

REGULATIONS FOR THE CAMPSITE AND CAMPER AREA

The basis for these regulations is the Journal of Laws No. 259, item 1553 of 30.11.2011, Regulation of the Minister of Sport and Tourism of 16.11.2011 amending the regulation on hotel facilities and other facilities providing hotel services.

In order to ensure order, safety of Guests and their property, the following is established:

SUBJECT OF THE REGULATIONS

- These regulations define the rules for using the campsite and camper pitches, as well as the rules of responsibility and staying on its premises.
- The regulations apply to all Guests staying at the campsite.
- The regulations are available at the reception desk and electronically on the facility's website.

CAMPING DAY

- A pitch is rented per camping day.
- The camping day starts at 3:00 p.m. and ends at 1:00 p.m. the next day.
- Any wish to extend the stay must be reported to the reception no later than 10:00 a.m. on the day of departure.
- Failure to check out on time will be treated as an extension of stay and an additional fee will be charged according to the price list.

RESERVATIONS AND SERVICES

- A valid photo ID must be presented at check-in.
- The pitch (tent, caravan, camper) is assigned by the campsite staff. Guests must set up only in the assigned place and may not change location without prior consent from the staff.
- In case of non-compliance with the regulations, the staff has the right to immediately check out the Guest without a refund.
- In case of cancellation during an ongoing camping day, the fee is non-refundable.
- The facility is not responsible for damage or loss of vehicles, tents, or belongings left on the pitch.
- At the Guest's request, the facility may store money and valuables free of charge in the deposit.
- Upon check-in, Guests are required to pay the full amount for their stay in advance, according to the current price list.

GUEST RESPONSIBILITY

- Children under 12 years of age may stay on the campsite only under adult supervision.
- Guests are responsible for any damage caused by themselves, their companions, or animals.

- It is forbidden to interfere with the campsite infrastructure or to connect to electrical or water installations without authorization.
- The use of devices posing a fire hazard is prohibited.

FACILITY RESPONSIBILITY

- The facility is responsible only for items left in the deposit.
- The facility may refuse to accept items of high value, large amounts of money, dangerous or oversized items.

QUIET HOURS

- Quiet hours are observed from 10:00 p.m. to 6:00 a.m.
- Exceptions to quiet hours may occur during special events organized by the hotel (weddings, banquets, outdoor parties). Guests will be informed about such events on the same day via a notice board in the hotel reception area.

COMPLAINTS

- Complaints are accepted only in writing at the reception.
- Complaints will be reviewed within 14 days of submission.

PETS

- Pets are accepted for an additional fee.
- The owner is responsible for the animal's behavior and for cleaning up after it.

SAFETY

- A first aid kit is available at the reception.
- The storage of flammable, explosive, or otherwise dangerous substances is prohibited.

ADDITIONAL PROVISIONS

- Guests must keep their pitch clean.
- Waste must be disposed of in designated containers.
- The tourist tax is not included in the price of the stay and must be paid on the day of arrival.

By using our services, you accept the above regulations.

*Sincerely,
Hotel Owner*