**REGULATION FOR SERVICE PROVISION**

**of Sports and Recreation Resort “Wyspiarz in Świnoujście**

**“Relax” Camping, Słowackiego 1 Street**

1. **GENERAL PROVISIONS:**
2. These Regulations define the scope of services provided by Camping, guests’ obligations for their behavior during their stay on the Camping and the way of use of available technical equipment or facilities.
3. The Camping welcomes individual guests and organized groups and provides services in:

 a) renting area where tents, caravans and campers can be deployed,

 b) renting holiday chalets,

1. Camping night’s rest lasts from 10 p.m. to 6 a.m.
2. In case of disturbing the night’s rest, Director of the Camping has the right to ask Tourists to leave the Camping area without reimbursement of fees paid for the unused period of accommodation.
3. Building campfires in the Camping area is prohibited. Using grills is allowed, but they cannot be used on a patio due to fire hazard. Tourist grills are permitted to use, but grills cannot be used on the terraces of houses due to the fire hazard. Cold charcoal shall be disposed with the waste container.
4. Camping is equipped with equipment and means for extinguishing a fire.
5. In the Camping area washing cars, caravans and other vehicles, changing the oil in the vehicle etc. is forbidden.
6. Garbage should be thrown into the generally available container for sorted waste placed on the Camping area. It is forbidden to throw garbage outside the containers designed for this purpose. Tourists are obligated to keep the area in which they remain clean and tidy.
7. In the camping area it is forbidden to break branches and destroy trees, drive nails into them in particular.
8. It is forbidden to charge phones and other devices in publicly available areas of Camping and at electrical boxes - charging devices is free of charge at the Camping reception.
9. In case of damage or loss of Camping’s property by the Tourist or Tourist’s Guest, he incurs financial responsibility equivalent to the value of new device or object.
10. Camping provides safe storage of valuable properties which are put by Tourist in the free deposit located at the Reception.
11. Camping is not responsible for valuable belongings left in the Camping area, in chalets, tents, cars and caravans, which are not kept in deposit, and for their any destruction, damage or theft.
12. Tourists owning bicycles are obliged to their effective protection, Camping is not responsible for their loss.
13. Children should be under the supervision of parents or persons who are directly responsible for them. Children may use equipment, playground and Camping services only in the presence of their adult supervisors. For any damage caused by children their parents or their supervisors are responsible.
14. An obligation of the Tourist owning an animal is to have valid documents confirming vaccination of an animal against rabies. Pet owners are required to conduct and hold them in the Camping on a leash and muzzled. Pet owner is obligated to repair any damage caused by it.
15. The pet owner is obliged to immediate clean up of feces left by the animal and dispose them in a labeled container made for this purpose. Failure to comply with these requirements will result in the call for Municipal Police and the payment of fine by Tourist.
16. In the Camping area it is forbidden to pursuit commercial activities without the permission of the Director of the Resort.
17. Any items left by leaving Tourist will be deposited for 1 month and after that period they will be transferred to the lost-and-found office in Świnoujście.
18. Tourists agree to sharing and processing of personal data in accordance with applicable regulations by the Sports and Recreation Resort "Wyspiarz" located in Świnoujscie, Matejki 22 Street, for the purpose of using services by Tourist.
19. Director of Camping has the right to refuse to let in to the Camping area intoxicated persons who are under the influence of drugs, and persons under 18 years of age unaccompanied by an adult responsible for them.
20. Tourist or his Guest - who by his behavior violates these Regulations, causing damage to Camping property or other guests, or in another way disturbs peaceful stay of other guest or functioning of the Camping, or if he does not keep a camp area in cleanliness - may be ordered to leave the Camping area by its service – without a reimbursement of the fee for unused period of stay.
21. Camping reserves itself the right to refuse the provision of the tourist services for reasons beyond his control, preventing the accommodation of the Tourist.
22. The campsite does not refund the purchased and unused stay or service in case of resignation for any reason by the Tourist during the stay, in particular because of bad weather conditions.
23. In particularly justified cases, the Director of the Center may decide on returning costs of the stay, returning the advance payment or agree with the Tourist another date of the stay at the Campsite.
24. **RESERVATION AND CHECK-IN**
25. Immediately upon arrival at the Camping, Tourist is obliged to fulfill duties of reporting in a reception, during registration Tourist is obliged to present identity documents of all persons accompanying with him who are staying in the Camping area, and make a payment for a stay under the current price list (including city tax). After making the payment, received residence card, vehicle card and proof of payment should be kept until the day of leaving and are to be presented on every call of the Camping service.
26. Motorized tourists receive a parking ticket, which should be placed in the bottom right **c**orner of the windscreen of the vehicle – parking site is designated by the Camping’s worker.
27. Tourist with a tent receives an additional card (sticker) of a tent, which should be placed at the entrance to the tent - place to pick up a tent is indicated by the Camping service.
28. A tourist with a camper receives an additional camper card, which should be placed in the bottom right **c**orner of the windscreen of the vehicle – parking site for the camper is designated by the Camping’s worker.
29. Tourist who purchased current consumption service is obliged to place an energy card in a visible place (sticker attached to the electric wire).
30. In case of losing card, Tourist is required to immediately report to the reception with proof of payment in order to receive new card.
31. **DAY OF RESIDENCE**
32. Residence day lasts:
	1. in holiday chalets – from 3 p.m. on the day of arrival to 10 a.m. of the following day,
	2. on the camp and the caravan site – from the time of arrival to 10 a.m. of the following day.
33. After the time mentioned above, Tourist may extend the time of his stay or has to leave the Camping .
34. When renting an overnight accommodation, Tourist shall specify period of his stay and range of services in the Camping. In case of the absence of such a specification it is assumed that this period is one day.
35. The wish of extending a stay Tourist should report in the Camping reception up to 10 a.m. of the day in which the time of stay expires.
36. The Camping may reject a disposition of extending the stay:
	1. when all bookings are in use,
	2. when Tourist does not comply with the Regulations,
	3. when Tourist did not pay the full amount for stay.
37. For each not renewed or undeclared day of stay, Tourist is obliged to pay the fee of fixed amount of 150.00 zł and, additionally, fees for a full day of stay with services used in accordance with the current Price List.
38. In case of not prolonging the stay and not leaving the Camping area or holiday chalet at the day of the leave after 10 a.m., Tourist’s belongings are removed from the site or chalet by commission removal, and the Tourist is ordered to pay the fee according to the point 5.
39. In case of not paying by the Tourist the fee to the Resort, the Resort has the statutory right of lien on the car, camping car, caravan or tent, until the moment of paying the full amount according to the article 670 paragraph 1 of the Civil Code.
40. **USE OF THE CAMPING**
41. The Camping's staff designates the space of placing the camping equipment and Tourist's vehicle, depending on the remaining places at the camping site. Persons who lawlessly placed their vehicles or tents are obliged to immediately move them to the place designated by the Camping's staff.
42. Stay is allowed only in the areas designated for it.
43. Change of the camping position by the Tourist without earlier permission issued by the Reception is forbidden.
44. Parking (shorter or longer) the vehicles on the internal road on the Camping's site is forbidden.
45. Before leaving the Camping, tourist is obliged to clean the place of stay and to leave it in unimpaired state.
46. **RESERVATIONS OF CAMPING CHALETS**

1. Individual tourists or organized groups make reservation of lodging places individually,

 via telephone, e-mail or fax.

1. Reservation will be guaranteed if prepayment is made in the amount corresponding to the fee for 3 nights of stay, within the deadline of 14 days from making the reservation. Failure to prepay for reservation will result in cancellation.
2. Tourist holds all bank and postal costs connected with making the prepayment.
3. After receiving prepayment, the Resort sends confirmation of reservation (with indication of: the amount of prepayment, date of stay and number of reserved holiday chalets) to the given address of residence or e-mail.
4. On the day of the arrival Tourist pays the Reception of the Camping the residual rental in advance for the entire stay after taking into account the prepayment and possible bank costs incurred by the Resort.
5. On demand, Tourist can receive VAT invoice, in other cases the proof of payment for the stay is fiscal receipt.
6. The Manager of an organized group confirms the reservation by filling the Form of reservation,
7. The Manager of organized group is obliged to provide the list - specification of the group members with details on their: name and surname, date of birth, address of residence and number of identity document. In case of groups of children and youth (up to 18 years of age) the list must be stamped by school or youth organization - that enables to apply exemption of children and youth from charging a city tax.

2. In case of resignation from reserved holiday chalet, Tourist incurs following costs:

1. within the time from the moment of prepayment - within 30 days before the date of arrival - handling fee in the amount of 50,00 złoty,
2. within the time of 29-15 days before the arrival date - 30% of prepayment value,
3. within the time of 14-7 days before the arrival date - 50% of prepayment value,
4. within the time shorter than 7 days – 80% of prepayment value
5. within the time shorter than 3 days – full amount of the prepayment,
6. in case of Tourist not reporting on the day of arrival up to 10 pm and lack of informing the Reception of Camping, either via e-mail or fax, the place in the chalet is subject to the sell on the next day – for this reason, tourist is not entitled to the reimbursement of the costs for unrealized stay, or to prolong the stay for unrealized days.

3. Due to the fire safety, smoking cigarettes, using irons, stoves, ovens and other similar electrical appliances not being the furnishings of the holiday chalets is forbidden.

1. **GUESTS RIGHTS:**
2. Tourist has the right to use the Camping's site, open-access sanitary facilities and tourist kitchen, within services purchased by him.
3. Tourist has the right to full information about standards and range of offered services, price variants and reservations terms.
4. Tourist has the right to report their remarks and conclusions on functioning, disturbing peace, cleanliness, silence, etc. at the Camping to the Manager of the Camping, and in case of his absence, to the Reception staff.
5. All comments and complaints concerning the condition of holiday chalets (damaged equipment, cleanliness, etc.) should be reported on the first day of stay; otherwise, they will not be consulted.
6. Tourist has the right to receive Visitors from: 8am to 10pm, whom should report to the Reception and obtain the Guest Stay Card before entering the Camping's site. Otherwise, Guests will be asked to leave the Camping's site.
7. The Camping provides :
8. conditions for Tourist's full and comfortable rest,
9. safety of stay, including Tourist's personal data security,
10. professional and polite service in terms of services provided,
11. efficient service regarding technical issues: in case of occurring defects, which cannot be repaired, the Camping will make efforts to alleviate the inconvenience whenever possible.

**Emergency calls:**

- from mobile phone: 112

Other information is provided by the Reception's staff.

The Camping's Staff will highly value Your co-operation in complying with the above Regulations, which are to provide peace and safe stay of our guests.

We wish you a pleasant stay at our Camping.

Director of the sports and recreation centre “Wyspiarz”