

## RULES AND REGULATIONS OF STAY IN SOLA APARTMENTS IN KOŁOBRZEG

### § 1 GENERAL PROVISIONS

The purpose of these regulations is to provide guests with a safe, peaceful and comfortable stay, as well as to avoid any misunderstandings.

### § 2 RESERVATION

1. When making a reservation, the Guest agrees the date of stay, the rental price and the amount of the deposit.
2. Making a reservation constitutes acceptance of the above Regulations.
3. When making a reservation, the Guest is obliged to pay a deposit (at least 30% of the price) on the date agreed on the bank account provided by SOLA Apartments. In the absence of an advance payment, the reservation is canceled. The remaining balance due for the stay will be paid by the guest on the first or second day of stay in the form of a bank transfer. We do not accept payments by credit or debit cards.
4. If you wish to receive an invoice for your stay, the invoice details should be provided immediately after booking to the e-mail address: [aga@solaapartamenty.pl](mailto:aga@solaapartamenty.pl). The guest agrees to receive an invoice for the stay by email. An electronic invoice will be sent within 7 days of the end of your stay. The details of the person or company paying the deposit by transfer will be the same as the buyer's details appearing on the invoice.
5. Resignation of residence requires a written statement in the form of an e-mail sent to: [aga@solaapartamenty.pl](mailto:aga@solaapartamenty.pl).
6. The paid deposit is not refundable in case of cancellation by the Guest, regardless of the time remaining until the day of arrival.
7. The guest can cancel the reservation free of charge more than 60 days before arrival. Upon cancellation of the reservation within 60 days before the planned arrival or in case of no arrival, the Guest is obliged to pay the amount of the stay in the amount of estimated losses incurred by SOLA Apartments due to resignation from the stay. We informatively inform that historical values of incurred costs amount to about 80% of the price of stay. Cancellation costs are calculated individually for each Guest, they will be known not earlier than on the day of commencement or termination of the stay to which the reservation applies.
8. It is possible to cancel your reservation without incurring a charge by the Guest, only if he / she indicates a new Guest at the same Apartment and at the same time. In this case, the guest will receive a refund of the amount paid.

### **§ 3 PRICE**

1. The price in the description of the Apartment includes:
  - stay in the apartment for the maximum number of people set for him / her for one day,
  - cost of media consumed by the Guest (energy, water, gas, heating),
  - a set of bed linen and towels,
  - parking space or parking space in the underground garage (if the Apartment has one).
2. The price indicated in the description of the apartment does not include the spa fee, the additional fee for final cleaning or for the stay of the pet. SOLA Apartments do not offer meals.
3. The pricelist contains illustrative prices, does not constitute an offer within the meaning of art. 66, par. 1 of the Civil Code.
4. Charges:
  - final cleaning of the apartment - EUR 45;
  - tourist tax - 1 EUR / day for a person from 7 years of age;
  - pet's stay - EUR 40;
  - late check-in (after 20.00) - 15 EUR;
  - rental of a travel cot for a child - 0 PLN / stay,
  - borrowing a high chair for baby feeding - 0 PLN / stay.

### **§ 4 TERMS OF STAY**

1. The settlement period for renting an apartment is 1 day, which runs from 15.00 to 11.00.
2. In order to determine the time of key collection, please get in touch two days before arrival with the management company (Mrs. Justyna, tel. +48 601 429 570). Key collection to the apartment is possible from 15:00 to 20:00 on the day of arrival, and return from 8:00 to 11:00 on the day of departure. Arrival and pick-up of keys after 20.00 will be carried out as far as possible after prior confirmation and agreement (there may be additional fees associated with it).
3. SOLA Apartments may charge a repayable deposit from the Guest to secure any claims for damages. The deposit is 150 EUR, it is interest-free and refundable after the end of stay.
4. In the event of objections to the cleanliness of the apartment, or to find technical defects, the Guest should inform our representative of this fact immediately after the accommodation. The Guest may not transfer or share the Apartment with third parties.
5. The Guest is financially liable for any damage or destruction of technical equipment and devices resulting from his fault or fault of his visitors during the stay.
6. In the event of damage, the Guest should notify the apartment manager about it (see Justyna, +48 601 429 570) immediately after it has been confirmed.
7. The Guest undertakes to operate the apartment in accordance with its intended purpose, do not rearrange

furniture, maintain order and cleanliness, not remove any elements of its equipment from the Apartment, and undertakes not to copy the keys to the Apartment that were given to him during his stay.

8. On arrival, Guests are provided with a set of keys together with a remote control (for entry / exit gates), which must be returned to the owners of the apartment on the day of departure. They also receive 4 magnetic cards, which entitle them to free use of the housing estate: swimming pool, fitness room, living room, sauna. These cards are only available to guests in a given apartment and can not be made available to any unauthorized persons. In the event of loss or destruction of the card, Guests are charged EUR 40 per item.

9. None of the private parking space is allocated to any of the apartments. If the owner has private parking spaces, they are allocated upon prior agreement with the guest. Unauthorized occupation of a parking space belonging to another apartment results in a contractual penalty in the amount of PLN 500.

In addition: a parking space marked "Parking for 15 minutes" is included in the traffic organization by the Municipal Police and will be subject to a mandatory penalty if this time is exceeded. These places are intended for guests of all apartments for check-in and check-out time.

10. The Guest is obliged to adequately secure the Apartment in case of leaving it by closing the windows and entrance door and carefully storing the keys without access to them by third parties. If you lose your key or remote control from the Apartment, the Guest will be charged with the replacement of the lock in the amount of EUR 150.

11. The Guest commit to comply strictly with the smoking ban in the Apartment. If you do not comply with the ban, you will be charged a fine of EUR 100.

12. In most apartments, pets are allowed. However, this is a matter to be agreed and confirmed. There is an additional fee - 40 EUR / stay for one.

13. The Guest is obliged to observe quiet hours, health and safety rules and fire protection of the facility. From 21:00 to 08:00, all behavior disturbing the rest is forbidden. In the case of reported disturbance, SOLA Apartments have the right to impose a fine of EUR 150 on Guests.

14. On the day of departure, the Guest is obliged to hand over the keys from the Apartment and magnetic cards to our representative, which will enable the Guest to return the deposit, provided that the apartment is taken over without reservation.

15. If the Guest violates the rules set out in this paragraph, Apartments SOLA have the right to deduct from the deposit the remuneration due to cover the cost of bringing the Apartment to a proper condition. If the value of claims exceeds the amount of the deposit, the Guest is obliged to cover this difference immediately.

16. Shortening the stay - an earlier trip does not constitute a basis for refunding all or part of the stay costs.

17. SOLA Apartments are not responsible for any damage or loss of a car or other vehicle belonging to the Guest.

18. SOLA Apartments are not responsible for any inconveniences related to construction, renovation, refurbishment, finishing works, etc. that may take place on the premises as well as outside it. The Sola Apartments are not responsible for the noise caused, for example, by loud music, coming from neighboring apartments or buildings (also occurring after 22.00). When planning a stay, especially during the holidays, you have to take into account the above-mentioned disadvantages. We stipulate that all claims related to the



above-mentioned disadvantages will be rejected in its entirety.

19. Facilities in the vicinity of which construction of hotels and apartment buildings are underway are subject to inconvenience associated with this. Discomfort caused by construction works carried out nearby was taken into account when determining the rental price of individual apartments. When planning a stay, you have to take into account the above-mentioned difficulties. We stipulate that any claims related to this will be rejected in its entirety.

20. The price of the stay does not include insurance. For the injuries and damages suffered (caused by the health and property of the third person), the owners are not liable during the whole stay.