

## Terms and Conditions

**We would be grateful if you could familiarise yourself with the rules of our lodge so that all of our guests can enjoy their stay in a peaceful and safe environment.**

1. After your arrival please check in at reception to finalise your registration and make payment.
2. Check-in starts from 14:00 (2:00 p.m) and check-out is until 11:00 (11:00 a.m).
3. If you wish to extend your stay from 11:00 – 20:00 a charge of half of a day will be incurred. If you would like to stay until after 20:00, you need to pay for the whole day.
4. In the case of cancelling your booking, there will be no refund of any advance payment. On the other hand, if you do not make an advance payment on time, your reservation will be cancelled.
5. In the event of not availing yourself of the entire period previously booked, there is no refund, nor a price reduction for the unfinished stay.
6. Kathi accommodation is obliged to:
  - ensure its clients tranquil and safe conditions for their stay as well as maintain confidentiality of any and all information regarding the guests,
  - take immediate action concerning any complaints and objections about the quality of the service, functionality of the utilities and the cleanliness of the premises.
7. Smoking is strictly prohibited in both rooms and bathrooms. However, it is permitted to smoke on the balcony and in the garden.
8. We kindly ask you to lock the entrance door of the building. If you happen to lose your key, please inform reception about this incident. The fee for a lost key is 20 PLN.
9. Quiet night hours start at 22:00 (10:00 p.m) and finish at 6:00 (6:00 a.m).
10. Our guests are allowed to receive visitors with the consent of a staff member of Kathi accommodation. However, they should leave not later than at 22:00.

11. The behaviour of our clients should not disturb the peace. If so, we have the right to refuse our service.

12. We will not be held responsible for any lost or damaged possessions of our guests.

13. Considering the fire safety measures, it is not permitted to use heaters, irons and other devices that are not a part of the provided equipment in your room. It is also forbidden to use naked flame, (for example: a candle). Our guests can borrow an iron and ironing desk from reception.

14. Please do not leave children unattended and take reasonable precautions especially in the kitchen.

15. Our clients are responsible for any type of damage they cause to objects and electronic devices. If damage occurs, please inform a Kathi staff member as soon as possible.

16. We reserve the right to refuse service to those who breach our terms and conditions.

17. Thank you for respecting the rules stated above. We hope that you will be satisfied with your stay at Kathi accommodation. We wish you a pleasant stay and we hope to see you soon.