

# Reservation and Payment REGULATIONS

## 1.

These Regulations set the terms of making a reservation and renting Apartments at Villa Gardena as described on the [www.villagardena.pl](http://www.villagardena.pl) website.

Making a reservation is unequivocal with reading and accepting the terms of the Regulations.

## 2.

In order to place a preliminary reservation we kindly request our Guests to send us the following information:

- name and surname of the person making the reservation and the persons who will reside in the Apartments,
- telephone number,
- e-mail address,
- type and number of personal IDs of the persons who will reside in the Apartments.

After making the preliminary reservation Villa Gardena will send a confirmation of the reservation to the e-mail address indicated in preliminary reservation (the number of the reservation and the details of the stay).

## 3.

The preliminary reservation has to be confirmed. In order to confirm a reservation you should make an advanced lodging deposit amounting to 30% of the total price of the stay or agree on your debit card to be charged with such amount.

When making the reservation you may pay the advanced lodging deposit using one of the following methods:

- with a debit card (*Visa, Visa Electron, MasterCard, MasterCard Electronic, Maestro*),
- an eCard transfer:
  - mTransfer (mBank)
  - MultiTranser (MultiBank)
  - Millennium – Płatności Internetowe (Bank Millennium S.A.)
  - Płacę z Nordea (Nordea),
  - Przelew24 (BZ WBK)
  - Płacę z Citi Handlowego (Bank Handlowy w Warszawie S.A. Citi Handlowy)
  - Przelew z BPH
  - Płacę z iPKO (PKO BP S.A.)
  - Płacę z Inteligo (Inteligo)
  - Pekao24przelew
  - Płać z BOŚ (Bank Ochrony Środowiska S.A.)
  - Płacę z Alior Bankiem (Alior Bank S.A.)
  - MeritumBank Przelew (Meritum Bank ICB S.A.)
  - Pay Way Toyota Bank (Toyota Bank Polska S.A.)
  - Płać z ING (ING Bank Śląski S.A.)

- Eurobank płatność online (Euro Bank S.A.)
- Crédit Agricole przelew online (Credit Agricole Bank Polska S.A.)
- db Transfer (Deutsche Bank PBC S.A.)
- Deutsche Bank Polska S.A.
- Invest Bank S.A.
- Kredyt Bank S.A.
- Raiffeisen Bank Polska S.A.,
- Bank Spółdzielczy we Wschowie
- Bank Pocztowy S.A.

In case you decide to confirm the reservation by making a money transfer, please transfer the agreed amount of the advanced lodging deposit to the Villa Gardena bank account:

Villa Gardena  
ul. Świątowida 14 a  
81-543 Gdynia  
PL 81 1050 1764 1000 0022 8517 0672

In case you decide to confirm the payment with a debit card we kindly request you to send a clearly filled debit card charge authorization form to the following e-mail address: [apartamenty@villagardena.pl](mailto:apartamenty@villagardena.pl).

If you do not wish to send the debit card information by e-mail we kindly request you to send a clearly filled debit card charge authorization form by fax to +48 58 624 87 99.

The advanced lodging deposit or the debit card charge authorization should be made immediately after receiving the confirmation of the preliminary reservation by Villa Gardena.

Failing to make the advanced lodging deposit in the agreed time causes the reservation to remain preliminary and your requested stay dates may be offered to another person who will confirm his/her reservation. You will be informed about such fact by e-mail or telephone.

On the day of arrival at Villa Gardena the Guest is obliged to pay the remaining amount of the price for the stay (the difference between the total price of the stay and the advanced lodging deposit) or present a confirmation of a money transfer of the remaining amount made to Villa Gardena's bank account.

Failing to stay the entire length the booked period due to the Guest arriving later or departing earlier than requested in the reservation does not result in a reduction of the price.

In case a Guest does not inform Villa Gardena about a delayed arrival or informs about a delayed arrival later than at 16:00 on the day of the planned arrival, the reservation will be kept open until 12:00 the following day.

In case a Guest who confirmed a reservation does not show up and does not cancel the reservation, Villa Gardena will charge him/her for the first night of the

stay according to the price list available on the [www.villagardena.com](http://www.villagardena.com) website (according to the number and type of booked Apartments).

In order to cancel a reservation the Guest should contact Villa Gardena by phone or e-mail at [apartamenty@villagardena.pl](mailto:apartamenty@villagardena.pl) by 16:00 on the day of the planned arrival.

In case a reservation of an Apartment is cancelled the advanced lodging deposit is not returned.

In case of the payment being made with a debit card the amounts paid (excluding the advanced lodging deposit and in certain cases the charge for the first night) will be returned directly to the card's account. In case of the payment being made with a bank transfer the amounts paid will be returned to the account indicated by the Client. In case of the payment being made using an ePrzelew the amounts paid will be returned using the eCard system.

5.

Any complaints about the stay in Villa Gardena should be made to the following e-mail address: [apartamenty@villagardena.pl](mailto:apartamenty@villagardena.pl).

According to the act of August 29, 1997 on the Protection of Personal Data (Journal of Laws of October 29, 1997, No. 133, item 883) the obtained data will only be used in order to complete the reservation. Villa Gardena authorizes the eCard system operator with registered seat in Warsaw to process the data. The person whose data are being processed has the right to access, complete, update, correct them, request a temporary or permanent suspension of their processing or to request their deletion. Using the rights listed above is utilized by sending a request to the following e-mail address [apartamenty@villagardena.pl](mailto:apartamenty@villagardena.pl).