



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.

Check in starts at 4 pm (16.00) and the check out is until 11 am (11.00).

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.

The following house rules bind all people who stay in this facility. It is designed to ensure the safety of guests, the comfort of stay and the order of the facility. Non-compliance with the house rules results the forfeiture of the deposit and other consequences prescribed by law. The reserving person is obliged to provide the content of these regulations to other persons who will be staying in this accommodation facility.

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.

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)

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. Initial booking follows by a clear declaration by guest regarding the will to

Wierzbowy Jar – drewniany domek Karkonoszach

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reservation of the house and obtaining confirmation of the availability of the facility and detailed calculation of the stay and payment terms by the owner.

5. The remaining part of the payment, together with the deposit, must be paid via 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 bank account indicated by you up to 3 days after leaving the cottage, if the technical condition of the house, equipment and the area will be exactly the same as at the day of your arrival.

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, the rent for unused days is not refundable.

9. You cannot organise in this cottage: any integration events as well as hen or bachelor parties. The house is not rented to persons under the age of 21 without their guardians.

10. The prices presented on the website: www.wierzbowyjar.pl are approximate. They may also change during the season. The exact price of the stay is calculated after providing the parameters of the stay (including arrival and departure dates, number of persons and additional options).

11. In case of any doubts before the arrival, the person reserving the house has always the opportunity to obtain any explanations regarding the accommodation facility Wierzbowy Jar by phone or by e-mail.

12. Resignation from stay. If you cancel your stay more than 3 business days before your arrival, the reservation fee is not refunded. In case of cancellation within 3 business days prior to arrival or shorter, the reservation fee for the stay will not be refunded. Only the deposit will be returned.

13. The guest has the right to change the date of the stay without deducting the reservation fee on the following conditions (total):

- change of the date takes place no later than 30 calendar days before the original date of arrival,

-new date indicated is available,

-new date of stay indicated has at least the same number of nights as the original stay,

-new date of stay indicated takes place in the same calendar year as the first day of the original period of stay.

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Stay

1. Please contact the owner of the house at least one hour before your arrival to the cottage.
2. Any earlier arrival (before 4:00 pm) must be agreed with the owner at least one day in advance.
3. If the equipment/facilities of the house Wierzbowy Jar is poorer than the object presented on the official website (www.wierzbowyjar.pl) and this has not been previously agreed with the person reserving, the Guest has the right to withdraw from the contract of lease of the facility, and in the case of concluding the contract by email - terminate this contract on arrival. Tenants have the opportunity to become acquainted with all facilities of the house within 1 hour from the time of arrival. After this time, it is considered that the tenant accepts the condition of the house and its equipment as being consistent with the offer presented. All reservations of tenants must be verified personally by the owner and written down.
4. Guests are provided with keys to the house, which must be returned on the day of departure. The loss of keys results in the payment of a fee of PLN 300 (replacement of locks).
5. 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, irons and burners are allowed.
6. 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.
7. Smoking area is designated outside of the house. Guests are required to clean the ashtrays before the end of stay.
8. It is forbidden to carry in to the house: flammable, explosive or smelly materials.
9. 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.
10. Flushing wet wipes or other than toilet paper materials not allowed. Do not put fat or food into the kitchen sink.
11. 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.
12. Only soft home footwear can be used on the stairs and in the first floor.

13. Parking area 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.
14. During the stay guests bear full financial responsibility for all kinds of damage of equipment in the house.
15. 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.
16. Curfew is maintained from 10 pm to 6 am the next day.
17. Causing a disturbance at night is strictly forbidden.
18. 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.
19. 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 to persons violating Health and Safety Rules or House Rules r. 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. It is forbidden to take out of the house: the bedclothes, towels and other objects that are equipment of this facility or use them contrary to their purpose.
5. Items left by the guest after they departure, will be sent back at the guest's cost to the address indicated by them.
6. 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.



- 7. 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. Guests are fully responsible for the persons they take care of - in particular - when using the playground and other equipment that are part of the Wierzbowy Jar house (all house infrastructure).**
8. The owner excludes his liability for damage of house equipment due to improper use.
9. 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.
10. It is forbidden to disassembly stonewalls and other decorative elements located around the house.
11. It is forbidden to throw stones into the stream or pond.
- 11. It is forbidden to move away any water - sewage nodes!**

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