



BOOKING RULES

I. Online booking process

Reservations through the booking system are made in the following way:

1. Guests have the possibility to choose the packages offered by the hotel and single nights, which are presented in the reservation panel on the website of the hotel.
2. Guest chooses the date, room type and additional options within the selected package or as part of a single night's stay.
3. After selecting an offer, the guest goes to the next step - a form in which he or she completes his or her personal data, contact details and booking remarks.
4. After completing the data, the Guest can make an advance payment in one of the selected ways:
 - credit card (Visa, Mastercard, Eurocard, JCB, Diners Club, Polcard)*
 - payment by electronic bank transfer (mTransfer, Inteligo, MultiTransfer, Przelewy24)*
 - traditional bank transfer

*Credit card and e-transfer transactions are carried out through the Settlement Centre Dotpay.

5. If choosing to pay by card or electronic bank transfer, the Guest is redirected to a page that allows them to make an advance payment through Dotpay Payment Processing System. Data is authorized by connecting to the Dotpay System using an encrypted protocol. After the payment is accepted by the Dotpay System, the Guest is automatically notified by e-mail about the payment confirmation and making a reservation. The confirmation e-mail will contain: Guest's details, name of the hotel, description of the offer, total price for the stay, information about the deposit paid and the amount remaining to be paid in the hotel.
6. If the Guest chooses to pay by traditional bank transfer - the Guest will receive an e-mail with confirmation of the initial reservation, which will be confirmed after the advance payment made by a standard bank transfer or online system. The reservation is maintained as an initial reservation for 48 hours from the moment of booking and can be cancelled if the advance payment is not received during this time. After paying the deposit, the Guest will receive an e-mail confirming the reservation.

II. Reservations on request

In case of non-availability of a room when booking online, the Hotel may offer a room on request. After filling in the form, the guest will receive an e-mail confirming the availability of a room on the chosen date (or its lack) and information on how to make an advance payment. Guests can make an advance payment by credit card, electronic bank transfer or standard bank transfer. Reservations will be confirmed at the moment of making the advance payment. After the advance payment, the Guest will receive an e-mail confirming the reservation.

III. Fees and cancellation of reservations

1. The Guest makes an advance payment in one of the three ways available in the system, the remaining part is paid upon arrival at the hotel.
2. In case of choosing a non-returnable offer, a deposit of 100% is required without the possibility of free cancellation.
3. If a VAT invoice is required with company or personal details, please submit all details for issue with the taxpayer number. In case of incomplete data a standard receipt will be issued without further option for a VAT invoice.
4. The Guest does not bear any costs resulting from the booking.
5. In case of cancellation, which takes place no later than 5 days before the start of the stay, the cancellation is free of charge. The hotel is obliged to return the full amount of the advance payment within 14 working days.

Villa Cottonina Sp. z o.o.

59-850 Świeradów-Zdrój, ul. Sanatoryjna 7, tel. +48 75 78 45 500, email: info@cottonina.pl
Spółka prawa handlowego zarejestrowana przez Sąd Rejonowy dla Wrocławia-Fabrycznej we Wrocławiu IX Wydział Gospodarczy KRS pod numerem KRS 0000335296, NIP: 6131552269, REGON: 021020549



6. In case of cancellation less than 5 days before the date of arrival, the deposit will remain at the hotel. Cancellations made within this period will result in the loss of the full amount of the advance payment.

IV. Modification of Reservation

1. Reservations can only be modified by contacting the hotel by phone or by email.
2. Each time the change will be confirmed by the Hotel by sending a new booking confirmation.
3. It is not possible to modify a non-returnable offer.

V. Final arrangements

1. The Guest is responsible for the correct filling in of data in the booking form. The Hotel is not responsible for incorrect choice of arrival or departure date or incorrect filling in the data form by the Guest.
2. The Dotpay.pl electronic payment system is responsible for correct handling of the collection of booking amounts.

VI. Personal Data

1. The administrator of personal data provided by the Guest during the booking process is Villa Cottonina Sp. z o.o. with its registered office in Świeradów Zdrój, ul. Sanatoryjna 7, KRS 0000335296, TIN 6131552269, which processes these data in accordance with the provisions of law, including the provisions of Regulation (EU) 2016/679 of the European Parliament and Council of 27 April 2016.
2. Personal data are processed in order to carry out the full reservation process and for marketing purposes.
3. The access to personal data of Guests have only authorized employees of the Hotel and Processors, with whom separate agreements have been concluded. The data may also be made available to entities authorized on the basis of applicable laws.
4. Detailed rules of personal data processing are available on the Hotel's website: www.cottonina.com

VII. Acceptance of Reservation Rules

By ticking the "I have read the Regulations" option, which is the "Reservation Rules" document, the Guest understands and agrees to the terms and conditions included in it. Lack of acceptance will result in the inability to make a reservation.