



Rules and regulations in Willa Marlin

§ 1. SUBJECT OF THE REGULATIONS

1. The Regulations apply to all persons staying on the premises of Willa Marlin.
2. The lessee of the rooms is hereinafter referred to as the "Facility", while the lessee of the room is referred to as the "Guest".
3. The terms and conditions of the Willa Marlin Facility define the rules for the provision of liability services and staying on its premises and are an integral part of the contract, the conclusion of which takes place by making a reservation, paying a deposit or the entire amount due for the stay, or by signing a registration card. By performing the above-mentioned activities, the guest confirms that he/she has read and fully accepts the terms of the Regulations and undertakes to comply with them.

§ 2. HOTEL NIGHT

1. The living quarters in the Facility are rented for days
2. The hotel day starts at 15:00 and ends at 10:00 on the day of departure. Please hand over the rooms to the owner together with the keys.
3. When booking a room, the guest specified the duration of his/her stay. The Facility does not refund the overpaid amount for shortening the stay.
4. The Guest should report the extension of the stay beyond the period agreed on the day of arrival at the reception desk. The request to extend the stay does not bind the Facility and can be fulfilled as far as possible.
5. The payment for the stay is collected on the day of arrival.

§ 3. BOOKING AND CHECK-IN

1. Reservations can be made via the Internet, by calling the reception desk of the Facility or in person. After making the reservation, the Guest receives an e-mail confirmation of the reservation, which includes the conditions and information necessary to pay the deposit.
2. The reservation is not guaranteed. This status will change after making the down payment.

3. If the down payment is not transferred to the bank account of the Facility within the time specified in the booking confirmation or is received later, the Facility reserves the right to sell the room to another person and cancel the booking. The Facility is obliged to return the full amount of the deposit within 21 days.
4. The guest's cancellation of a guaranteed reservation should be provided in written form.
5. In the event of resignation from the stay:
 - *cancellation made no later than 30 days before the start of the stay, the cancellation is free of charge. The Facility is obliged to return the full amount of the deposit within 21 days.*
 - *submitted less than 30 days before the start of the stay. The guest is not entitled to a deposit refund.*
 - *up to 30 days before the start of the stay, however, it is possible to change the date of stay, taking into account the fact that the price in the new chosen date may be different from the original one. The possibility of changing the date must be confirmed by the Facility, and in the event of a price difference, the Guest is required to pay the correct amount of the reservation fee.*
 - *after 30 days before the start of the stay, it is not possible to introduce any modification to the booking.*

§ 4. ADDITIONAL SERVICES

1. At the request of a guest arriving at the Facility with small children, a cot, a bath tub or a potty can be placed in the room free of charge.
2. There is an unguarded car park in front of the building at the Guests' disposal. The car park is fenced and is used only by the Guests of the Facility as part of their stay.

§ 5. LIABILITY OF THE GUEST

1. The guest bears full financial responsibility for any damage or destruction, including flooding the bathrooms caused by his fault. Before leaving the room, all windows without a tilt function should be closed, especially skylights.
2. Due to the fire protection requirements, it is not allowed to use cookers, stoves, heaters and similar devices that are not part of the room equipment.
3. All persons who are not registered in the Facility may stay only in the generally accessible external part of the Facility, and visiting the room is possible after prior arrangement with the reception.
4. We ask that the children remain under the constant care of their legal guardians. Legal guardians will be financially liable for any damage to equipment and technical devices resulting from the actions of children.
5. The rooms are treated as living quarters. Please do not rearrange the furniture.
6. Each time leaving the room, the Guest should, for safety reasons, turn off the TV, turn off the lights, close the taps and check that the door is locked.
7. In the event of a gross breach of the regulations, the Facility reserves the right to terminate the rental agreement with immediate effect without reimbursement.

§ 6. LIABILITY OF THE FACILITY

1. The Facility is liable for the loss or damage of items brought by persons using its services to the extent specified by the provisions of the Civil Code.
2. The guest should notify the reception about the damage immediately after it is discovered.
3. The Facility is liable for the loss or damage of money, securities, valuables or items of scientific or artistic value only if these items are deposited at the reception desk.
4. The Facility shall not be liable for the loss of a car or other vehicle left in the car park of the Facility or outside its premises, as well as items left in it.
5. The Facility is not responsible for personal belongings left in the rooms and on the balcony.

§ 7. RETURN OF THE LEFT ITEMS

1. Personal belongings left in the room by the departing guest will be sent to the address indicated by the guest at their expense. If such an instruction is not received, the Facility will store the above-mentioned items for a period of 3 months, and after this period, these items will become the property of the Facility. Due to their properties, the food will not be stored.

§ 8. NIGHT SILENCE

1. **The curfew is valid from 23:00 to 6:00 the next day, and also applies to the external part of the Facility.**
2. The behavior of guests and people using the services of the Facility should not disturb the peaceful stay of other guests. The facility may refuse to continue providing services to a person who violates this rule.

§ 9. COMPLAINTS

1. Guests have the right to lodge a complaint in the event of noticing any deficiencies in the quality of the services provided. All complaints are accepted by the reception desk in writing. The complaint should be submitted immediately after noticing the shortcomings.

§ 10. ADDITIONAL PROVISIONS

1. The main doors of the Facility are closed at 23:00. after this time, each landlord is obliged to open and close the door behind him with the received key.
2. Breakfasts are served at the hours agreed upon check-in.
3. It is strictly forbidden to smoke tobacco products and electronic cigarettes on the premises of the Facility, except for a specially designated outdoor area.
4. It is not allowed to store any dangerous items in the rooms, i.e. weapons, ammunition, flammable materials and illuminating materials, etc.
5. Pets are not allowed.

We wish you a pleasant stay and a good rest