

TERMS AND CONDITIONS OF GIFT VOUCHERS

1. A single voucher entitles the holder to a two-day stay in one of the yurts or a cottage at the Jurajske Jurty Tourist Centre in Golczowice.
2. A maximum of one voucher may be applied to a single reservation.
3. To redeem a voucher, select a suitable stay date from the calendar and, before proceeding to payment, enter the code printed on the voucher on the website.
4. Depending on the voucher variant, the code may be 10 digits long (for the printed version) or 12 digits long (for the digital-only version).
5. If the voucher is purchased in a printed version, it will be sent by post and additionally by e-mail. If purchased in a digital version, it will be sent by e-mail only, to the e-mail address provided at the time of order.
6. In case of loss of the paper voucher, you may use the code found in the e-mail (it is the same code). If you have trouble accessing the e-mail, please contact us.
7. If the voucher owner used it to make a reservation but the stay was canceled in due time (in accordance with the rules set out above), they may use the voucher again.
8. If the stay takes place in accordance with the reservation, the voucher cannot be used again.
9. In case of any technical problems, please contact us by e-mail.
10. The voucher has no expiry date and may be redeemed at any time in the future.
11. A consumer and an entrepreneur entitled to the rights of a consumer who purchased a gift voucher at a distance or outside the trader's premises may withdraw from the contract without giving any reason by submitting an appropriate statement within 14 days, counting from the day the voucher was issued. To meet the deadline, it is sufficient to send the statement before the deadline expires. The statement may be submitted in any form, including in writing to Małgorzata Kurkowska, ul. Polna 33, 32-310 Kwaśnów Górnny, or electronically via e-mail: kontakt@jurajskejurty.pl.
12. A sample withdrawal form is contained in Annex No. 2 to the Act of 30 May 2014 on Consumer Rights.
13. In the event of withdrawal from the contract, the Centre will refund all payments received no later than 14 days from the day it was informed of the withdrawal. The refund of delivery costs for the voucher, if it was purchased in printed form, will include the cheapest ordinary delivery method offered by the Centre.

14. Refunds are made using the same payment method that was used to pay for the gift voucher, unless the consumer or entrepreneur entitled to the rights of a consumer has expressly agreed otherwise.
15. The voucher may be used only by persons of legal age.
16. Any complaints concerning gift vouchers may be submitted in any form, including in writing to Małgorzata Kurkowska, ul. Polna 33, 32-310 Kwaśnów Górnny, or electronically via e-mail: kontakt@jurajskiejurty.pl.
17. A complaint will be processed within 14 days from the date of its receipt by the Centre.

Consumers have the option of submitting disputes arising in connection with the purchase of a gift voucher to an entity dealing with out-of-court dispute resolution. Information about such entities and dispute resolution procedures is available on the website of the Office of Competition and Consumer Protection (UOKiK), including at: www.polubowne.uokik.gov.pl.