

Address: 38 Konopnickiej, 95-040 Koluszki / **Phone:** +48509490466 or +48502654201 /
E-mail: biuro@kozilasek.pl / **Website:** https://www.kozilasek.pl

Reservation and Payment Terms

*This document sets out the reservation and payment terms for stays at **"Kozi Lasek"** (hereinafter referred to as the "Property"). The document is available on the website and is provided to the Guest as an attachment when a reservation is made online. Making a reservation constitutes acceptance of these terms.*

These terms apply to direct bookings by telephone, e-mail, the booking form or the AI assistant on the Property's website. For bookings through external platforms, such as Booking.com or Noclegi.pl, the terms of the specific offer and booking accepted by the Guest on that platform apply, particularly payment and cancellation terms. This document does not change those arrangements.

- Reservations can be made by phone, e-mail, via the booking form or through the AI assistant available on the Property's website.
- Prices quoted to Guests include VAT. As a rule, confirmation of the reservation requires payment of the full amount for the stay, unless the parties agree otherwise by e-mail, by phone, or in another mutually agreed manner.
- A reservation is considered confirmed after the conditions specified by the Property have been met, including acceptance of the booking terms and receipt of payment, unless individually agreed otherwise. For a bank transfer, payment is confirmed when funds are credited to the Property's account; for online payment, when Autopay confirms a successful transaction. Returning from the payment page alone does not confirm payment. For a bank transfer shortly before arrival, please also send proof of the transfer.
- For reservations made in advance, payment should be made within 48 hours of receiving the e-mail message, unless agreed otherwise. After that time, the reservation may be automatically cancelled.
- Changes to the reservation (stay dates, number of Guests, invoice details) require contacting the Property and are subject to availability. If an unregistered person stays at or uses a room, the reservation must be updated and the price adjusted to the actual number of Guests.
- As a rule, bookings are non-refundable: a Guest's decision not to stay does not entitle them to a refund, unless different terms have been individually agreed. Accommodation booked for specified dates is excluded from the statutory 14-day right to withdraw from a distance contract (Article 38(1)(12) of the Polish Consumer Rights Act). These provisions do not limit the Guest's rights under mandatory law, in particular if the Property fails to provide the service or provides it improperly.
- In exceptional circumstances, the Property may individually agree to cancel a booking and arrange a full or partial refund or a change of stay dates. Such arrangements require telephone contact and express confirmation by the Property; the agreed terms are then confirmed by e-mail. Submitting a cancellation request alone does not imply agreement to a refund.
- In the event that the Guest does not arrive on the day of arrival or shortens the stay after check-in, no refund will be granted for unused nights.

- Available payment methods:
  (1) a traditional bank transfer directly to the Property's account;
  (2) online payments through Autopay S.A. — once enabled: BLIK, instant bank transfers, Visa and Mastercard cards, Google Pay and Apple Pay, depending on the methods available on the operator's gateway;
  (3) card payment on site using a terminal operated by eService;
  (4) cash on site — only if agreed in advance and after an invoice has been issued to a company. As a rule, cash payments are not accepted on site. Provisions concerning Autopay apply solely to online payments; they do not cover traditional bank transfers, the eService terminal or cash.
- Bank transfer details: **PKO Bank Polski**, account number: **52 1020 3378 0000 1902 0475 5528**, IBAN: **PL52102033780000190204755528**, SWIFT: **BPKOPLPW**.
- If an invoice is required, please provide the invoice details (including the VAT number, if applicable) during the reservation or immediately after submitting it.
- Reservation contact: *biuro@kozilasek.pl*, phone: *509-490-466 / 502-654-201*.
- The stay regulations (rules for using the Property during the stay) are available on the Property's website.
- Personal data provided in connection with a booking is processed to manage the booking, provide accommodation, process and reconcile payments, and fulfil accounting obligations. When online payment is selected, data necessary to process it is shared with Autopay S.A. Details are available in the Property's Privacy Policy.
- Online payments are processed by Autopay S.A., based at ul. Powstańców Warszawy 6, 81-718 Sopot, Poland. Operator information: autopay.pl. Payment takes place on the operator's website. The Property does not receive the card number or CVV/CVC code.
- Accommodation is provided on the dates specified in the booking. For an online card payment, receipt of payment is confirmed after Autopay reports positive authorisation and a successful transaction; the other booking confirmation conditions in this document continue to apply.
- If a refund of an online payment is due under the booking terms, the Property refunds it using the original payment method, unless the Guest expressly agrees to another method at no cost to them. Refunds of card payments made online through Autopay are returned to the account linked to the card used for payment.
- Online payment problems and booking complaints can be reported to biuro@kozilasek.pl or by telephone: 509-490-466 / 502-654-201. Please provide the booking reference, payment date and amount, and a description of the problem; do not send a card number or CVV/CVC code. Complaints about Autopay's payment service may also be submitted directly to the operator under its terms.

Details of the Entity Operating the Property

Dworek Kozi Lasek - Marcin Paszkowski

38 Konopnickiej
95-040 Koluszki
NIP: 7282658262
REGON: 100666747

Contact – save to your phone

Scan the QR code to add the Property's contact details to your phone.