

Terms of reservation

§1 General provisions

Terms of reservation define the conditions of the reservation and renting of accommodation offered at: www.villabuki.pl Making the reservation is considered tantamount to having read and accepted the provisions of this regulation.

Making a reservation constitutes a lease agreement between Villa Buki, Mirosław Rogowski, ul. Bukowa 7a, 84-104 Jastrzębia Góra, NIP 958-004-50-52 hereinafter referred to as the Contractor and the Client under conditions laid down in the Terms of reservation and price list.

§2 Lease agreement

The agreement between the Contractor and the Client covers only the renting of a room and breakfast. Transport, other meals and time organization are the sole responsibility of the Client. The price includes utilities (gas, electricity, water). A local tax (the so called climate tax) will be charged in accordance with current rates.

The Contractor will not charge any additional fees beyond those indicated on the website and in this regulation. All rooms are furnished and fully equipped, bed linen and hotel towels provided at no additional charge.

§3 Reservation

Reservations can be made by phone at 58 774 49 00, sending an e-mail to: repcja@villabuki.pl or personally on site at ul. Bukowa 7 A, 84-104 Jastrzębia Góra.

To make a reservation, please state: – date of arrival and length of stay – planned arrival time – number of people in the room (adults and children, including the children's age) – full name – home address – phone number – email address – invoice information, if required.

Upon receiving of all necessary information a confirmation of booking will be sent to the customer, along with the information needed to pay 30% of the total reservation in order to guarantee it.

§4 Guarantee of reservation:

Reservations can be guaranteed by paying a booking deposit of 30% of the fee for the whole stay within 48 hours of receiving the booking confirmation.

! Reservations that are not confirmed by payment within 48 hours, will be automatically canceled by the hotel booking system!

§5 Cancellation terms

Given dates of your stay are binding for both parties, in the case of Client shortening their stay, the company does not return the deposited funds. Free cancellation is not possible. In the event of a cancellation a fee of 30% of the reservation will be charged.

Terms of stay

§1 Check-in and check-out times

Check-in time is 15:00 on the date of arrival, and check-out time is 11:00 on the day of departure. Failing to check-out by 11:00 will result in an additional fee of 100% of the price for the last day.

Early arrivals: based on the current availability of rooms there is a possibility of early check-in after consulting with the office at phone no. 58 774 49 00

Late departure: based on the current availability of rooms there is a possibility of delayed departure, for an extra charge.

§2 Check-in and keys

Check-in procedure requires the Guest to show an ID with a photo.

Villa Buki reserves the right to refuse to accept a guest who: • does not have a valid identity card or does not want to produce the document, • is under the influence of alcohol or other drugs, • grossly violated this regulation during their previous stay.

If more visitors arrive to the reserved room, than the number which was reported at the time of reservation, or the number of guests exceeds the capacity of the reserved room, it is considered as a breach of terms of reservation and results in cancellation of the reservation and loss of the deposit previously paid by the Client.

Opening hours at Villa Buki, ul. Bukowa 7a , 84-104 Jastrzębia Góra: daily: 08:00–16:00, outside these hours call us at 601 630 837

Issuing of the card keys to the rooms will follow a payment for the whole stay, including the previously paid guarantee deposit.

Night arrival: Checking in after 18:00 is possible after prior arrangement by phone.

§3 Parking of vehicles

Each room is entitled only to one parking space in the parking lot outside. Guests are required to park at the location indicated by the staff. The parking is unguarded.

§4 Check-out and returning of key cards

Key cards should be returned at the reception of Villa Buki on the day of departure 8:00–11:00. The rooms are checked after departure by the hotel staff and in case of defects, damages or losses in the room's equipment, guests will be additionally charged for damages or loss of equipment. The guest who intentionally or accidentally destroys the property of Villa Buki is obliged to cover the whole cost incurred. Any claims concerning possible damage verified by room service will be pursued in court. In case of losing the key card, guests are required to pay a fee of 30,00 zł.

§5 Night curfew

Guests are required to adhere to the principles of good neighborliness, and in particular to respect the curfew between the hours of 22.00 to 6.00. In the case of reported disturbance Villa Buki has the right to call security or the police, and to impose a financial penalty of 1000.00 zł adding it to the guests account.

§6 Responsibility for the room

Guests are required to keep the room in the same condition. – In the event of damage to the room, guests are required to pay compensation fully covering the losses incurred, no later than at the day of departure, in cash or by credit card to a representative of Villa Buki. Parents or legal guardians will be held responsible for any damage caused by minors, – Each time the guests leave the room, they are required to close all windows and lock the room.

§7 No smoking

Smoking is prohibited on the whole property of the guest house. Violation of this prohibition is punishable by a fine of 500.00 zł, added to the guest's account.

§8 Price change

Villa Buki reserves the right to change prices for selected periods.

§9 Pets

Pets are not allowed, unless by prior arrangement with the object manager. Additional charges may apply.

§10 Force majeure, emergency situations

In the event of unforeseen circumstances that cannot be eliminated by usual means, Villa Buki reserves the right to offer the Client an alternative accommodation. Villa Buki has the right, in the case of events caused by force majeure to cancel the contract. This also applies to cases in which the Client's personal safety or property cannot be guaranteed, for reasons beyond the control of Villa Buki. The amounts paid by the Client shall be refunded immediately, with the exception of the amounts due for already rendered services.

§11 Breakdowns

Villa Buki undertakes to remove any defects in a room without undue delay, within maximum 24 hours of notification, unless the nature of the defect determines a longer repair time.

Breakdowns resulting from causes beyond the control of Villa Buki (delivery of utilities, including TV and the Internet, breakdown of equipment located in the apartment) does not constitute grounds for cancellation or change in the price of the reserved room – the Client is obliged to pay for the whole reservation.

§12 Personal data

The personal data (e-mail address) provided by the Client will be used only for reservation purposes and to send information about possible special offers at Villa Buki. The above data will not be given or sold to any third parties. The Client has the right to withdraw from participation in promotional campaigns.

§13 The minibar

Every room is equipped with a minibar for the guests. State of the minibar is regularly controlled by room service. Between services the minibar can be replenished on request. Use of the minibar is based on the price list contained in the booklet guests can find in the room. Payment for the minibar is determined by completing a form and filling out the quantities of products used. Guest's statement will be verified by the room service and given to the reception at check-out time. Any discrepancies are explained and adjusted on site.

§14 Dispute resolution

The law applicable to disputes between the owner and the client is the Polish law. Disputes shall be settled by the court of competent jurisdiction for Villa Buki.

§15 Final provisions

– The number of people living in the apartment cannot be greater than that indicated at check-in. If this number is exceeded, Villa Buki has the right to charge a fee for each additional person or terminate the contract immediately, without any refund of previous payment.

– Please do not leave any valuables in the room – Villa Buki will not be held responsible for their loss or destruction

– Persons that are not checked in are not permitted at this property without the consent of the hotel service

Terms of stay define the conditions of stay at Villa Buki. Making the reservation is considered tantamount to having read and accepted the provisions of this regulation.