

Rules for submitting and handling complaints at Hotel & SPA Trzy Wyspy

We want every service to comply with the contract and the expected standard. If a problem arises, please submit your complaint to us in whichever way is most convenient. The rules below do not limit any rights granted under applicable law.

I. Scope of the Rules

1. These Rules apply to complaints concerning services provided and goods sold by Hotel & SPA Trzy Wyspy, in particular accommodation, food and beverage services, SPA services, parking, additional services, vouchers and goods.
2. A complaint may be submitted by the person using the service, the person who made the reservation or payment, or a duly authorised representative.
3. These Rules do not govern the cancellation or modification of a reservation or withdrawal from a distance contract. Such matters are subject to the terms and conditions of the relevant reservation or sale, or to separate legal provisions.

II. Reporting a Problem During Your Stay

1. Where possible, we encourage Guests to report any problem immediately, while still staying at the Hotel or using the service. This allows the Hotel to remedy the inconvenience promptly.
2. A problem may be reported to any Hotel employee. Failure to report a problem during the stay does not affect the right to submit a complaint at a later date.

III. How to Submit a Complaint

1. In person or in writing at the Hotel reception - upon request, the reception will confirm receipt on a copy of the complaint or in a separate document;
2. By post to: Hotel & SPA Trzy Wyspy, ul. Cieszkowskiego 1, 72-600 Swinoujscie, Poland;
3. By e-mail: marketing@trzywyspy.pl;
4. By telephone: +48 91 884 00 00;

IV. Information Worth Providing

1. The complaint must contain enough information to identify its subject matter. If the Guest expects a response, the Guest should also specify a preferred method of contact.
2. Where possible, it is advisable to provide: full name, date of stay or use of the service, reservation number, description of the problem, expected resolution, and any available evidence, such as photographs or proof of purchase.
3. Failure to provide any of the additional information listed above does not result in rejection of the complaint or suspend its consideration. The Hotel may request only the information necessary to identify the subject matter of the case or provide a response.
4. A receipt is not the only acceptable proof of purchase of goods. A purchase may also be demonstrated in another reliable manner.

V. Reservations Made Through Intermediaries

1. The Hotel handles complaints concerning the actual stay and services provided by the Hotel.
2. Complaints concerning terms of sale set by an OTA, travel agency or tour operator, including payment, cancellation or modification of a reservation, should be addressed to the entity with which the contract was concluded. Where possible, the Hotel will indicate the appropriate contact channel.
3. If the stay forms part of a package travel arrangement, the organiser's liability is governed by separate legal provisions and the contract with the organiser. This does not prevent a Guest from reporting to the Hotel a problem requiring action on site.

VI. Handling the Complaint and Providing a Response

1. The Hotel considers each complaint individually, based on the description of the matter and the information available. It may request additional explanations or documents if these are necessary for a fair assessment.
2. A response will be provided without undue delay, no later than within 14 days of receipt of the complaint. The Hotel will use the indicated method of contact, taking into account any form of response required by law.
3. The response to the Guest will be provided in writing, for example by e-mail. If the complaint was submitted orally or by telephone, the Hotel may request a postal or e-mail address. If the Hotel does not respond to the Guest within 14 days, the complaint shall be deemed accepted.
4. In relations with business customers, the Hotel also applies a 14-day response period unless the contract provides otherwise. Failure to respond does not automatically mean that a business customer's complaint has been accepted, unless this follows from applicable law or the contract.

VI. Complaints Concerning Goods

1. In relation to the Guest, the Hotel is liable as the seller for any lack of conformity of goods sold with the contract, regardless of who manufactured the goods.
2. A consumer may request repair or replacement of the goods and, in cases specified by law, may also request a price reduction or withdraw from the contract. Detailed rights arise from Articles 43a-43g of the Polish Consumer Rights Act.
3. Any manufacturer's warranty constitutes a separate basis for making a claim and does not limit the Guest's rights against the Hotel as the seller.

VII. Refunds

1. A refund is made to the person who paid for the service or goods, as a rule using the same payment method. A different refund method that does not incur costs may be agreed with the payer.
2. A refund to another person may require the presentation of appropriate authorisation.

VIII. Privacy

1. Data provided in connection with a complaint is used to handle the complaint, provide a response, comply with legal obligations, and establish, pursue or defend claims.
2. Detailed information on data processing is available in the Hotel's Privacy Policy:
<https://trzywyspy.pl/polityka-prywatnosci>

IX. Disputes After the Complaint Procedure

1. If a consumer complaint does not result in resolution of the dispute, the Hotel will provide information on paper or another durable medium stating whether it intends to apply for the initiation of out-of-court consumer dispute resolution proceedings, agrees to participate in such proceedings, or refuses to participate. If it intends or agrees to participate, it will identify the competent entity.
2. A consumer may obtain free assistance, including from a municipal or district consumer ombudsman, and information on amicable dispute resolution procedures at polubowne.uokik.gov.pl. The consumer may also pursue claims before the competent court.

Service provider details:

Full legal name of the business: Dom Inwest sp. z o.o.

Registered office address: ul. Bydgoska 18, 72-600 Swinoujscie, Poland

NIP / KRS: 855-148-97-68;

Hotel & SPA Trzy Wyspy address: ul. Cieszkowskiego 1, 72-600 Swinoujscie, Poland

Final Provisions

These Rules take effect on the date of signature.

The current Rules are available on the Hotel website and at the reception, including in paper form.

Date and signature of authorised person: _____

Legal Basis and Official Information

Act of 30 May 2014 on Consumer Rights, in particular Articles 7a, 8, 12, 38 and 43a-43g (consolidated text: Journal of Laws of 2024, item 1796, as amended; ELI: eli.gov.pl/eli/DU/2024/1796/ogl).

Act of 23 September 2016 on Out-of-Court Consumer Dispute Resolution, in particular Articles 31-32 (ELI: eli.gov.pl/eli/DU/2016/1823/ogl).

Civil Code, in particular Article 471 et seq. and Article 846 et seq. (consolidated text: Journal of Laws of 2026, item 795; ELI: eli.gov.pl/eli/DU/2026/795/ogl).

Office of Competition and Consumer Protection (UOKiK): prawakonsumenta.uokik.gov.pl and polubowne.uokik.gov.pl.