

Rules and regulations concerning the use of apartments on offer of Golden Apartments in Gdańsk

I) Introduction

1. The Rules and Regulations specifies the booking and rental conditions of Apartments located at the website www.goldenapartments.pl and other accommodation booking websites. Completing a booking automatically equals to arranging an apartment rental contract between MORADA SERVICE Lt. (referred further to as Morada Service or GoldenApartments) and the guest, on the conditions stated in the Rules and Regulations.

II) Bookings and payments

1. At the moment of completing a booking by a guest, GoldenApartments draws a non-refundable payment (downpayment) of a 30% of the full payment for the client's stay.
2. Bookings made on booking portals and websites guarantee a payment by means of debit cards and credit cards.
3. While completing a booking by means of an Internet website, email or telephone, a downpayment of 30% is required within 24 hours to the bank account, which number is stated in the booking confirmation. Invoices are issued at the guest's request.
4. Every guest is to issue a one-time fee for the final cleaning. the fee ranges between 90PLN and 120PLN and is determined by the size of the apartment.
5. Collecting keys to the apartment is arranged at the GoldenApartments office, located next to the main hall, at 25 C Wałowa street in Gdańsk, in the Bastion Wałowa estate, during working hours - from 10 a.m. to 6 p.m. and on Saturdays between 9 a.m. and 1 p.m. It is possible to receive the keys to the apartment in other times and locations, however such a situation needs to be personally arranged by the guest, and may be the subject to an additional fee.
6. All changes of bookings must be done by means of email and must be accepted by GoldenApartments. GoldenApartments claims the right to refuse any changes in previously made bookings, if they are impossible for objective reasons. In such cases the guest is not entitled to a refund of the downpayment.
7. In the case of shortening the stay, the guest is not entitled to a refund for the days he has not used in the reservation.
8. GoldenApartments does not require any additional fee for the stay of children of the age of five and younger (one child per two adults) who are sleeping either with the adult's bed, or their own private bed. The arrival of a child of the age of five or younger needs to be stated at the stage of booking of the accommodation.

III) Apartment Rental Service

1. The rental fee includes all taxes and additional costs, with the exclusion of cleaning costs. The fee includes TV, Internet access, electricity and others. Moreover, the fee includes bedlinen ,towels, hotel cosmetics, means of hygiene, and a welcome pack of tea coffee and sugar.
2. For the time of their stay in the apartment, the guest may also be provided with a guaranteed parking space in the garage hall, or a parking space outside the building. Such a possibility will be presented each time for guest when booking his stay.
3. The check-in commences at 2 p.m. on arrival day, and the check-out should be concluded at 11 a.m. on departure day. Check-out may occur after 2 p.m. on departure day, however, it requires a fee of one more day of accommodation.
4. GoldenApartments claims the right to refuse issuing apartment keys to persons being under the influence of alcohol, drugs, or any other substances, or manifesting aggressive behaviour and thus creating a direct hazard to other people and property.

IV) Guest Responsibility

1. The guest is bound to use the apartment only as his own accommodation. It is forbidden to organise events such as bachelor parties or photoshoot sessions. Moreover, the guest may not sublet, or allow third-parties to stay overnight.
2. Only the number of persons that has initially been declared during the booking process may stay overnight in the apartment. Accepting any guests must be approved by an GoldenApartments employee. The hour of the guest's departure must be established and approved by the GoldenApartments employee.
3. Night silence hours are from 10 p.m. to 7 a.m.
4. The Guest is bound to respect and follow the rules of a good neighbour. In cases when the guest does not follow such rules and disturbs other neighbours, or / and does not follow commonly accepted norms of social conduct, GoldenApartments claims the right for immediate cancellation of the contract. In such cases, the guest is not refunded any fee for the time of accommodation mentioned in the booking.
5. GoldenApartments claims the right for a refundable deposit. The deposit ranges between 1000PLN and 2000PLN, and is determined by the type of accommodation. The deposit is accepted in cash only. The deposit is a guarantee for GoldenApartment, in the case of any damage that has been done to / in the apartment. In the event of no objections from the GoldenApartments employee on departure day, the guest is issued a full refund of the deposit.
6. Smoking cigarettes, e-cigarettes or using drugs or substances forbidden by any law, is heavily forbidden in the apartment and in the whole area of the estate. In the case of breaching this restriction, the guest is required to issue a penalty fee of 100PLN to ozone the apartment.
7. The guest is responsible for any damage or destruction in the apartment that has been made during the time of their stay, which has been stated in the contract.
8. In the case of any damage, following its identification, the guest is bound to immediately inform the GoldenApartments employee about it.
9. The guests are not to rearrange the furniture in the room or apartment in any way without the individual approval of the GoldenApartments employee.
10. In the case of misplacing or losing the set of keys to the apartment, the guest is to issue an additional fee of 300 PLN to cut a new set.

V) Malfunctions, failures and breakages

1. GoldenApartments is bound to remove any malfunctions, failures or breakages without any unnecessary delay within a time of no longer than 24 hours after receiving it reported, unless the character of the breakage or malfunction makes it impossible to complete the repairs within such a short time. Failures occurring for reasons independent of GoldenApartments (such as a power cut, lower water pressure, no internet signal, appliance that is out of order) are not stated as a reason for booking resignation or changing the financial conditions of contract for accommodation and booking of the apartment.

VI) Force Majeure

1. In the occurrence of events that are impossible to foresee, and effects of whose cannot be immediately removed by ordinary means, GoldenApartments claims the right to suggest alternative accommodation that is at the disposal of GoldenApartments. If the events that have taken place are in character of Force Majeure, GoldenApartments restricts the right to cancel the booking contract. This also refers to a situation, when the personal safety, or the safety of the guest's belongings is at stake and cannot be guaranteed for reasons independent of GoldenApartments. In such event, the fees and payments issued by the client, with the exclusion of fees for services already provided, will be immediately refunded.

VII) Complaints

1. In the case of occurrence of an abnormality or malfunction, the guest has the right to is your formal complaint within 14 days of its occurrence and is requested to send his comments to the following address: info@goldenapartments.com.pl

2. Examination of the complaint will take place within 30 days from receiving the complaint. The guest will be informed about the final decision by means of email.
3. GoldenApartments is not held responsible for any inconveniences or difficulties that have taken place during the guest accommodation, or are the result of construction work or repair work that may take place in the area of the estate, where the accommodation is located. GoldenApartments is also not held responsible for issues connected with power cuts, low water pressure, lack of wifi signal, that have occurred independently of GoldenApartments.

VIII) Final Provisions

1. Having made a booking at Morada Service The guest authorises Morada Service to process his personal data by including them in the company database. The data will be processed exclusively for booking purposes, enabling future bookings and for marketing purposes in accordance with the Act on the Protection of Personal Information of 29.09.1997.
2. Dispute settlement. The valid law for settling disputes between the guests and Morada Service is the Polish law. The disputes will be settled by a court proper for the office of Morada Service.