

# TERMS AND CONDITIONS FOR THE USE OF VOUCHERS

## in Saltic Resort & SPA

These Terms and Conditions set out the rules for using Vouchers in Saltic Resort&SPA Hotels.

### § 1 Definitions

For the purposes of these Terms and Conditions, the following terms shall have the meanings set out below:

- Voucher** – a paper or electronic voucher with an individual, unique, one-time-use number, entitling the Recipient to make a reservation for one stay covering a specified number of nights at a selected Saltic Resort&SPA hotel, in a standard double room with breakfast or with breakfast and dinner (as indicated on the voucher), in accordance with these Terms and Conditions and the Terms and Conditions of Saltic Resort&SPA (hereinafter referred to as the Provider). The Voucher does not include parking fees, the local tourist tax, or any other amenities and additional services that the Recipient may wish to use during the stay.
- Terms and Conditions** – these Terms and Conditions for the use of Vouchers.
- Terms and Conditions of Saltic Resort&SPA** – the current terms and conditions of Saltic Resort&SPA Hotels published at [www.hotelsaltic.pl](http://www.hotelsaltic.pl).
- Recipient** – an adult natural person with full legal capacity who received a Voucher from the Provider, or a person who makes a reservation based on a Voucher or is a Guest within the meaning of the Terms and Conditions of Saltic Resort&SPA.
- Provider** – Saltic Resort&SPA – SALTIC BLACHOWSKI SZAFRAŃSKI SPÓŁKA KOMANDYTOWA, with its registered office in Warsaw (ul. Karuzela 1A, 02-967 Warsaw), entered in the National Court Register under KRS No. 0000789437, NIP: 5272895597, REGON: 383552599.

### § 2 General rules

- The Provider offers the following types of vouchers:
  - Value voucher
  - Stay voucher
  - SPA voucher
  - Gastronomy (food & beverage) voucher
- A Voucher is a goods-and-services voucher and is treated as a means of payment. It must be presented during the reservation and redemption process.
- Each Voucher has a unique identification number.
- Each Voucher is recorded by the Provider.
- A Voucher may be issued in the name of a specific person or to bearer. Named Vouchers may be used only by the person indicated on the Voucher. The Provider does not allow changes to personal data on a named Voucher.
- The Provider may provide the Recipient with a Voucher that enables the Recipient to make a one-time reservation at a selected Saltic Resort&SPA Hotel within its validity period, on the dates specified in § 3(2) of these Terms and Conditions, under the rules set out herein and in the Terms and Conditions of Saltic Resort&SPA.
- A stay booked using a Voucher must be continuous (i.e., cover a specified number of consecutive hotel nights, depending on the voucher type) and must be provided in one Hotel. Within a larger pool of purchased vouchers, the Recipient may use a maximum of 5 Vouchers during the same stay.
- Validity dates are clearly indicated on each issued Voucher. The validity date means the date by which the stay using the Voucher must be completed.
- A stay voucher cannot be combined with other promotions and discounts.
- By purchasing a Voucher, the Recipient declares that they have read these Terms and Conditions, fully accept their provisions, and undertake to comply with them.
- A Voucher may be purchased directly at the Hotel or via distance communication means. The Recipient is not entitled to resell the purchased Voucher to a third party without the Provider's prior written consent.
- The Provider shall not be liable for loss or damage to the Voucher from the date it is handed over to the Recipient. Duplicate Vouchers cannot be issued.

### § 3 Voucher redemption

- In order to make a reservation as described in these Terms and Conditions, the Recipient should contact the Provider's reservations department by phone or email (phone: +48 94 713 66 01, email: [rezerwacja@saltic.pl](mailto:rezerwacja@saltic.pl) for reservations in Grzybowo; and phone: +48 58 358 82 22, email: [rezerwacja.leba@saltic.pl](mailto:rezerwacja.leba@saltic.pl) for reservations in Leba).
- Reservations may be made throughout the year. The following stay periods are excluded from Voucher redemption:
  - Easter holidays
  - May long weekend
  - Corpus Christi
  - Summer holiday period
  - November long weekend
  - Christmas holidays
  - New Year's Eve and New Year
- A reservation may be made after sending a photo or scan of the Voucher.
- For bearer vouchers or value vouchers, after the stay reservation has been made, the Provider allows changes to the Recipient's personal details. Requests for data changes must be submitted to the Provider's reservations department (phone: +48 94 713 66 01, email: [rezerwacja@saltic.pl](mailto:rezerwacja@saltic.pl) for reservations in Grzybowo; and phone: +48 58 358 82 22, email: [Rezerwacja.leba@saltic.pl](mailto:Rezerwacja.leba@saltic.pl) for reservations in Leba).
- The Provider allows changes to the stay date only within the applicable cancellation/modification conditions for the reservation. After this period, changes to the stay dates are not possible and the Voucher shall be deemed used. The same applies in the event of a no-show.
- Unused funds are non-refundable and cannot be exchanged for cash. If the value of the reservation exceeds the amount of a value voucher, the difference may be paid on-site at check-in.
- The Provider has the right to refuse to redeem a Voucher in the following cases:
  - Expiry of the Voucher validity period
  - Damage to the Voucher preventing the individual number from being read
  - Failure to present the original Voucher

### § 4 Settlement

- Payment for a Voucher purchased from the Provider may be made online at <https://www.hotelsaltic.pl/> or by bank transfer to the bank account previously indicated by the Issuer, or by card via a generated link for fast online payment.
- Proof of purchase is an advance invoice sent electronically to the email address provided.
- The Provider delivers Vouchers via a courier company. Delivery of ordered Vouchers is carried out within the territory of the Republic of Poland.
- After the Voucher has been redeemed, the Provider issues a VAT invoice.

### § 5 Personal data protection

The rules for protection, method and conditions of processing personal data are governed by the Provider's Personal Data Protection Policy. By accepting these Terms and Conditions, the Recipient also accepts the Provider's Personal Data Protection Policy: <https://www.hotelsaltic.pl/grzybowo/prywatnosc>

### § 6 Complaints procedure

- Each Recipient is entitled to submit a complaint in the event that the Provider fails to perform the provisions of these Terms and Conditions due to the Provider's fault.
- A complaint may be submitted within 30 days from the date the Recipient identifies the breach referred to in section 1 above.
- The complaint should be submitted to the Provider's registered office address or by email to [rezerwacja@saltic.pl](mailto:rezerwacja@saltic.pl). The complaint will be considered by the Provider within 30 days from the date of its receipt. If the complaint cannot be considered within this period, the Provider will notify the Recipient of the reasons for the delay and the expected time for processing the complaint.
- If the complaint is rejected, the Provider is obliged to provide a detailed written justification for the refusal, and then inform the Recipient of the right to appeal and to contact the competent authorities.

### § 7 Final provisions

- In matters not regulated by these Terms and Conditions, the Terms and Conditions of Saltic Resort&SPA and the provisions of the Polish Civil Code and other generally applicable laws shall apply.
- In the event of a conflict between the provisions of these Terms and Conditions and the Provider's terms and conditions, the provisions of these Terms and Conditions shall prevail.
- Any disputes between the Provider and the Recipient, if they cannot be settled amicably, shall be resolved by the common court having jurisdiction over the Provider.



**Saltic**  
Resort & SPA