

BOOKING REGULATIONS

1. Booking and payment terms

- 1.1. You may book a stay at the Centre by phone, fax, e-mail, via booking sites or personally at the Centre reception desk.
- 1.2. Within 24 hours from the booking, the Centre will each time send to the e-mail address or fax number given by you a written confirmation of the booking that contains: name/surname and/or full company, name, dates of stay, total gross amount (in PLN) due for the stay (services ordered), additional booking details (booking number, amenities etc.) If no e-mail address or fax number is given, the Centre will confirm the booking by phone at the stated number, advising you about any additional booking features.
- 1.3. A condition precedent to making the booking is paying an advance fee equal to 40% of the total value of the booked stay to the Centre's bank account, within 5 days from receiving the confirmed booking in the manner stated in section 1.2 of the Regulations.
- 1.4. If you fail to pay the advance fee stated in section 1.3 of these Regulations by the date stated in the preceding sentence, the booking will be automatically cancelled. The reception desk will, if possible, contact you prior to cancelling the booking.
- 1.5. Payment for the stay must be made in advance prior to arrival or, in exceptional cases and with the prior consent of the Centre manager, on the date of arrival, but before registering.
- 1.6. The Centre does not book parking spaces.

2. Cancelling a booking

- 2.1. If you wish to cancel a booked stay, the Centre will reimburse you as follows:
 - a) 100% of the advance if you cancel the stay more than 30 days before the stay commences;
 - b) 50% of the advance if you cancel the stay between 30 and 14 days before the stay commences;
 - c) no reimbursement can be made if you cancel the stay less than 14 days before the stay commences.If you book a stay less than 14 days before it commences, no reimbursement can be made.
- 2.2. If you have paid for a stay, but do not use it, no reimbursement can be made, except as specified in section 2.4 of the Regulations.

- 2.3.If you purchase a holiday or other package, but leave early or do not use the entire package (delayed arrival/earlier leave, less persons arriving etc.) as a result of a documented, sudden and unexpected fortuitous event, your fee for the stay will be recalculated as per the Centre's fee list.
- 2.4.If you cancel your stay due to a sudden and unexpected fortuitous event, regardless of the time of cancellation, the Centre may reimburse you the payment in whole or in part provided that you document the reason in writing.
- 2.5.If you wish to cancel your stay on behalf of another person, you must submit a written statement transferring your booking and advance fee to a specific person.
- 2.6.The Centre reserves the right to move you from a room you booked to another room with the same standard without the need to change the price.
- 2.7.You may cancel your booking in writing, giving the following details: name and surname, residential address, dates of stay, manner of reimbursing the advance, contact phone number.

3. Complaints

- 3.1.Please submit any comments and complaints concerning the booking service at the following email address:..... (Centre manager / Centre reception desk)
- 3.2.Your complaint will be handled within 14 days from submission to the Centre manager / Centre reception desk.
- 3.3.Any amounts returned as a result of a submitted complaint will be reimbursed as paid.

4. Personal data

- 4.1. Your personal data will be processed solely for the purpose of providing services to you under civil law agreements, to issue you with an invoice/billing or to compile financial statements, in accordance with the provisions of the Personal Data Protection Act of 29 August 1997. You are entitled to access your data and correct them. On the day of arrival, you must sign a statement whose sample form is attached to these Regulations.
- 4.2.In cases and on the terms and conditions specified in the Personal Data Protection Act of 29 August 1997 (consolidated text Dz. U. 2015, item 2135, as amended), you are entitled to demand that your personal data be completed, updated or corrected, that their processing be halted temporarily or permanently, or that they be deleted if they are incomplete, outdated, untrue, collected in violation of law or are no longer necessary for the purpose for which they have been collected.

5. Final provisions

- 5.1.By paying an advance or stay fee you accept the terms of this offer and the provisions of these Regulations found in the booking confirmation, at the Logistics Services Centre website and at the Centre reception desk.

5.2. In matters not provided for in these regulations, the provisions of the Civil Code (Dz. U. 1964, no. 16, item 93, as amended), the Provision of Services by Electronic Means Act (Dz. U. 2002, no. 144, item 1204, as amended) and other generally binding legislation apply.

5.3. Any disputes resulting from applying these Regulations will be resolved by a common court having jurisdiction according to the seat of the Logistics Services Centre.

5.4. The service provider reserves the right to amend these Regulations, provided that any bookings made prior to such amendment will be subject to the wording effective as of the date of booking.

5.5. These Regulations enter into force on 10 January 2017.