



VILLA KAPLOWA CHATA  
ul. Chałubińskiego 24C  
34-400 Zakopane

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## REGULATIONS OF THE VILLA KAPLOWA CHATA&SPA

The object Kaplowa Chata values cooperation in observing the rules and regulations , which is intended to ensure the peace and security of the stay of all our guests.

### &1 SUBJECT MATTER OF THE REGULATIONS

- 1.The Regulations specify the rules for the provision of services, liability and stay in the Villa Kaplowa Chata&SPA facility and are an integral part of the contract, which is concluded by signing the registration card, making a reservation, payment in advance or in full for the stay. By performing the above actions, the Guest confirms that he/she has read and accepts the terms of the Regulations.
2. The Regulations apply to all guests staying at the Villa Kaplowa Chata&SPA property.
3. Regulations are available for review at the Reception Desk, in each room, and on the website [www.kaplowachata.pl](http://www.kaplowachata.pl)

### &2 SELLER INFORMATION

- 1.The owner of the Facility is Transcom System Sp. z o.o. with its headquarters at 57/LU6 Kyiv Avenue, 30-079 Krakow, NIP 6262740250, REGON 270538641 KRS 0000200901 Tel: +48 12 633 98 78 [office@transcom-system.pl](mailto:office@transcom-system.pl)

### &3 HOTEL NIGHTS

- 1.Living quarters in the Kaplowa Chata facility, hereinafter referred to as "rooms and apartments", are rented on a daily basis.
2. Check-in time is from **3 p.m. to 11 a.m.**
3. Non-registered persons may stay at the Facility from 7:00 am to 10:00 pm.
- 4.The facility reserves the right to refuse accommodation to persons under the apparent influence of alcohol or intoxicants or behaving vulgarly.
5. Guest's wish to extend their stay, beyond the period indicated on the day of arrival, should be reported to the Reception by 8:00 a.m. of the day on which the room/apartment rental period expires. The Kaplowa Chata facility will accommodate the request to extend the stay, subject to availability.



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### &3RESERVATION, REGISTRATION, PAYMENT

1. Online reservations can be made through [www.kaplowachata.pl](http://www.kaplowachata.pl)
2. In order to confirm the reservation, the Booking Party is required to make a payment of 50% of the total value of the reservation (when choosing the 50% non-refundable, refundable and flexible offer) or 100% of the total value of the reservation (when choosing the non-refundable offer) within one hour of making the reservation.
3. Making payment is done through dotpay payment system or payment card . The choice of payment method is made available in the booking panel.
4. The same cancellation and complaint rules apply to online bookings as to reservations made in other forms.
5. The basis for checking in a Guest is to show a photo identification document to the Receptionist. In case of refusal to show the document in a way that allows check-in, the Receptionist is obliged to refuse to issue a key to the room.
6. At the time of check-in, the Guest receives an electronic key assigned to the room. In the case of loss or destruction of the key-card Guest bears material liability in **the amount of PLN 50**.
7. A hotel guest may not transfer the room to a third party, even if the period for which he or she has paid the due fee for the stay has not expired.
8. The object of Villa Kaplowa Chata&SPA may refuse to accommodate a Guest who, during the previous stay, has grossly violated the Regulations, in particular by causing damage to the property of the object or Guests, damage to the Guest, the employees of the object or other persons staying , or otherwise disturbed the peace of the object.
6. Failure to pay the deposit by the agreed date will result in automatic cancellation of the reservation.
7. Payment of a deposit and thus making a reservation implies acceptance of the terms and conditions of the reservation.
9. Failure to use the entire stay by the Guest as a result of earlier departure or later arrival than specified in the reservation will not result in a reduction in payment for the service.
10. The operator of Villa Kaplowa Chata&SPA has a statutory right of lien on the property brought by Guests to the Property in case of delay in payment for the stay or failure to pay for the services provided.
11. Absence of the Guest by 8:00 a.m. the next day is equivalent to cancellation of the reservation and the possibility of renting the room to another Guest, unless otherwise agreed. In such a case, the Operator of the Villa Kaplowa Chata&SPA Facility shall not bear any negative consequences, both legal and financial.
12. The Guest, upon reservation in the Villa Kaplowa Chata&SPA Facility, declares that he/she agrees to store and process his/her personal data in accordance with the Personal Data Protection Act (Journal of Laws of 2002 No. 101, item 926 as amended) by the Operator of the Villa Kaplowa Chata, i.e. Transcom System sp. z o.o Ul. Aleja Kijowska 57/LU6, 30-079 Krakow for the needs necessary for the execution of the Guest's stay, Guest's use of other services provided by the Villa Kaplowa Chata&SPA Facility. The Guest has the right to inspect his/her personal data and correct them, as well as to demand removal of his/her personal data from the collection.

### &4 SERVICES

1. The facility Villa Kaplowa Chata&SPA provides services according to its standard.
2. The facility is required to provide:
  - conditions for full and unhindered rest of the guest
  - security of stay, including maintaining the secrecy of guest information
  - professional and courteous service



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- Room cleaning, change of towels every three days or at the request of guests.
3. Kaplowa Cottage provides services free of charge at the request of guests:
- Providing information related to residence and travel,
  - Waking up at the appointed time,
  - ordering a cab

#### **&5 GUEST RESPONSIBILITY**

1. Children under the age of 18 should be in the Facility under the constant supervision of legal guardians. Legal guardians are financially responsible for any damage caused by children.
2. Each time a Guest leaves a room, for safety reasons, he or she should turn off the TV, turn off the lights, turn off the taps, and lock the windows and doors
3. In the Kaplowa Chata Facility it is prohibited to:  
Carrying food outside the restaurant hall, disturbing the peace walking in ski boots and bringing sports equipment into rooms and suites, storing dangerous cargo - weapons, ammunition, flammable, explosive, illuminating materials, conducting door-to-door canvassing and door-to-door sales on the premises, behavior generally considered indecent
4. The Kaplowa Chata facility has a curfew from 10 pm to 7 am.
5. Persons not registered in the facility Villa Kaplowa Chata&SPA, may guest in the room from 8:00 a.m. to 10:00 p.m. Arrival of non-registered persons after 10:00 p.m. is tantamount to consent by the person renting the room to a chargeable additional accommodation of these persons to the room. Each person will be added to the room according to the price list of Villa Kaplowa Chata&SPA.
6. In case of violation of the order of curfew and behavior that violates the safety and health of people Third parties, the police are immediately summoned.
7. Guests should notify the hotel reception of the damage as soon as it is discovered.
8. The operator of the Villa Kaplowa Chata&SPA reserves the right to charge the guest's credit card for damages caused after the guest's departure.
9. The Guest bears full financial and legal responsibility for any damage or destruction of objects, equipment and devices of the Facility caused by him or his visitors. The basis for monetary compensation for damage or destruction is a bill documenting the actual cost of removing the damage or an appraisal by an expert.
10. Guests are obliged to cover the cost of any repairs resulting from damage.
11. If you find differences in the inventory of equipment in the apartment with the actual state or damage, you should report this fact at the reception directly when occupying the apartment. Otherwise, it is assumed that the equipment was complete and undamaged.
12. For fire safety reasons, it is prohibited to use heaters, irons and other devices that are not room equipment in the rooms. Does not apply to computer power supply chargers.
13. On the premises of the Villa Kaplowa Chata&SPA Facility, in accordance with the Act of April 8, 2010 on amending the Act on health protection against the consequences of using tobacco and tobacco products and the Act on State Sanitary Inspection (Journal of Laws No. 81, item 529) - there is a complete ban on smoking cigarettes and tobacco products. In the Villa Kaplowa Chata&SPA facility there is a total ban on drinking own alcoholic beverages outside the rooms, use of open fire. In case of violation of the above prohibitions, the Guest shall incur a fine of 500 PLN. The triggering of a false fire alarm is associated with the arrival of the Fire Department and a fine of PLN 5,000.
14. Violators of these rules will be required to leave immediately



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Facility and to pay for services.

16. persons who do not comply with fire regulations are subject to sanctions of the Criminal Code and the Code of Offenses.

#### **&6 FACILITY RESPONSIBILITY**

1. The facility is not responsible for damage or loss of a car or other vehicle belonging to a Guest and items left in it, regardless of whether the vehicles were parked in the parking lot or outside the premises.

2. Personal items left by the Guest will be sent back at the Guest's expense to the address indicated. If no such instruction is received, the items will be kept for one week and then destroyed.

#### **& 7 STAY OF ANIMALS**

1. We do not accept pets on the premises of the Kaplowa Chata facility.

#### **&8 COMPLAINTS**

1. Guests have the right to make complaints about the services provided by the Facility.

2. The Facility accepts for consideration only complaints sent by e-mail, to: [repcja@kaplowachata.pl](mailto:repcja@kaplowachata.pl) [or office@transcom-system.pl](mailto:office@transcom-system.pl) within 14 days of the end of the Guest's stay at the Facility or, if the stay did not take place within the timeframe resulting from the reservation - within 14 days of the date on which the stay should have taken place.

3. The Facility reserves a 14-day time limit for processing a complaint submitted by a Guest. Within this period, the Facility will inform the Guest of the outcome of the complaint.

4. Comments and complaints related to accommodation, meals and other services provided by the Object Kaplowa Chata should be reported as soon as possible after finding out the grounds for their reporting to the reception, which is obliged to forward the complaint to the manager of the Object.



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#### **&9 RETURN POLICY**

1. In the case of a 50% non-refundable offer, cancellation or changes to the reservation at any time prior to the arrival date will result in the booker being charged a non-refundable deposit of 50% of the total reservation.
2. In the case of a return offer, cancellation or change in the reservation within 14 days before the arrival date will result in termination of the contract and the Property will not charge the Reservationist any fees.
3. In the case of a flexible offer, cancellation or change in the reservation within 3 days before the arrival date will result in termination of the contract and the Property will not charge the Reservationist any fees.
4. In case of cancellation or changes to a reservation in a returnable or flexible offer, after the date mentioned in point. 2 (applies to the return offer) or pt. 3 (applies to flexible offer), the Booking Party will be charged 50% of the value of the entire reservation. If the Guest does not show up at the Property, the Booking Party will be charged 50% of the value of the entire reservation.
5. In the case of a non-refundable offer, the Booking Party will be charged the total price of the reservation in case of cancellation at any time.
6. Failure to use the entire stay in accordance with the reservation does not entitle you to a refund of the payment made.

#### **&10 ADDITIONAL CHARGES**

1. The price of the stay does not include the local fee charged at registration activities a transferred to the Municipality's account and any other additional fees.
2. Payment for the stay and a local fee of 2 zł / person / day is collected on arrival  
At check-in.
3. Paid parking is available at your disposal. The fee is **40 zł / day**. For each apartment
4. is entitled to one parking space. It is necessary to reserve a parking space in advance.
5. The SPA zone is available for exclusive use only at the price of **160 PLN/hour** (a maximum of 4 people can stay in the SPA zone). SPA zone reservations must be made at the reception of the facility no later than 11:00 am on the same day.