

## PAYMENT AND COMPLAINTS TERMS

1. Payment of a deposit is equivalent to the Guest's acceptance of the Centre's rules.
2. Payments should be made to the bank account: **73 1050 1618 1000 0092 6329 5751**

Please include the following in the payment reference/title:

1. reservation number
2. date of the reserved stay
3. surname of the person who made the bloking
3. Confirmation of the reservation is processed within up to 3 business days from the date the payment is posted to the account specified in point 2.
4. Two payment methods are available: bank transfer to the account given in point 2, and payment via the PayU intermediary (PayU S.A.).
5. For payments made by bank transfer a deposit of at least 20% of the order value is required, to be paid within 3 business days from the reservation.
6. For payments made via the PayU operator, the purchaser pays the full amount for the order in advance.
7. If the required payment (which confirms the reservation) is not received within three business days from making the reservation, the reservation will be automatically cancelled.
8. The remaining balance must be paid no later than at check-in, although it may also be paid before arrival — which we recommend, as it will speed up the check-in process.
9. Cancellation of a reservation is possible no later than 2 days before the start date of the stay at the Centre.
10. Reservation cancellations must be made by e-mail to: [kontakt@jurajskiejurty.pl](mailto:kontakt@jurajskiejurty.pl).
11. Processing of a cancellation request may take up to 7 business days.
12. If a cancellation is made at least 2 days before the date of commencement of the stay at the Centre, the full amount paid will be refunded to the person who placed the order.
13. For complaints, send an e-mail containing the complaint and the reasons to [contact@jurajskiejurty.pl](mailto:contact@jurajskiejurty.pl), with the reservation number and the word "COMPLAINT" in the subject line.

14. Feedback regarding the complaint will be sent to the customer within 5 business days of the complaint being submitted.
15. If the complaint is upheld, the money will be refunded to the account from which the payment was made within 7 business days.
16. Consumers have the option to submit disputes arising in connection with a reservation or stay at the Centre to an out-of-court dispute resolution body. Information about such bodies 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](http://www.polubowne.uokik.gov.pl).

The owner of the Centre and the entity responsible is:

Małgorzata Kurkowska, registered office in Kwaśnów Góry, ul. Polna 33 (32-310),  
NIP: 6371771634, REGON: 356864851.

These Terms and Conditions enter into force on 1 September 2025.

Guests using the Centre's services undertake to comply with the provisions of these Terms and Conditions.