

GENERAL CONDITIONS OF HOTEL ROOMS AND OTHER SERVICES RESERVATION FOR INDIVIDUAL CLIENTS

The following document regulates the conditions of reservation, canceling the reservation, payment for the reservation and reservation validity.

I. MAKING A RESERVATION

It is possible to make a reservation by:

- a) filling in and signing the reservation form on the web-site and sending it to the Hotel in electronic way,
- b) sending a written order for a stay: by post, fax or in electronic way (e-mail)
- c) by phone,
- d) personal, written reservation confirmation at the Hotel Reception

After making a reservation according to the above procedure the Hotel will send you an authorization document / confirmation of the reservation (excluding the case described in the item d above) to the provided address or fax number, which should be further signed and sent back to us. The authorization document signed by you will entitle the Hotel to charge your credit card with the stated amount of the deposit.

The obligatory condition to guarantee a reservation is to make an advance deposit payment (bank transfer / cash) paid within three working days from the date of making the reservation or authorize the Hotel to block the money on the Guest's credit card in the amount as follows:

- a) suites: equal to the total price for the booked stay,
- b) in case the reservation is made for any other rooms: 50% of the total sum for the booked stay.

The date of the advance payment is considered to be the date of crediting the Prezydent Hotel bank account.

Payments within the country: Prezydent Hotel (F.C. PROMOTION) bank account number:
91 1240 1444 1111 0000 0935 5457

International Payments: Prezydent Hotel (F.C. PROMOTION) bank account number:
IBAN: PL 91 1240 1444 1111 0000 0935 5457
SWIFT CODE: PKOPPLPW

Bank PeKaO S.A. II O. w Krakowie, ul. Kapelanka 1, 30 – 347 Kraków

The reservation will not be confirmed if there is no deposit payment within the stated term or no money on the credit card.

We inform that according to the Prezydent ***** Hotel Rules the settling term in Prezydent Hotel is 7 days. This means that each and every Guest staying in the Hotel longer than 7 days is obliged to cover the due amount for the staying and used services within 7 days from the date of arrival. The Hotel reserves the right, if grounded, to ask the Hotel Guest to increase the blocked amount on the credit card or to cover the due amounts for the hotel services earlier on.

Any additional services provided on the "Credit Hotel" (invoiced for the room) conditions can be granted only after the duly filled-in and signed manual **Authorization Document to Order Hotel Services in Credit ("Invoice to the Room")** is presented to the Hotel Reception.

The price for the booked hotel services is calculated and charged according to the Hotel Pricelist due on the date of the reservation.

II. CANCELLATION OF THE RESERVATION

It is possible to cancel the reservation only due to the reasons well-grounded and proved in written.

Condition to cancel the reservation

In case of the cancellation of the booked staying the Guest will be charged for its cancellation to the amount of:

- 1) 60 days and more before the planned arrival = 25 % of the price for the booked stay
- 2) between 60th and 30th day before the planned arrival = 50% of the price for the booked stay
- 3) less than 30 days before the planned arrival = 75 % of the price for the booked stay
- 4) in case of no show without canceling the reservation = 100 % of the price for the booked stay.

The difference between the payment made for the reservation and fee for cancellation (if there is any) will be returned to the Client by bank transfer to the account stated by him/her.

The fee for cancellation will be taken from the deposit or amount charged on the credit card. The rest of the fee for cancellation (if there is any) will be invoiced and the invoice will be sent to the Guest's postal address.

In case the Hotel finds a new Guest for the cancelled stay, the Hotel may decrease the cancellation fee for the amount less than the fee for the cancellation 30 days before the planned arrival up to 25% of the total price for the booked stay.

The cancellation of the reservation is only valid when done in written.

III. III. ADDITIONAL INFORMATION

Check-in is from 14.00

Check-out ends at 12.00.

The invoice for the stay should be paid before the planned departure term, however with the settling period being no longer than 7 days.

Should you wish to book a term for any service provided by the Hotel SPA Health & Beauty Embassy, please state this information in the field Guest's Additional Orders in the contact form located at our web-site. The Hotel employees will contact you immediately to confirm the terms of the additional services and communicate the relative information.

The Hotel always intends to solve any problems arisen from the current Rules and services provided by the Hotel on a friendly basis.

Should it be impossible to achieve the understanding between the Hotel and the Guest on any matter, it is the District Court for Krakow-Śródmieście in Krakow to settle the possible disagreements.

Hotel Prezydent***** Wellness & SPA
Management