

RESERVATION TERMS AND CONDITIONS

Sowia Dolina – Eat, Drink & Sleep

1. Confirmation of a reservation

An enquiry made by telephone, e-mail or messenger does not constitute a confirmed reservation.

After receiving an enquiry, Sowia Dolina will send the Guest an offer specifying, in particular, the dates of stay, type of accommodation, number of guests, price and – where applicable – the required advance payment.

A reservation becomes binding only when:

1. the Guest has accepted the offer in writing, including by e-mail or electronic message, and

2. the Guest has subsequently received written confirmation of the reservation from Sowia Dolina.

An enquiry, receipt of an offer or a payment made without receiving a reservation confirmation from Sowia Dolina does not replace confirmation of the reservation.

2. Advance payment

Where an advance payment is required, its amount and payment deadline will be specified in the offer or reservation confirmation.

The payment should include sufficient information to identify the reservation, in particular the Guest's name and dates of stay.

After receiving the required advance payment, Sowia Dolina will send the Guest confirmation of receipt.

If the Guest has made a payment but has not received confirmation of the reservation within 3 working days, the Guest is requested to contact Reception immediately.

3. Cancellation and changes

The deadline for free cancellation, conditions for changing the reservation and any cancellation charges will be specified in the individual offer or reservation confirmation.

Where individual cancellation conditions have been agreed, they take precedence over these general terms.

Cancellations and amendments must be made in writing, in particular by e-mail.

4. Non-refundable reservations

Where an offer is expressly marked “non-refundable”, any advance or full payment made will not be refunded if the Guest cancels the reservation, subject to any mandatory provisions of applicable law.

5. Group and corporate reservations

Individual payment, cancellation and participant-number conditions may apply to group bookings, events, conferences and corporate stays.

Such conditions will be specified in the relevant offer or agreement and take precedence over these general Reservation Terms.

6. No-show

In the event of a no-show without prior cancellation, the cancellation conditions specified in the relevant reservation confirmation will apply.

7. Right of withdrawal

For hotel and accommodation services provided on a specific date or during a specified period, consumers generally do not have the standard 14-day right of withdrawal applicable to distance contracts, where the relevant statutory conditions are met.

8. Individual agreements

If the conditions of an individual offer or reservation confirmation differ from these Reservation Terms, the individually agreed conditions shall take precedence.

9. Acceptance

By accepting the offer, the Guest confirms that they have read and accepted these Reservation Terms and Conditions.