

RULES OF STAY IN NEMO APARTMENTS IN KOŁOBRZEG

§ 1

GENERAL PROVISIONS

The purpose of these regulations is to provide guests with a safe, peaceful and comfortable stay, as well as to avoid any misunderstandings.

§ 2

RESERVATION

1. When making a reservation, the Guest agrees on the date of stay, the rental price and the amount of the advance payment.
2. Making a reservation constitutes acceptance of the above Regulations.
3. Along with making the reservation, the Guest is obliged to pay a deposit (min. 30% of the price) within the time agreed to the bank account provided by www.apartamentynemo.pl.
If the deposit is not received, the reservation is canceled. The remaining amount for the stay will be paid by the Guest on the first or second day of stay in the form of a bank transfer. We do not accept payments in cash, payment or credit cards.
4. If you wish to receive a VAT invoice for your stay, the invoice details should be provided immediately after booking to the following e-mail address: biuro@apartamentynemo.pl. The guest agrees to receive an invoice for the stay by e-mail. An electronic invoice will be sent within 7 days from the end of the stay. The data of the person or company paying the down payment by bank transfer will be the same as the buyer's data on the invoice.
5. Resignation from the stay requires a written declaration in the form of an e-mail sent to the following address: biuro@apartamentynemo.pl.
6. The advance payment is refundable in the event of cancellation of the reservation by the Guest for more than 30 days remaining until the day of arrival.
7. The guest may cancel the reservation free of charge more than 30 days before arrival. When canceling the reservation up to 30 days before the planned arrival or in the case of no arrival, the Guest is obliged to pay the amount of the stay in the amount of the estimated losses incurred by www.apartamentynemo.pl for resignation from the stay. For information, we provide that the historical values of the costs incurred amount to approximately 80% of the price of the stay. The costs of resignation are calculated individually for each Guest, they will be known not earlier than on the day of the beginning or the end of the stay to which the reservation relates.
8. It is possible to cancel the reservation without incurring any charges by the Guest, only if he / she selects a new Guest for the same Apartment and at the same time. In this case, the Guest will receive a refund of the amount paid.

§ 3

PRICE

1. The price given in the description of the apartment includes:
 - stay in the apartment of the maximum number of people set for it for 1 day,
 - the cost of utilities consumed by the Guest (energy, water, gas, heating),
 - a set of bed linen and towels,
 - parking space or parking space in the underground garage (if the apartment has one).
2. The price given in the description of the Apartment does not include the resort fee, the final cleaning fee or the pet's stay. We do not offer food.
3. The price list contains illustrative prices, does not constitute an offer within the meaning of Art. 66, par. 1 of the Civil Code.
4. Fees:
 - final cleaning of the apartment - PLN 250;
 - city tax - PLN/day per person collected by the on-site staff - different every year based on the Resolution of the Kołobrzeg City Hall;
 - additional bathrobe - PLN 50;
 - pet stay - PLN 250;
 - late or early arrival (before 8.00 or after 21.00) - PLN 50;
 - renting a travel cot for a child - PLN 0 / stay;
 - rental of a high chair for feeding a child - PLN 0 / stay.

§ 4

CONDITIONS OF THE STAY

1. The billing period for renting an apartment is 1 day, which lasts from 15.00 to 11.00.
2. In order to arrange the time of key collection, please contact the management company (Mrs. Agnieszka, tel. +48 665 37 44 90) two days before arrival. Collection of the keys to the apartment is possible from 3:00 p.m. to 8:00 p.m. on the day of arrival, and a return from 8:00 a.m. to 11:00 a.m. on the day of departure. Arrival and key collection after 20.00 will be carried out if possible, after prior confirmation and arrangement (additional fees may apply).
3. To secure any claims for damages, we may collect a refundable deposit from the Guest. The deposit is PLN 500, it is interest-free and is refundable after the end of the stay.
4. In the event of objections to the cleanliness of the Apartment or finding technical defects, the Guest should inform our representative about this fact, immediately after checking in. The Guest may not transfer or make the Apartment available to third parties.
5. The guest is financially responsible for any damage or destruction of equipment and technical devices caused by his fault or the fault of his visitors during the stay.

6. In the event of any damage, the Guest should notify the apartment manager (Mrs. Agnieszka, tel. +48 665 37 44 90) immediately after its discovery.
7. The staff of the apartments reserves the right to immediately enter the Apartment in the event of a suspected failure or unforeseen threat to the Guests or the condition of the Apartment.
8. The Guest undertakes to use the Apartment in accordance with its intended use, not to rearrange the furniture, to maintain proper order and cleanliness, not to remove any elements of its equipment from the Apartment, and to not copy the Apartment keys given to him during his stay.
9. On the day of arrival, the Guests receive at their disposal a set of keys with a remote control (for the entrance / exit gates), which they are obliged to return to the owners of the apartment on the day of departure. They also receive magnetic cards, which entitle them to free use of the estate's facilities: swimming pool, fitness room, playroom, sauna. These cards are only available to guests from a given apartment and cannot be made available to any third party. In the event of loss or damage to the card, guests will pay a fee of PLN 150 per item.
10. The Guest is always obliged to properly secure the Apartment in the event of leaving it by locking the windows and entrance doors with a key and carefully storing the keys without access by third parties. In the event of losing the key or remote control to the Apartment, the Guest will be charged for the replacement of the lock in the amount of PLN 500.
11. The customer undertakes to strictly observe the smoking ban in the apartment. In the event of non-compliance with the prohibition, the Customer will be charged a fine of PLN 500.
12. Pets are allowed in most apartments. However, this is a matter to be agreed and confirmed. There is an additional fee - one-time PLN 200 / stay. If the fact of having an animal is not disclosed, a contractual penalty in the amount of PLN 1,000 will apply.
13. The customer is obliged to comply with the curfew, health and safety rules and fire protection of the facility. Any behavior disrupting relaxation is prohibited from 21:00 to 08:00. In the event of a reported disturbance, Nemo Apartments have the right to impose a fine on Guests in the amount of PLN 500.
14. On the day of departure, the Guest is obliged to hand over the keys to the Apartment and magnetic cards to our representative, which will allow the Guest to be returned the deposit, provided that the Apartment is taken over without any reservations.
15. In the event of breach by the Guest of the rules set out in this paragraph, Nemo Apartments have the right to deduct the remuneration due from the deposit to cover the costs of restoring the Apartment to proper condition. If the value of the claims exceeds the amount of the deposit, the Guest is obliged to pay the difference immediately.
16. Shortening the stay - early departure does not constitute grounds for refund of all or part of the cost of stay.

17. Nemo Apartments are not responsible for damage or loss of a car or other vehicle belonging to the Guest.
18. Nemo Apartments are not liable for any inconvenience related to construction, renovation, modernization, finishing, etc. works that may take place on the premises and outside of it. The owners are not responsible for noise caused by, for example, loud music, coming from neighboring apartments or buildings (also after 22.00). When planning your stay, especially during the holidays, you should take into account the above-mentioned inconveniences. We reserve that any claims related to the above-mentioned inconvenience will be rejected in full.
19. Facilities in the vicinity of which hotels and apartment buildings are under construction are exposed to related inconvenience. The discomfort caused by the construction works carried out nearby was taken into account when determining the rental price of the individual apartments. When planning your stay, you should take into account the above-mentioned difficulties. We reserve that any claims related to it will be rejected in its entirety.
20. The price of the stay does not include insurance. The owners are not responsible for any injuries and damages (caused to health and property of a third person) during the entire recreational stay.
21. Staff may temporarily restrict access to the swimming pool area due to the number of people staying there.