

WESTERN CAMP RESORT RULES AND REGULATIONS

The management of Western Camp will be very grateful for your cooperation in observing these rules and regulations, which are intended to ensure the peace and safety of the stay of all our guests.

1. All Persons staying at Western Camp are required to read and abide by these rules and regulations before entering Western Camp.
2. The owner of the Western Camp resort is Michał Goczał, conducting business under the firm MG - Goczał sp. z o.o, address: Oświęcimska 35 Street 32-640 Zator, registered in the Central Registration and Information on Business Activity under the number NIP: 5492467107, REGON: 521948419.
3. These rules and regulations are available for review at the reception desk of the Center and on the website of the Western Camp Center at: www.westerncamp.pl.
4. The resort provides short-term accommodation services without the additional services required in hotel facilities and is open on certain dates 24 hours a day.
5. The use of services at the Resort is authorized by a reservation made in advance and payment on the day of arrival of all fees for the stay at the Resort according to the Price List.
6. Guests of the Western Camp may use the accommodation in the Rooms, Carts and Tipi in the Western Camp booked by them, which are made available to Guests for the day.
7. Upon arrival at the Resort, you must present a valid identification document (e.g. ID card) and present it at the reception desk of the Resort in order to complete the formalities related to your stay in the Resort.
8. The stay of children and young people under 18 years of age in the Western Camp is allowed only under the supervision of parents or legal guardians.
9. The Western Camp resort has a hotel day from 16:00 on the day of arrival to 11:00 on the day of departure.
10. Wish to extend the stay beyond the period indicated on the day of arrival, the guest of Western Camp should report at the reception no later than 10.00 a.m. on the day on which the term of stay at the resort expires. Western Camp will accommodate requests to extend the stay to the extent possible and to the extent that there are vacancies in the resort. Western Camp may refuse to extend the stay of Guests in the case of use of all accommodation /rooms / or in the case of Guests who do not comply with the provisions of these rules.
11. The stay at the Western Camp resort for children under 3 years of age is free of charge if they sleep in a bed with their parents. There is no possibility to add extra beds in the Western Camp accommodation facilities, but there is a possibility to add a travel crib, provided that the reservation is made in advance and the service fee is paid in the amount of 50 PLN/day of stay.
12. At the guest's request, Western Camp provides the following services free of charge:
 - providing information related to stay and travel
 - waking up at the appointed time,
 - storing money and small valuables during the guest's stay at the resort,
 - storing luggage of guests checked in at the resort.

13. Western Camp is obliged to provide:

- conditions for full and unhindered rest of the guest,
- security of the guest's stay, including keeping the guest's information confidential,
- professional and courteous service,
- cleaning of the room and performing the necessary repair of equipment in the absence of the guest, and in the case of the guest's presence only if he/she agrees and wishes,

14. Pets are allowed to stay at Western Camp only in the case of accommodation in cottages (staying with a pet is excluded in tipis and carts), with the exception of dog breeds considered aggressive in the light of the decree of the Minister of Internal Affairs and Administration of April 28, 2003 (Journal of Laws of 2003 No. 77, item 687 of 08.05.2003), after meeting the following conditions:

- The stay of an animal is possible after its prior notification to the Reception staff and payment of a fee of PLN 50.00/day of the animal's stay.
- Animals should have current vaccination certificates, while the owner is responsible for the animal and any damage caused by it, as well as cleaning up after it.
- In the Western Camp area, dog walking is only allowed on a leash and/or with a muzzle.
- No animals are allowed in the Restaurant area.
- Owners of animals on their own should provide the necessary materials for the animal's bed, which should be located on the floor of the lodge or room.
- In case of damage caused to the property of the resort or the property of other guests, or leaving pollution Western Camp will charge an additional fee for bringing the accommodation facility to its original condition, which will be charged to the owner of the animal.

15. In the event of damage, the Guest staying at the resort should notify the Western Camp reception of the damage as soon as it is discovered.

16. In case of causing material damage to the Western Camp center or its premises, committing a violation or a crime, violation of security rules or inappropriate behavior, Western Camp security personnel have the right to apprehend the perpetrator in order to immediately hand that person over to the police.

17. The person staying at Western Camp is fully liable for any damage or destruction of property caused by his/her fault.

18. Western Camp shall not be held financially responsible in any way for items lost or left in the Western Camp facility, as well as in its surroundings, parking lots, in other places adjacent to the Western Camp premises - which does not apply if the item is the subject of a storage agreement between Western Camp and the Guest (e.g. an item left at the reception) or Western Camp found the item or performs the duties of the manager in relation to the found item as provided by the Found Property Act.

19. Items lost or left at Western Camp, if found by a Western Camp Employee or given by a third person to the lost property office, can be picked up at the lost property office, which is located in the Western Camp office building at: Oświęcimska 35 Street, 32-640 Zator, within the period prescribed by law.

20. Each time leaving the room, the guest should check the locking of the door
21. Check in and check out of the room or other accommodation shall be done in the presence of the staff of the Center. A guest of Western Camp may not transfer the room to a third party even if the period for which he has paid the fee due for the stay has not expired.
22. Persons not registered at Western Camp, may stay in the hotel room only from 7:00 a.m. to 10:00 p.m.
23. In the Western Camp, the silence of the night from 10 p.m. to 7 a.m. is obligatory.
24. For reasons of fire safety, it is prohibited to use heaters, electric irons and other similar devices that do not constitute room equipment in the rooms.
25. It is also forbidden to leave in electrical plugs telephone chargers, computer chargers or other devices, when not in the room.
26. In case of non-arrival of a guest to the resort despite a previously made reservation that has not been canceled, the resort will charge the total cost of the stay at Western Camp. The rules for changing or cancelling a reservation that has been made - by means of distance communication - are specified in the rules for reserving a stay at the Western Camp facility available on the resort's website at: www.westerncamp.pl, which is made available each time to the person making the reservation in connection with its making.
27. The resort reserves the right to exclude Guest access to any part of the Western Camp premises in order to ensure Guest safety, e.g. due to damage or malfunction. Information on access restrictions will be made known to Guests by the Resort staff in a manner that allows them to become aware of the information.
28. The Western Camp Resort reserves the right to refuse to accommodate or remove from the premises of the resort persons:
 - under the visible influence of alcohol or intoxicants,
 - behaving aggressively, in a manner generally considered vulgar,
 - who have not informed the management about the organization of organized events on the premises of the resort (bachelor parties, hen parties, etc.).
29. The Western Camp may refuse to accept a guest who, during the previous stay, grossly violated the rules of the resort causing damage to the property of the resort or guests or damage to the guests, resort staff or other persons staying at the resort, or otherwise disrupted the stay of guests or the operation of the hotel.
30. Guests using the services of the Western Camp Resort are required to comply with the provisions of these Rules and Regulations, safety, security and fire regulations, and the instructions of the management and staff of the Resort.
31. Observance of the terms of these Regulations as well as the rules of use of the resort is supervised by the Owner of the Western Camp resort, its management, staff, service and security personnel.
32. Any complaints regarding improperly provided services should be reported to the resort service office/ reception at the resort service office/reception or by e-mail at: biuro@westerncamp.pl, which is provided each time to the person making the reservation in connection with its making

33. We would like to inform you that the complaint form through which you can make a complaint is available at the reception/resort office of Western Camp resort and on the website: www.westerncamp.pl In order to properly process the complaint, we ask you to: provide proof of accommodation at Western Camp resort, make a statement (demand) with a description of the complaint, and in case of a complaint about an item, additionally deliver it, to the address of Western Camp Resort, i.e. Oświęcimska 35 Street, 32-640 Zator.
34. Information about the consideration of the complaint regarding the stay at Western Camp resort will be provided to the complainant in writing or electronically (e-mail message) to the contact information indicated by the complainant within 30 days from the date of receipt of the complaint by Western Camp resort (in the case of contracts for the sale of things, the deadline is 14 days).
If the complaint is accepted, depending on the complainant's request, the goods will be repaired or replaced with new ones, the price will be reduced, and in the case of withdrawal from the contract the money will be returned.
35. Guest complaints will be considered only if submitted in writing or electronically. In writing, by filling out a special "Complaint" form, located at the office/reception of the Western Camp resort. In electronic form, by sending an email with a complaint to the email address: biuro@westerncamp.pl with the title: "Complaint".
36. Persons staying at Western Camp resort agree to the free use and distribution of their image, recorded during their stay at Western Camp resort for marketing purposes. Consent is granted for an indefinite period of time and without territorial restrictions. Consent also includes dissemination of the image by third parties as part of broadcasting and public performance of marketing materials, photographs, reports, promotional films, music videos, television programs and audio-visual transmissions, and information regarding events and events held at Western Camp Resort.
37. The Western Camp Resort reserves the right to amend these Rules and Regulations at any time if it deems it necessary or indispensable to improve the Western Camp resort's customer service.
38. the Regulations shall enter into effect on 01.04.2022