

TERMS AND CONDITIONS OF WESTERN CAMP

The Western Camp management will be very grateful for your cooperation in complying with these terms and conditions, which are intended to ensure peace and safety of all our Guests.

1. All Persons staying within the Western Camp resort are required to read and follow these terms and conditions before entering Western Camp.
2. The owner of Western Camp is Michał Goczał, conducting economic activity under the business name of MG - Michał Goczał, address: Oświęcimska 35, 32-640 Zator, entered into the Central Register and Information on Economic Activity under the Tax Identification Number (NIP): 5512484676, Business Registry Number (REGON): 123020289.
3. These terms and conditions are available for inspection at the reception of Western Camp and on the Western Camp website at www.westerncamp.pl
4. The resort provides short-term accommodation without additional services required in hotel facilities and is open 24 hours a day on certain dates.
5. The services in the Resort may be availed of based on the previously made reservation and upon the payment on the day of arrival of all fees for staying in the Resort, according to the Price List.
6. The guests of Western Camp can avail of accommodation in Rooms, Carts and Tipis booked in Western Camp, which are made available to guests on a 24-hour basis.
7. Upon arrival at the Resort, one must show a valid ID document (e.g. personal ID card) and present it at the reception of the Resort in order to complete the formalities related to the stay at the Resort.
8. Children and young people under 18 years of age may stay at the Western Camp resort only under the supervision of their parents or legal guardians.
9. The check-in at the Western Camp begins at 16.00 on the day of arrival and ends at 11.00 on the day of departure..
10. Children under 3 can stay at Western Camp free of charge if they sleep in one bed with their parents.
11. It is possible to add extra beds (hotel extra beds) only in cottages and TIPI tents (maximum 1 extra bed). The price of a hotel extra bed in the cottage is PLN 150 / day, and in TIPI - PLN 120 / day. The price includes breakfast. It is possible to add a travel cot, subject to prior reservation and payment for the service in the amount of PLN 30 / stay.
12. At the request of a Western Camp guest, the following services are provided free of charge:
 - providing information concerning stay and travel,
 - storing luggage of guests staying in the resort.
13. Western Camp is obliged to provide:
 - conditions for a full and undisturbed rest,
 - safe stay, including confidentiality of information concerning the guest,
 - professional and courteous service,
 - cleaning the room (on request) and carrying out the necessary repair of devices during the guest's absence, and in the event of his presence only if he agrees and wishes.
14. Pets are allowed to stay at the Western Camp in cabins (it is not permitted to stay with pets in tipis and carts), except for dog breeds considered aggressive under the Act - Dz.U. /Journal of Laws/ of 2003, No. 77, item 687
 - Pet's stay is possible after its prior notification to the Reception staff and the payment of fee amounting to PLN 50.00/day of pet's stay.
 - The pets should have up-to-date vaccination certificates, while the owner is responsible for the pet and any damage caused by it as well as for cleaning after the pet.
 - In Western Camp, dogs shall only be walked on a leash and/or in a muzzle.
 - Animals are not allowed in the restaurant.

- Pet owner on their own should provide their pets with necessary materials to sleep on, which should be placed on the floor of a cabin or a room.
 - In the event of damage or waste left, Western Camp will charge an additional fee in order to bring the accommodation facility to its original condition.
15. In the event of damage, the Guest staying in the resort should notify the Western Camp reception about the damage immediately after it is found.
 16. If one causes material damage to the Western Camp resort or its premises, commits an offence or crime, violates security rules, or behaves inappropriately, Western Camp security staff have the right to bring the offender to the attention of the Police immediately.
 17. The person staying in the Western Camp is fully liable for any damage and destruction of property resulting from their fault.
 18. Western Camp shall not bear any material liability for things lost or left at Western Camp, as well as in its surroundings, in parking lots, in other locations adjacent to the Western Camp site - which does not apply to the situation where the item is the subject of a storage contract concluded between Western Camp and the Guest (e.g. an item left at the reception) or Western Camp found the lost item or performs the duties of the administrator in relation to the found property according to the act on lost and found items.
 19. Items lost or left in the Western Camp resort, if found by a Western Camp employee or delivered by a third party to a lost-and-found office, can be picked up at the lost-and-found office, located in the Western Camp office building at ul. Oświęcimska 35, 32 -640 Zator, within the time period stipulated by law.
 20. Every time the guest leaves the room, they should check if the door is closed.
 21. Hand-over and return of the room or other accommodation place takes place in the presence of the Resort's staff. The Western Camp guest cannot pass the room to a third party even if stay period for which they paid has not expired.
 22. Persons who are not Western Camp guests can stay in the hotel room from 7.00 to 22.00 only.
 23. Night quiet time applies at the Western Camp resort from 22.00 to 7.00.
 24. For reasons of fire safety, it is forbidden to use heaters, electric irons and other similar devices which do not constitute the equipment of the room.
 25. It is also forbidden to leave telephone or computer chargers or other devices in electrical sockets while away from the room.
 26. If the guest does not arrive to the resort despite a previously made reservation which has not been canceled, the resort shall charge the total cost of stay at the Western Camp.
 27. The Resort reserves the right to restrict access to any part of the Western Camp site to ensure the safety of guests, e.g. due to damage or breakdown. Information about access restrictions will be provided by the staff of the Resort to the attention of Guests in a way that allows them to become acquainted with it.
 28. Western Camp reserves the right to refuse accommodation or remove from the Resort those who:
 - are under the visible influence of alcohol or drugs,
 - behave aggressively, in a manner commonly regarded as vulgar,
 - have not informed the management of their plans to organise an event on the premises of the resort (bachelor party, bachelorette party, etc.).
 29. Western Camp may refuse to accept a guest who during the previous stay grossly violated the resort's terms and conditions, causing damage to the property of the resort or guests or caused personal injury of a guest, resort staff or other people staying at the resort or otherwise disturbed the stay of guests or operation of the hotel.
 30. Guests availing of the services offered by the Western Camp are required to comply with these Terms and Conditions, health, safety and fire regulations as well as the instructions from the Resort's management and staff.
 31. The owner of the Western Camp Resort, its managers, staff, and security personnel shall ensure that these terms and conditions and the rules of use of the Resort are observed.
 32. All possible complaints concerning an improper provision of services should be reported in the customer office of the resort / reception desk or by e-mail to the following address: biuro@westerncamp.pl

33. Please be advised that the complaint form through which one can submit a complaint is available at the reception /office of the Western Camp and on the website: www.westerncamp.pl In order to correctly consider the complaint, one should: provide a proof of accommodation in the Western Camp, make a statement (request) describing the complaint, and, in the case of complaints concerning items, additionally deliver the item to the address of the Western Camp, i.e. ul. Oświęcimska 35, 32-640 Zator. The complaint regarding one's stay in the Western Camp resort will be communicated to the complainant in writing or electronically (by e-mail) to the contact details provided by the complainant within 30 days of the date of receipt of the complaint by the Western Camp Center (in the case of contracts for the sale of goods, the time limit is 14 days). If the complaint is accepted, depending on the complainant's request, the item will be repaired or replaced with a new one, the price will be reduced, and in case of withdrawal from the contract, the money will be returned.
34. The guests' complaints will be considered only if they are submitted in writing or electronically. In writing, by filling in a special "Complaints" form at the Western Camp reception/office. In electronic form, by sending an e-mail with the complaint to the following e-mail address: biuro@westerncamp.pl titled "Complaint".
35. Persons staying at the Western Camp resort consent to the free use and distribution of their image registered during their stay at the Western Camp for marketing purposes. The consent is granted for an indefinite period of time and without territorial restrictions. The consent also covers the dissemination of image by third parties as part of broadcasting and public display of marketing materials, photos, reports, promotional films, music videos, TV programs and audio-visual broadcasts and information on activities and events taking place at the Western Camp.
36. The Western Camp Resort reserves the right to amend these Terms and Conditions at any time if it deems it essential or necessary to improve the customer service at the Western Camp Resort.
37. Terms and Conditions come into force on 09.04.2021

Western Camp management