



Regulations

1. Rental period is calculated by days. Check-in time is from 2.00 p.m., check-out time is before 11a.m.

2. The person renting the apartment is obliged to show the employee a document with a photo (a passport or ID) to confirm the identity of the guest. Otherwise the guest may be refused the key to the apartment.

3. Reservation of the apartment is done through

- a. www.krakow-apartment.eu website
- b. renting portals
- c. e-mail

A customer receives a confirmation of the booking by email within 24 hours. Before receiving the confirmation the booking is not guaranteed. The booking is valid for 7 days, during that time the guest must pay the deposit or the full payment (depending on the offer or the earlier agreements). The deposit is the final confirmation of the booking.

4. The remaining amount for the rental and other services is paid in cash (PLN) upon arrival when collecting the keys. We can issue a receipt or an invoice on request. Gross price includes 8% VAT. In the case of business stay, tax will be raised to 23%. In such a situation please submit billing information before arrival

5. The request to extend the renting period should be made until 10 a.m. the day before the last day of the stay. The stay will be extended if possible.

6. When receiving the keys, the guest should get acquainted with the condition and the equipment of the apartment. If no remarks about the condition and cleanness of the apartments are made when moving in, it means that the condition of the apartment does not raise any objections.

7. The guest is responsible for any damages in the apartment (including the facilities and the equipment) caused by any of the guests or non-guests visiting the apartment during the stay. For non-residents of Poland the security deposit of 100 EUR is required.

8. The guest must immediately inform the owner about any damages caused in the apartment.

9. The number of persons staying in the apartment cannot be higher than the number indicated while booking.

10. Non-guests can stay in the apartment between 7 a.m. and 10 p.m. There are 'silent hours' between 10 p.m. and 6 a.m.

11. It is forbidden to organize parties or social meetings in the apartment without a permission from the owner.

12. If the guest wants to organize an event, the price will be calculated individually (depending of the type of the event and the number of the guests).

13. Due to safety requirements the guests cannot use any electrical appliances which are not the equipment of the apartment.

14. It is forbidden to use any explosives in the apartment.

15. Smoking in the apartment is forbidden.

16. Keeping any animals in the apartment is forbidden.

17. The owner does not take any responsibility for the things left in the apartment.

18. Earlier departure of the guest does not entitle for a refund of any unused services.

19. The guest cannot publish any photographs and other multimedia materials produced in the apartment which may affect the good name of the owner.

20. If the guest violates the prohibition, a fine of a minimum 500 PLN must be paid.

21. The booking can be cancelled at the latest 2 days before the arrival date. In a case of later cancellation the fee for the first day will be charged. The booking can be cancelled only in a written form - see the form at www.krakow-apartment.eu Any booking deposits or advanced money will not be reimbursed.



22. Any complaints are accepted only in a written form sent to: aneta@krakow-apartment.eu. The complaints will be considered within 14 working days.

23. The owner's data:

Aneta Waszkiewicz

Stanisław Dolny 255

34-130 Kalwaria Zebrzydowska