

TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES
Sports and Recreation Center "Wyspiarz" in Świnoujście
"Relax" camping at ul. Słowackiego 1

I. GENERAL PROVISIONS:

1. These Regulations at the Camping organized and run by the Sports Centre and Recreation "Wyspiarz" in ŚWINOUJSCIE (hereinafter referred to as OSiR) is an integral part of the concluded contracts for the services provided.
2. The Regulations specify:
 - 1) the scope of services provided by the Camping,
 - 2) guests' obligations regarding their behavior during their stay at the Campsite,
 - 3) the manner of using the technical devices and equipment made available.
3. The campsite accepts individual tourists and organized groups, provides services in the field of:
 - 1) renting land for setting up tents, caravans and motorhomes,
 - 2) renting mobile homes.
4. Making a reservation, putting up a tent, trailer, motorhome or other thing used for temporary stay of people in the Camping or paying a fee for the services provided by the Camping constitutes the conclusion of a temporary contract for the use of the Camping.
5. By performing the above mentioned actions, the Customer confirms that he has read these Regulations and fully accepts the terms and conditions contained therein and undertakes to comply with them.
6. The Tourist agrees to share and process his personal data in accordance with applicable regulations by the Sports and Recreation Center "Wyspiarz" with its registered office in Świnoujście at ul. Matejki 22, for the needs of the Tourist from the services provided.

II. BOOKING AND CHECK-IN

1. Before entering the Campsite, you must collect a parking ticket. The parking ticket is valid for 30 minutes. In order to extend the activation of the ticket, the payment for the stay must be made.
2. Immediately after arriving at the Camping, the Tourist is obliged to complete the check-in formalities at the Reception Desk.
3. During the registration, the Tourist is obliged to submit the identity documents of all accompanying persons staying in the Campsite and pay the amount due for the stay according to the valid price list, paying the spa fee at the same time.
4. A tourist arriving at the campsite with a pet is obliged to report this fact while completing registration formalities and present a valid certificate about vaccination against rabies of the pet. In the absence of a certificate, the Camping Staff may refuse to provide the service.
5. If it is found that the animal has not been reported, the Centre has the right to apply a lump sum fee for the stay in the amount of PLN 100.
6. After paying the fee, he receives a proof of payment (receipt or invoice) and appropriate cards:
 - 1) **residence card**,
 - 2) **parking card** - placed in the lower right corner of the windshield,
 - 3) **camper card** - for motorhomes and/or with a caravan,
 - 4) **energy card** - a tourist who purchases a posted electricity consumption service in a visible place (sticker stuck on the electric cable).
7. The cards should be kept until the day of departure and presented to the Camping staff whenever requested.
8. If the card is lost, the Tourist is obliged to immediately report to the Reception Desk together with proof of payment in order to issue a new card.

9. The Camping staff has the right to refuse admission to the Camping area of intoxicated persons, under the influence of drugs and persons under 18 years of age, unaccompanied by authorized adults.

III. DAY OF STAY:

1. Day of stay:
 - 1) **in summer homes** from 15.00 on the day of arrival until 10.00 the next day,
 - 2) **at the tent and caravanning field** from the time of arrival until 12.00 the next day.
2. After the expiry of the above-mentioned dates, the Tourist may extend their stay, otherwise they are obliged to leave the Campsite.
3. When renting a place to stay, the Tourist specifies the duration of his stay and the scope of services at the Camping, and in the absence of such a specification, it is assumed that it covers one day.
4. Extensions of stay should be reported at the Camping Reception by 10.00 on the day when the stay expires.
5. The campsite may not accept the request to extend the stay in the case of:
 - 1) use all places,
 - 2) towards a Tourist who does not comply with the applicable Regulations,
 - 3) if the Tourist fails to make the full payment for the previous stay.
6. For each non-extended or unreported day of stay, the Tourist is obliged to pay a fee in the fixed amount of PLN 150.00 and additionally a fee for a full day's stay of the services used in accordance with the applicable Price List.
7. In the event of not extending the stay and not leaving the Camping area or the caravan on the day of departure after 10.00 the Tourist's personal belongings are removed by a committee from the area or cottage and the costs are charged in accordance with point 6.
8. If the Tourist fails to pay the amounts due to the Resort, the Resort has a statutory lien on the car, motorhome, caravan or tent until the entire amount is paid in accordance with Art. 670 paragraph 1 of the Civil Code.

IV. USE OF THE CAMPING

1. The location of the camping equipment and the Tourist's vehicle is determined by the Camping staff, depending on the available camping pitches.
2. Persons who arbitrarily set up vehicles or tents are obliged to immediately move them to the place indicated by the Camping staff.
3. Stay is allowed only within the space designated for this purpose.
4. All activities related to setting up the tent, setting up the vestibule and setting up the trailer or camper are the responsibility of the Customer and do not give the right to any recourse against the Camping on this account.
5. It is forbidden for the Tourist to change the camping pitch without prior permission issued by the Camping Staff.
6. Before leaving the Camping, the Tourist is obliged to clean up and leave in an undisturbed state of residence.
7. Quiet time in the Campsite is valid from 22.00 to 6.00 the next day.
8. In the event of disturbing the peace of the night, **the Tourist may be required to leave the Camping area** - without refunding the fee for the remaining unused stay.
9. Persons moving around the campsite with vehicles are obliged to reduce speed to 10 km/h and exercise extreme caution.
10. Pets may stay on the campsite only under the supervision of the owner.
11. The customer is responsible for any damage or destruction of the equipment and technical devices of the Camping resulting from his fault and the fault of people visiting him.
12. Children should be under the supervision of their parents or persons directly responsible for them.

13. To dispose of garbage, there are generally available containers for segregated waste, placed on the premises of the Campsite. It is forbidden to throw garbage outside the containers intended for this purpose.
14. Tourists staying at the Campsite with animals:
 - 1) animals may not pose a threat to human life and health and may not disturb other Tourists,
 - 2) lead and keep them on a leash and in a muzzle.
 - 3) undertake to immediately clean up the impurities left by the animal by throwing them into a container marked for this purpose.
15. Customers are obliged in particular to:
 - 1) maintain cleanliness and order in the occupied area,
 - 2) respect generally accepted norms of coexistence and regulations in force at the Campsite
16. It is forbidden to:
 - 1) smoking cigarettes (including electronic cigarettes) in camping houses,
 - 2) burning bonfires,
 - 3) parking vehicles on internal roads within the Campsite.
 - 4) washing cars, caravans and other vehicles, changing oils in the vehicle, etc.
 - 5) throwing garbage outside the containers intended for this purpose,
 - 6) breaking branches and destroying trees, in particular driving nails into them,
 - 7) interfere in any way with the surrounding greenery (e.g. hanging swings on tree branches,
 - 8) hanging ropes, planting trees or shrubs, etc.)
 - 9) littering the area,
 - 10) disturbing the peace,
 - 11) bring in any items that may pose a threat to Camping users,
 - 12) digging tents, trailers, campers,
 - 13) fencing or separating the camping area and installing any devices (umbrellas, antennas, cameras) without the consent of the Camping staff,
 - 14) charging telephones and other devices in public facilities at the Camping and at electrical boxes,
 - 15) conducting any commercial activity without the consent of the OSiR Director.
17. The use of tourist grills is allowed, but grills cannot be used on the terraces of the houses due to the fire hazard. Used cold charcoal from the grill should be disposed of in the waste containers.

V. USE OF TECHNICAL DEVICES AND EQUIPMENT

1. Tourists have the right to use the Camping area as well as public sanitary facilities and a tourist kitchen within the scope of the services they have purchased.
2. Devices and equipment may only be used for their original purpose.
3. Washing dishes and washing clothes may only take place in specially designated rooms.
4. Wash basins, troughs, showers, urinals and toilets must be used in a proper manner, corresponding to their purpose. Guests must be aware that these are sanitary facilities that are shared by all campsite guests.
5. Connection to the electrical installation and disconnection from it (electrical box) is made only by authorized personnel of the campsite.
6. Children must use the equipment, playground and services at the Camping only in the presence of adults supervising them. Parents or guardians are responsible for any damage caused by children
7. Please report any faults immediately to the Camping Staff.

VI. GUEST PERMISSIONS:

1. Tourists have the right to full information about the standard and scope of services offered, price options, booking conditions.
2. The tourist has the right to submit his comments and suggestions regarding the functioning, disturbing order, cleanliness, silence, etc. at the Camping to the Camping Manager, and in his absence to the Reception staff. All comments and complaints regarding the condition of the mobile homes (damaged equipment, cleanliness, etc.) should be reported on the first day of stay, otherwise they will not be considered.
3. The tourist has the right to receive guests from 8.00 am to 22.00, who should report to the reception before entering the Campsite and obtain a Guest's Residence Card. Otherwise, Guests will be asked to leave the Campsite.
4. The campsite provides:
 - a) security of the Tourist's personal data,
 - b) professional and courteous service in the scope of services provided,
 - c) technically efficient service: in the event of defects that cannot be removed, the campsite will make every effort to mitigate the inconvenience as far as possible.

VII. STORAGE OF PERSONAL PROPERTIES AND RESPONSIBILITY FOR INJURIES AT THE CAMPSITE

1. The Tourist is obliged to properly secure his property left at the Campsite.
2. The campsite is not responsible for valuables left on the premises of the campsite, in cottages, tents, cars and caravans, their possible destruction, damage or theft.
3. Tourists with bicycles are obliged to secure them effectively, the Camping is not responsible for their loss.
4. The campsite is not responsible for accidents and injuries caused on the premises by guests.
5. Items left by the departing Tourist are stored for a period of 1 month, and after this period they are handed over to the Lost and Found Office in Świnoujście.

VIII. RESERVATIONS

1. The tourists and organized groups book accommodation in person, by phone, e-mail or fax.
2. The reservation is guaranteed if a prepayment is made in the amount corresponding to 30% of the value of the booked stay within 14 days from the date of booking. No prepayment results in cancellation of the reservation.
3. The tourist bears all bank and postal costs related to the prepayment.
4. After receiving the prepayment, the Center sends a confirmation of the reservation (indicating the amount of the prepayment, date of stay and booked house number) to the e-mail address provided.
5. On the day of arrival, the Tourist pays the remaining amount for the entire stay at the Camping Reception in advance, taking into account the prepayment and possible bank costs incurred by the Resort.
6. On request, the tourist receives a VAT invoice, in other cases, a receipt is a proof of payment for the stay.
7. The manager of the organized group confirms the reservation by completing the Reservation Form.
8. The leader of an organized group is obliged to provide a list - a list of group participants with their: name and surname, date of birth, address and identity document number. For groups of children and young people (up to 18 years of age), the list must be stamped by the school or youth organization, which allows for the application of the child exemption and young people from the health resort fee.
9. In the event of resignation from the booked caravan, the Tourist bears the following costs:
 - a) within the period from the moment of making the prepayment - up to 30 days before the date of arrival - a handling fee of PLN 50.00,

- b) within 29-15 days before the date of arrival - 30% of the prepayment,
- c) within 14-7 days before the date of arrival - 50% of the prepayment,
- d) within less than 7 days - 80% of the value of the prepayment,
- e) within less than 3 days - the entire amount of the prepayment,
- f) in the event of failure to report the Tourist on the day of arrival by 22.00 and lack of effective notification in writing: e-mail or fax, the Camping Reception, the place in the house is subject to ongoing sale on the next day – the tourist is not entitled to a refund for the unused stay or the extension of the stay by unused days.

IX. OTHER ARRANGEMENTS

1. The campsite reserves the right to refuse to provide tourist services for reasons beyond its control, which prevent it from accepting the Tourist.
2. The campsite does not refund the fee for the purchased and unused stay or service in the event of resignation for any reason by the Tourist during the stay, especially bad weather conditions.
3. In the event of a heavy load on the power grid of the carving field, interruptions in the use of public power may occur. In this case, there may be a transition to sectorized power in cycles of 2 hours on / 1 hour off.
4. In particularly justified cases, the Director of OSiR may decide to refund the amount due for the stay to the Tourist, refund the prepayment or agree with the Tourist on a different date of using the stay at the Camping.

The Camping staff may order a Tourist or his Guest to leave the Campsite who violates these Regulations by causing damage to the property of the Camping or other people, or otherwise disturbs the peaceful stay of guests and the operation of the Camping, or does not maintain order in the campsite - no refund for remaining unused stay.

Other information is provided by the Reception staff.

The Camping staff will highly appreciate your cooperation in complying with the above Regulations, which is intended to ensure the peace and safe stay of our guests.

We wish you a pleasant rest at our campsite.

Director of the Sports and Recreation Center "Wyspiarz"