for the stay is paid in advance for the entire stay at the time of guest's arrival, unless the parties agree otherwise.
11. The resort may refuse to accept a Guest who, while living here before, had grossly violated these Terms and Conditions.
12. Reservations are valid until 18.00 of the planned day of arrival, unless the Guest informs in advance about a later time of arrival.
13. The resort does not refund payments for unused nights, if the guest shortens the booked stay.
14. The guest is obliged to check in at the reception desk and at the moment of checking in they specify the time of their stay informing the receptionist about it. The conclusion of the agreement between the Guest and the Resort takes place at the moment of signing the registration card, which is completed on the basis of the identity document presented by the Guest. If the guest refuses to show his/her ID, the receptionist may refuse to check him/her in.

15. The resort reserves the right to:
- charge a credit card pre-authorization at check-in or charge a cash deposit of 10% of the total cost of the stay on account of the obligations arising from point 19. If the prerequisites under point 19 or other obligations arising during the stay do not appear, the cash deposit will be returned immediately upon check-out and the pre-authorization as soon as possible following banking procedures (up to 7 days). The deposit is not to be treated as a whole claim of the Resort which may arise under point 19 or other obligations arising during the stay
  - to collect a credit card pre-authorization upon check-in or to collect a cash deposit in the amount of PLN 850 for the entire stay for obligations resulting from point 19. If the conditions of paragraph 19 or other obligations arising during the stay do not occur, the cash deposit will be returned immediately upon check-out, and the pre-authorization as soon as possible in accordance with bank procedures (up to 7 days). The deposit is not to be treated as a whole claim of the Resort which may arise under point 19 or other obligations incurred during the stay.
16. Guests are **financially responsible** for any damage to or destruction of the property of the Resort caused by them, their children or visitors.

The responsibility also applies to soiling that goes beyond normal signs of use, in particular:

soiling of curtains, bedspread - PLN 30, soiling of the mattress, soiling of the carpet which requires washing - 50 zł, wall dirt which requires painting - 50 zł, broken glass - 30 zł, other bothersome and unpleasant dirt - 50 zł each.

17. Guests of the Resort are obliged to respect the right to peace and rest of other guests and neighbors of the Resort: exposing the audio equipment through the window, taking it outside or into the garden, loud music playing outside the premises of the facility. All events involving noise shall be held in clubrooms located in basements with windows closed.
18. Guests who wish to **extend their stay** in apartments or villas by another day should report it at the reception no later than 10.00 a.m. on the day preceding the lease expiry date. The resort will consider the request to extend the stay as far as it is possible or will help you find accommodation elsewhere. In case of extending the stay up to 3 hours you will be charged 20 PLN in apartments or 100 PLN in villas for every additional hour of your stay. Extending the stay by up to 6 hours means paying 1/2 of the daily rate. Extension of the stay beyond 6 hours means extension of the contract by another day.
19. The Guest may not sublet or transfer the subject of the lease to a third party, even if the period for which he has paid the rent has not expired. Visitors who are not registered in the Center may stay on its premises in the following hours 7:00 a.m. - 10:00 p.m., after prior notification to the front desk clerk.
20. Each time the Guest leaves the apartment, the door should be locked.
21. Reception issues one set of keys to the villa, or one card to the apartment. The Guest is financially responsible for the loss of the above mentioned keys/cards. The fee is 50 zł for villas, 20 zł for apartments.

22. Guests are required to personally return keys/cards to the reception on the day of check-out. Failure to return the keys/card will result in the room being charged from the date of check-in to the date the keys/card being physically returned.
23. The Resort has a statutory right of lien on property brought in by a guest in case of delay in payment for the stay, fees for services provided or damage caused by the fault of the guest, including other guests or third parties.
24. The Resort provides services according to its standard. If you have any concerns about the quality of service, please report them to the reception.
25. The Resort is obliged to ensure:
  - appropriate conditions for rest of the Guest;
  - safety of the stay, including maintaining confidentiality of information about the Guest;
  - professional and courteous service;
  - necessary repairs of appliances during guest's absence on request;
  - cleaning of the apartment or the villa, change of sheets and towels free of charge once a week for stays over 7 days. At the request of the Guest, paid cleaning
  - according to the Price List
  - if possible, provide another room or otherwise mitigate the inconvenience if the defects in the room cannot be corrected on the same day.
26. The resort is not responsible for the safety of guests' property and cars left in the parking lot. Due to the holiday nature of its business, the Resort does not accept valuables for safekeeping.
27. The Resort is not responsible for the consequences of sudden atmospheric phenomena (storms, hurricanes, floods, etc.) including damage to Guests' property caused by these phenomena and lack of electricity and water. In the event of power and water outage the Guest may leave the apartment or the villa and will be refunded for the booked and not used nights, starting from the day after the occurrence of the emergency.
28. Personal belongings left by the guest and found by the Resort will be returned at the expense of the guest to the address specified by the Guest. In the absence of such an instruction, the Resort will store these items for a period of 3 months after which they will be disposed of in accordance with the law.
29. Dogs, in the garden and recreational area at the lake, should be accompanied by a guardian, on a leash. The physiological needs of dogs should be taken care of outside the resort and in the enclosure located by the lake. Guests should always clean up after their dogs, appropriate bags are available in the lobbies and at the reception.
30. The Guest agrees to the processing of his/her personal data for the purpose of checking in and making reservations as well as placing the Guest's data in the database in accordance with the Personal Data Protection Act currently in force. The Guest has the right to inspect his/her personal data and to correct them.
31. Sady Villas and Apartments is owned by Sady Operator Sp. z o. o., ul. Jana III Sobieskiego 1/43, 02-957 Warszawa, NIP 521 373 71 70, bank account no: **51 1160 2202 0000 0003 0543 3001**.  
At the moment of making a reservation or signing the registration card a rental agreement is concluded, where the Lessor is Sady Operator Sp. z o. o., the person reserving/signing the registration card (Guest) is the Tenant.

32. These Terms and Conditions can be found on the Resort's website - [www.sady.pl](http://www.sady.pl), in the apartments, villas and at the reception.