

## **LANDMARK APARTMENTS**

### **ACCOMMODATION SERVICES – TERMS AND CONDITIONS**

The entrepreneur, Thomas Leach, running a business under the company named 'POLO GROUP Thomas Leach', acting as a facility manager, establishes the following regulations for the provision of accommodation services. The Regulations define the rules for the provision of services, liabilities and stays at the premises and is an integral part of the contract concluded by making a reservation or paying either a deposit or the entire amount due for staying in the facility. The Guest hereby confirms that he has read and accepts the terms of the Regulations.

The regulations apply to all guests staying at LANDMARK APARTMENTS. The Regulations are available on display in the Landmark office, in every Landmark apartment, as well as on the Landmark website: [www.landmarkapartments.pl](http://www.landmarkapartments.pl)

1. Each apartment is rented by the day. The hotel day lasts from 3:00 PM to 11.00 AM.
2. Persons using accommodation services should pay the fee in advance, in accordance with the applicable price list, for the entire anticipated stay. If the customer is not able to make such a payment, he should make an advance payment and/or pre-authorize a credit card for the amount equivalent to the entire stay. Refusal to pay the appropriate amount in advance or preauthorize may result in the site refusing to provide the service.
3. If the Guest wishes to use additional services provided by the facility, Landmark has the right to request payment of additional services on a regular basis.
4. The guest should fill out the information card giving the personal data indicated therein enabling his identification: name, surname, date of birth, address of permanent residence, date of arrival and intended duration of stay, number and series of an identity document. This data is processed only for purposes related to the implementation of the concluded contract for the provision of accommodation services and are protected on the principles set out in the mandatory legal provisions, security policy and management instructions regarding the processing of this data, established in the facility.
5. An employee of Landmark Apartments has the right to verify the information provided, asking the Guest to inspect the relevant document containing personal data provided in the information card (passport, ID card). In the event of refusal to complete the information card in full or refusal to provide an identity document, the property has the right to refuse to provide services.
6. Earlier reservations of the apartments can be made via the Internet portals offering the facility's services or by using email directed to the addresses available on the facility's website: [www.landmarkapartments.pl](http://www.landmarkapartments.pl)

7. In the case of reservations made via external internet portals, the rules and regulations on making these reservations shall apply.
8. In the case of reservations made without the intermediation of third parties, the reservation is considered effective once it has been confirmed by the facility and payment of a prepayment representing a minimum of 50% of the price for the entire period of the reserved accommodation service. Prepayment should be made within 7 days of receipt of the booking confirmation, at the latest, unless otherwise expressly stated. After the ineffective expiry of this period or payment of an amount lower than the amount indicated, the property has the right to consider the reservation as incomplete and return the funds paid. Prepayment paid in the manner indicated above, subject to the provisions below, shall be credited towards the price of the hotel service.
9. The guest has the right to free cancellation of the reservation and return the entire prepayment if he makes a statement in this respect via e-mail at least 10 days before the start of the first day of the booked stay.
10. If the declaration of cancellation of the reservation referred to in the preceding point is made later than the date indicated therein, but no later than 4 days before the start of the first day of the booked stay, the reservation shall be cancelled and the Guest shall receive a refund of 50% of the prepayment.
11. In the event that the Guest cancels the reservation later than 4 days before the start of the first day of the booked stay, the reservation expires and the Guest is not entitled to a refund of the prepayment.
12. If the Guest does not cancel the reservation and does not register on the first day of the booked stay - the reservation expires and the Guest is not entitled to a refund of the prepayment.
13. The minimum length of stay for which you can make a reservation at Landmark Apartments is 2 days.
14. The smoking of tobacco products is strictly forbidden in the Landmark Apartments and throughout the Browar Lubicz complex.
15. The quiet hours last from 10:00 PM to 7.00 AM.
16. The guest may not transfer the apartment to third parties, even if the day for which he has paid the fee has not expired.
17. If the Guest is interested in extending his stay, he should report this fact no later than by 6:00 PM on the day preceding the day of the planned departure and make a payment in accordance with point 2 of these regulations. The property accepts wishes to extend the stay as long as they have free apartments.
18. The facility is not responsible for the property of guests.
19. The guest is financially responsible for all damages to the apartment equipment caused by his fault.
20. For reasons of fire safety, it is forbidden to use devices other than those that are part of the apartment.

21. Each time leaving the apartment, the Guest should check if the door is locked.
22. The facility may refuse to accept a guest who grossly violated the regulations of the facility during a previous stay, caused damage to the apartment's equipment, caused damage to another Guest or employee of the facility, or otherwise disturbed the Guest's stay or the functioning of the facility.
23. Minors are allowed to stay in the facility only under the care of parents / guardians.
24. In some apartments it is possible to stay with a dog or cat - after arranging details with the staff.
25. The following flat-rate amounts of compensation for damage caused by the Guest's fault and contractual penalties for violating the provisions of these Regulations are set:
  - a) Violation of smoking ban in the apartment and other rooms, unless they have been clearly marked as a smoking area - 500 PLN.
  - b) Bringing an animal to the apartment without prior agreement with staff – 300 PLN.
  - c) Bringing equipment and substances dangerous to human health and life to the facility, or the possession of which is prohibited under mandatory legal provisions – 1 000 PLN.
  - d) Violation of quiet hours or behaviour violating the peace of other guests – 400 PLN.
  - e) The use of a substance emitting intense odours in the apartment resulting in a long-lasting effect – 500 PLN.
26. The property reserves the right to claim compensation in excess of the above penalties, if the damage caused by the Guest is deemed to exceed norms.
27. Guests have the right to lodge a complaint in the event of noticing deficiencies in the quality of services provided. Complaints should be submitted immediately after noticing deficiencies. Complaints may be submitted in writing to the email address: [office@landmarkapartments.pl](mailto:office@landmarkapartments.pl) or in person during office hours of the office located at: ul. Lubicz 17A premises S9.