

TERMS OF PAYMENT

for services provided by Polski Holding Hotelowy sp.z o.o.

Branch of the Best Western Jurata Hotel

I. GENERAL PROVISIONS

1. Polski Holding Hotelowy sp.z o.o. The Jurata Hotel branch runs the Best Western Jurata Hotel with headquarters in Jurata at Świętopełka 11 street (hereinafter referred to as the Hotel). These regulations regulate the method of booking and payment for purchased services.
2. The entity providing the services is Polski Holding Hotelowy sp. z o.o. Hotel Jurata branch running the Best Western Hotel Jurata with headquarters in Jurata at ul. Świętopełka 11, entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw, 13th Commercial Department of the National Court Register, under KRS number 000047774, with share capital of PLN 955 867 700, REGON: 016046030, NIP: PL5222482605.
3. A bank account for handling payments from customers is maintained at PKOBP Bank under No. 37 1020 1042 0000 8002 0326 3191.
4. Cash and payment cards are accepted at the hotel reception. The hotel issues confirmation of payment received.
5. Solutions provided by First Data Polska S.A., Al. Jerozolimskie 92, 00-807 Warsaw, Registration court: District Court for the capital city of Warsaw, KRS number 0000061293, share capital: 120 150 500 PLN (fully paid), NIP (tax identification number): 526-02-10-429, entered in the Register of National Payment Institutions under the number IP8 / 2013 contact details: rodo@firstdata.pl
6. All inquiries regarding the method of payment and the status of payments should be directed to: repcja@hotel-jurata.com.pl.

II. RESERVATION

1. Reservations at the Best Western Hotel Jurata can be made via the website www.hotel-jurata.com.pl, by e-mail at repcja@hotel-jurata.com.pl and by phone at +48 58 6752140.
2. To make a reservation, please provide at least: name of the booking person, date of arrival and departure, number of guests, number and standard of rooms reserved, contact details.
3. The reservation must be confirmed by the hotel by email each time.
4. The condition for confirming the reservation is, according to the commercial conditions of Best Western Hotel Jurata, advance payment within the time limit and amount specified in the confirmation of booking sent to the e-mail address provided in the reservation.

III. FEES, CANCELLATIONS, COMPLAINTS



Polski Holding Hotelowy sp. z o.o.
ul. Komitetu Obrony Robotników 39G
02-148 Warszawa

WWW.PHH.PL

Sąd Rejonowy dla m. st. Warszawy
w Warszawie, XIII Wydz. Gospodarczy,
KRS 0000047774, NIP 522-24-82-605,
Kapitał zakładowy 955 867 700 PLN

1. For individual services, the Hotel offers selected payment methods from among:
 - payment by bank transfer to the Hotel's bank account provided in the booking confirmation
 - payment by payment card
 - online payment via the vpos system; the payment settlement agent is First Data S.A.
 - payment in cash at the hotel reception.
2. The customer can choose the payment method from the options available above.
3. In order to properly complete the payment, the Customer should follow the instructions
 - provided by the Hotel for payment by bank transfer to the Hotel's bank account, payment by credit card and payments at the reception
 - payments provided by vpos via the vpos system. The billing agent for vpos payments is First Data Polska S.A.
4. When confirming the booking, the customer receives an e-mail with a payment link enabling online payment via the vpos system.
5. By choosing the payment method through the vpos service, the customer accepts the terms of payment service specified by the company.
6. The Hotel recognizes the payment upon crediting the Hotel's bank account or, in the case of payment via the vpos system, upon receipt of the confirmation of payment from the system.
7. Payments are in most cases made within one business day at the latest. The hotel has no influence on the delivery time and is not responsible for extending this time.
8. Payments may only be made by persons authorized to use the given instrument, based on which the payment is made. The cases of abuse detected by the Hotel will be reported to the appropriate law enforcement authorities.

IV. COMPLAINTS PROCEDURE

1. Complaints regarding payments should be submitted electronically to the address: repcja@hotel-jurata.com.pl
2. The customer has the right to lodge a complaint regarding payment within 14 days of the occurrence of the situation.
3. The hotel reviews complaints within 14 days and informs the Customer about the way of consideration by e-mail to the address from which the application was sent.
4. Complaints about the operation of the vpos system should be addressed directly to vpos.
5. The hotel is not responsible for payments that did not reach him due to the Customer's failure to comply with the instructions on how to make the payment.

V. FINAL PROVISIONS



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1. The Regulations enter into force on April 29, 2020.
2. The hotel reserves the right to amend these regulations.
3. Customers undertake to comply with these regulations.
4. Class data