



## **TERMS AND CONDITIONS FOR THE PURCHASE AND REDEMPTION OF A VOUCHER AT HOTEL GDAŃSK BOUTIQUE**

### **1. DEFINITIONS**

1.1. “Hotel” – Hotel Gdańsk Brovarnia Sp. z o.o., ul. Szafarnia 9, 80-755 Gdańsk.

1.2. “Voucher” – a document entitling its holder to use the services offered by the Hotel, either by the purchaser of the Voucher or by the person gifted with it, up to the specified amount or described service corresponding to the nominal value of the voucher, provided that the amount equal to the value of the voucher plus any applicable delivery costs has been paid in advance and that the services have been ordered in accordance with the provisions of these Terms and Conditions.

### **2. PURCHASE OF A VOUCHER**

2.1. The issuance of a voucher is conditional upon payment to the Hotel:

- by bank transfer to the account indicated by the Hotel: 23 1090 1098 0000 0001 0970 1408,
- by cash or card payment at the Hotel Gdańsk reception,
- via an individually generated secure online payment link.

2.2. The voucher will be issued and sent only after payment has been made, or in the case of a bank transfer, once the funds have been credited to the Hotel's bank account.

2.3. After payment, the Hotel will send the purchaser by email a scanned copy of the original voucher, including its number and the specification of the paid services.

2.4. At the purchaser's special request, the Hotel will send the original voucher by traditional post (including its number and the specification of the paid services).

2.5. The value of the voucher is expressed in PLN.

2.6. Purchased vouchers are non-refundable.

### **3. REDEMPTION OF A VOUCHER**

- 3.1. The voucher entitles its holder to exchange it for services provided by the Hotel up to the amount purchased by the purchaser/holder.
- 3.2. If the services ordered by the purchaser/holder exceed the value of the voucher, the purchaser/holder is obliged to pay the difference in cash or by credit card at the Hotel Gdańsk reception.
- 3.3. The voucher cannot be used partially.
- 3.4. The voucher cannot be exchanged for cash, and no change will be given if the value of the voucher exceeds the value of the services provided by the Hotel.
- 3.5. In order to redeem the voucher, the holder must present either the physical or electronic original voucher during the stay at the Hotel, at check-in at the reception.
- 3.6. Redemption of the voucher takes place on a date reserved in advance by the purchaser/holder of the voucher, following confirmation of the reservation by Hotel Gdańsk Reservations Department via email.
- 3.7. Reservation confirmation is possible only after the voucher number has been provided to the Reservations Department and verified in the Hotel's register.

#### **4. VALIDITY OF THE VOUCHER**

- 4.1. The voucher validity date is indicated on the voucher.
- 4.2. Vouchers cannot be combined or divided. Any unused amount will not be refunded, and services cannot be redeemed on another date.
- 4.3. Vouchers cannot be redeemed and are not valid during:
  - special offers,
  - Christmas, Easter, New Year's Eve and New Year,
  - long weekends,
  - and cannot be combined with hotel package offers.
- 4.4. Vouchers are not exchangeable for cash.

#### **5. FINAL PROVISIONS**

- 5.1. These Terms and Conditions are deemed accepted by the purchaser at the time of purchase of the voucher at Hotel Gdańsk.
- 5.2. The Hotel is not responsible for lost or damaged vouchers.
- 5.3. Each voucher has an individual marking and numbering consistent with the Hotel's register; redemption of the voucher is possible only if it matches the register as well as the correspondence exchanged during the reservation process.