



HOUSE RULES AND REGULATIONS

Please familiarise yourself with a few house rules prevailing in our facility. It will allow avoiding unpleasant situations. It will also help us to provide you with comfortable and pleasant holiday.

The owner of the house is Agata Mądrzak. The building is located in Mniszków nr 1, Janowice Wielkie 58-520. The facility is registered in records kept by the Commune Head at the number: UH / 1/2018.

Customers using this facility oblige to follow the house regulations, health and safety and fire regulations. We are not liable for damages resulting from disobedience to the rules.

Check in starts at 4 (16 o'clock) PM and the check out is until 11 AM.

The rental applies each time to the whole house for max. 6 people. Early arrival or longer stay is possible only after prior arrangement. The full offer of willow creek is presented on our website and on Facebook profile.

Reservation

1. The initial reservation is made by sending an e-mail notification: wierzbowyjar@gmail.com or by phone on 537 606 447 or 519 866 667.

2. The reservation should include the following data:

- name and surname
- phone number,
- number of people (with indication of the age of children),
- exact date of stay,
- a statement that at least one of the Guests is an adult

3. The initial reservation is valid for 24 hours.

4. The condition for making the final reservation is to make a full transfer / payment to the bank account:

PLN/Złoty: 60 8392 0004 6800 7458 3000 0010 (Łużycki Bank Spółdzielczy)

EUR: IBAN: DE24 1001 0010 0644 3001 16 (Postbank)

BIC: PBNKDEFF

or advance payment in the amount of **30% of the whole payment**. The reservation is confirmed after receiving the proof of payment to e-mail address or if the amount is visible on the bank statement. Moreover, the payment is adequate with accepting the house rules.

5. The remaining part of the payment, together with the deposit, must be paid by bank transfer up to three days before the arrival.

6. **The deposit** of PLN 400 is taken in case of damages made during the stay. The deposit is returned to the account indicated by you up to 3 days after leaving the cottage,

Wierzbowy Jar – drewniany domek Karkonoszach

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if the technical condition of the house, equipment and the area will be exactly the same as at the day of you arrival.

7. 7. In case you do not arrive at the appointed time, the reservation is automatically cancelled at 11:00 am the following day. The payment for the stay (except for the deposit) is not refundable.

8. In case of shortening the stay, 8. In case of shortening the stay, the amount due for unused days is not refundable.

Stay

1. After your arrival you will be checked in and the house keys will be hand over. You will be instructed than about electrical devices, fireplace etc. This moment is at the same time an introduction to the technical condition of the house and its equipment.

2. Due to health and safety reason the whole house is **absolute non-smoking area**. No e-cigarettes, candles and heaters etc., other electric or gas devices in particular electric heaters, heaters, irons and burners are allowed.

3. If smoking or similar products are found or smell at home, Guest will be charged an additional fee resulting from the necessity to carry out the cleaning process by the external company in the amount of up to 250 EUR.

4. Smoking area are designated outside the house. Guests are required to clean the ashtrays before the end of stay.

5. It is forbidden to carry to the house: flammable, explosive or smelly materials.

6. It is forbidden to use in the fireplace other material than prepared wood (not allowed: foil, plastics, rubbish, clothing, shoes). Baking in the fireplace is not allowed.

7. Flushing wet wipes or other than toilet paper materials not allowed. Do not put fat or food into the kitchen sink.

8. During the stay guests maintain the order in the facility themselves (suitable equipment is available on site: mop, bucket, brooms etc.). Excessive filth of the facility and its surroundings will result in additional fees.

9. Only soft home footwear can be used on the stairs and in the first floor.

10. Parking at the facility is an unguarded car park. The owner does not bear liability for theft or damage of vehicles or other devices belonging to the Guests, unless the damage was done directly due to the Owner's fault.

11. During the stay guests bear full financial responsibility for all kinds of damage of equipment in the house.

12. Third party people are not allowed on the property from 22:00 to 6:00, unless it was previously agreed with the owner of the house.

13. Curfew is maintained from 10 pm to 6 am the next day.

14. Causing a disturbance at night is strictly forbidden.

16. Tenant is obliged to use the house in accordance with its properties and purpose. The tenant cannot change the interior design. The technical condition of the devices and all equipment as well as the look of the house and its surroundings may not be worse than it was handed over to the tenant at the day of his arrival.

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17. All the damage and defects should be reported on an ongoing basis. The condition of the house will be assessed up to 5 days after the tenant's departure. However, this does not exclude claims caused by damage resulting from the actions of the tenant, and disclosed later on.

General rules

1. The owner of the cottage reserves the right to refuse further services persons violating Hand Safety rules. In this case, the amount for the unused rent is not refundable.
2. Please make sure the house is locked before you leave.
3. On the day of departure, please make sure that the cottage should be left in the same condition as it was on the day of your arrival.
4. Items left by the guest after they departure, will be sent back at the guest's cost to the address indicated by him.
5. In case of any doubts before arrival and during your stay, please do not hesitate to contact us - we will be more than happy to help you with all issues.
6. **There is a total ban on swimming in the pond and stream on the property. It is not allowed leaving children unattended on the terrace or in the water area.**
7. The owner excludes his liability for damage of house equipment due to improper use.
8. It is forbidden to use firewood (designed only for fireplace) in outdoor fire. Using firewood in a bonfire will cause deduction of deposit. Timber availability should be agreed prior with the owner.
Bonfire may only be lit at designated area indicated by the owner of the house.
9. It is forbidden to disassembly stone walls and other decorative elements located around the house.
10. It is forbidden to throw stones into the stream or pond.
11. **It is forbidden to move away from water and sewage nodes.**

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