



## terms & conditions

### **PAYMENT TERMS AND CONDITIONS:**

The Hotel accepts three forms of payment: cash, credit card, pre-payment via bank transfer. Pre-payment via bank transfer for services performed by the hotel must be confirmed in writing and should take place no later than 7 days before the date of the event.

- 0 - PLN 5,000 - 100% pre-payment
- above PLN 5,000 - 90% pre-payment

### **CANCELLATION TERMS AND CONDITIONS:**

In the event of cancelling the previously submitted order to the hotel no later than:

- 40 days before the set event date, you will be charged 30% of the value of the order
- 30 days before the set event date, you will be charged 50% of the value of the order
- 20 days before the set event date – 75% of the value of the order

In the case of orders with advance notice, the cancellation terms and conditions will be set individually.

### **ADDITIONAL INFORMATION:**

1. The hotel will take efforts to accept the number of guests established with the Ordering Party. Informing the banquet department on the expected change in the number of guests 48 hours before the start of the event at the latest, will allow for the modification of the preparations made. In the event of an increase of the number of guests, the total amount will be calculated on the basis of the factual number of guests. In other cases, the initial arrangements remain unchanged.

2. Due to the need of the hotel to perform all its obligations, the beginning and ending times of the events shall be established in the preliminary discussions. In specific cases, the extension of the event time is possible, upon agreement with the Banquet Department. The cost of an additional hour shall be established on an individual basis.

3. The costs of possible damages and losses caused by the guests participating in the event shall be included in the general calculation. The hotel obliges to prevent such events, in so far as possible, and to inform the organizer should such a case be noticed in the course of the event.

4. The hotel obliges to fulfil all the arrangements regarding the ordered event with the exception of the cases, when the reasons for the non-performance of the above-mentioned arrangements are beyond the hotel's control (random events, changes in the legal regulations). In such a case, the hotel bears the responsibility of informing the Ordering Party in the quickest manner on the situation which has occurred and to propose alternative solutions.