



RESERVATION POLICY

This policy applies exclusively to reservations made through the website www.hotelfeniks.pl, as well as to reservations made by phone or email.

Making a Reservation

The reservation is for a stay at the Feniks Hotel, located at 18 Wrzesińska Street, 62-200 Gniezno.

Hotel Feniks accepts reservations made via:

- phone: **+48 614 779 765**
- by email: recepcja@hotel-feniks.pl or hotel@hotel-feniks.pl
- via the booking panel on the website www.hotelfeniks.pl
- through third-party services, such as www.booking.com (not covered by these terms and conditions—detailed information on how they operate and their policies can be found at <https://www.booking.com/content/terms.pl.html>)

The person making the reservation is required to provide accurate information: first and last name, phone number, email address, room type, number of guests, and dates of stay in order to complete the reservation.

When making a reservation, the person making the reservation consents to the inclusion of their personal data in the database.

The controller of personal data is FABRYKA MEBLI SPIN ROMAN ŁAŻNY I JERZY ŁAŻNY, with its registered office at 31 Mnichowo Street, 62-200 Gniezno.

Personal data will be processed for the purpose of completing the entire reservation process.

The person making the reservation has the right to access and correct their personal data.

Providing the aforementioned personal data is a requirement for entering into a contract for hotel services. Failure to provide personal data will prevent the Hotel from entering into a contract for hotel services.

After making a reservation, the person making the reservation will receive a preliminary written confirmation via email, which includes: the dates of the stay, room type, number of guests, price, and information regarding the due date and amount of the deposit.

A reservation accepted by the Hotel is **not yet confirmed**. Submitting a reservation should be treated as notification that the room is available on the date the request is received and is tentatively reserved until the reservation fee (prepayment) is sent.

Reservation Confirmation

A reservation is considered **confirmed** after the reservation fee (prepayment) in the amount of 20% of the total cost of the stay has been paid into the Hotel's account.

Payment must be made within 1 hour of making the reservation. Until then, the reservation remains provisional.

Failure to pay the reservation fee (prepayment) by the agreed-upon deadline results in automatic cancellation of the reservation.

Reservation terms for organized groups are determined on a case-by-case basis.

Once the Hotel receives confirmation that the funds have been credited to its account and verifies that the room is available, it will change the reservation to "confirmed" and notify the Guest of the confirmation via email or phone.

Once the hotel sends the reservation confirmation, it undertakes not to rent out the reserved room to anyone else.

If a guest does not arrive at the hotel by the agreed-upon date, the hotel will consider the guest's failure to arrive after 24 hours as a cancellation of the reservation. If a guest's arrival at the hotel is delayed by more than 24 hours, the guest should notify the hotel so that the reserved room can be held for an additional 24 hours.

Reservation Fee – Prepayment

The reservation fee (prepayment) can be paid in two ways:

1. By credit/debit card, online bank transfer, or BLIK

Transactions made by credit/debit card, BLIK, and e-transfer are processed through Przelewy24.

The payment card operator is PayPro SA Agent Rozliczeniowy, ul. Pastelowa 8, 60-198 Poznań, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court for Poznań Nowe Miasto and Wilda in Poznań, 8th Commercial Division of the National Court Register, under KRS number 0000347935, NIP 7792369887, REGON

301345068.

In the case of payment by credit or debit card, the Hotel will charge the agreed amount to the Customer's/Guest's card.

The Hotel bears the costs of any transaction fees.

Confirmation of payment processing by Przelewy24 should be sent to the email address provided at the time of booking.

2. Directly to the bank account for payments in Polish zlotys (PLN)

FABRYKA MEBLI SPIN ROMAN ŁAŻNY I JERZY ŁAŻNY
Mnichowo 31
62-200 Gniezno
Tax ID (NIP): 7840042895
REGON: 630113848
Account: 10 2490 0005 0000 4600 5210 5542

The payment fee is borne by the payer.

In this case, please notify the Hotel by phone or email that the transfer has been made and send the confirmation to the Hotel's email address.

Payment for the Stay

Payment for the stay is due on the day of arrival.

The guest is required to pay the amount specified at the time of booking for the declared stay upon arrival. This payment constitutes a contract between the parties.

Reservation Cancellation

Failure to pay the deposit by the deadline indicated on the preliminary reservation confirmation will result in automatic cancellation of the reservation.

In the event of a reservation cancellation, the reservation fee (prepayment) paid is non-refundable.

Payment of the reservation fee (prepayment) and, thereby, the successful completion of the reservation constitutes confirmation of the person making the reservation's acceptance of the reservation terms and conditions set forth in these terms and conditions.

If the stay is shortened, the amount paid is non-refundable.

If payment for the stay is not made on the day of arrival and the stay is shortened, the Guest will be charged the amount due for the stay as specified at the time of booking.