

WESTERN CAMP RULES

The Management of Western Camp would greatly appreciate your cooperation in adhering to this regulation, which is intended to ensure peace and safety for all our Guests during their stay.

1. All individuals present on the premises of Western Camp are obliged to familiarize themselves with this regulation before entering Western Camp and to abide by its provisions.
2. The owner of Western Camp is MG Goczał Spółka z ograniczoną odpowiedzialnością, located at ul. Oświęcimska 35, 32-640 Zator, registered in the Entrepreneurs Register by the District Court for Krakow – Śródmieście in Krakow, XII Economic Department of the National Court Register under the KRS number: 0000970405, NIP: 5492467107, REGON: 521948419.
3. This regulation is available for inspection at the reception of the Center and on the Western Camp website at: www.westerncamp.pl.
4. The Center provides short-term accommodation services without additional services required in hotel facilities and is open 24 hours a day on specified dates.
5. To use the services on the Center's premises, prior reservation and payment on the day of arrival of all fees for the stay in the Center according to the Price List are required.
6. Guests of Western Camp may use accommodation in rooms, wagons, tipis, and water cottages in Western Camp, which are made available to Guests on a daily basis.
7. Upon arrival at the Center, a valid identification document (e.g., identity card) must be presented at the reception of the Center for formalities related to the stay.
8. The stay of children and adolescents under 18 at Western Camp is allowed only under the supervision of parents or legal guardians.
9. Western Camp operates on a hotel day basis from 16:00 on the day of arrival to 11:00 on the day of departure.
10. If a guest wishes to extend their stay beyond the period indicated on the day of arrival, they should inform the reception no later than 10:00 on the day the stay ends. Western Camp accommodates extension requests subject to availability and vacant places in the Center. Western Camp may refuse to extend the stay of Guests if all accommodation places/rooms are occupied or if guests do not comply with the provisions of this regulation.
11. The stay at Western Camp for children under 3 years old is free if they sleep in bed with their parents. There is no possibility of adding beds (extra beds) in the accommodation places at Western Camp; however, it is possible to add a travel cot upon prior reservation and payment of a fee of 50 PLN/day of stay.
12. Upon the guest's request, Western Camp provides the following services free of charge:
 - Providing information related to the stay and travel.
 - Wake-up calls at designated times.
 - Luggage storage for guests registered at the Center.
13. Western Camp ensures:

- Conditions for full and unrestricted guest rest.
 - Safety of stay, including confidentiality of guest information.
 - Professional and courteous service.
 - Room cleaning and necessary equipment repairs during the guest's absence, and in the case of their presence, only with their consent and request.
14. Pets are allowed to stay in Western Camp cottages only (staying with animals is excluded in tipis and wagons), except for dog breeds considered aggressive under the regulation of the Minister of Internal Affairs and Administration of April 28, 2003 (Journal of Laws of 2003 No. 77, item 687 of May 8, 2003) or other legal acts concerning this matter, subject to the following conditions:
 - Pet stay is possible after prior notification to the Reception staff and payment of a fee of 50.00 PLN/day of the pet's stay.
 - Pets must have current vaccination certificates, and the owner is responsible for the pet and any damages caused by it, as well as cleaning up after it.
 - Dogs are only allowed to be walked on a leash and/or muzzle within Western Camp.
 - Pet owners must provide necessary materials for the pet's bed, which should be placed on the floor of the cottage or room.
 - In case of damages to the property of the Center or property of other guests, or leaving contaminants, Western Camp will charge an additional fee for restoring the accommodation facility to its original state, which will be charged to the pet owner.
 15. In case of damage, the Guest staying at the Center should notify the Western Camp reception of the damage immediately upon discovery.
 16. In case of causing material damage in Western Camp or on its premises, committing an offense or crime, violating safety rules, or behaving inappropriately, Western Camp security staff have the right to apprehend the perpetrator for immediate handover to the Police.
 17. A person staying at Western Camp is fully responsible for any material damage and property destruction arising from their fault or the fault of individuals for whom they are responsible.
 18. Western Camp bears no material responsibility for lost or left items in Western Camp premises, as well as in its surroundings, parking lots, or other areas adjacent to the Western Camp premises, except in situations where the item is the subject of a storage agreement between Western Camp and the Guest (e.g., item left at the reception) or Western Camp found the item or performs duties as a manager in relation to the found item as provided for in the law on found items.
 19. Lost or left items on the Western Camp premises, if found by a Western Camp employee or handed over by a third party to the lost property office, can be collected from the lost property office, located in the Western Camp office building at ul. Oświęcimska 35, 32-640 Zator, within the period provided for by law.
 20. Each time leaving the room, the guest should check that the door is closed.

21. Handing over and taking over a room or other accommodation place takes place in the presence of Center staff. The Western Camp guest may not transfer the room to third parties, even if the period for which the fee has been paid has not expired.
22. Unregistered persons at Western Camp may stay in the hotel room only from 7:00 a.m. to 10:00 p.m.
23. Silence must be observed in Western Camp from 10:00 p.m. to 7:00 a.m.
24. For fire safety reasons, the use of heaters, electric irons, and similar devices not constituting room equipment is prohibited in the rooms.
25. It is also forbidden to leave phone chargers, computer chargers, or other devices in electric sockets when not in the room.
26. Bathing in the pond or other bodies of water located on the Western Camp premises is prohibited except in designated bathing areas, which are appropriately marked (e.g., specially designated pools). Without prejudice to the above, jumping into the water (pools) and running at the edge of the pools is prohibited.
27. In case of the guest's failure to arrive at the Center despite a previously made reservation that has not been canceled, the Center will charge a fee for the total cost of the stay at Western Camp. The rules for changing or canceling a reservation made through remote means of communication are specified in the reservation regulations for a stay at the Western Camp facility available on the Center's website at: www.westerncamp.pl, which is provided to the person making the reservation each time in connection with its execution.
28. The Center reserves the right to exclude Guests' access to any part of the Western Camp premises to ensure the safety of Guests, e.g., due to damages or failures. Information about access restrictions will be communicated to Guests by the Center's staff in a manner that allows them to be informed.
29. Western Camp reserves the right to refuse accommodation or remove individuals from the Western Camp premises who:
 - Are visibly under the influence of alcohol or drugs.
 - Behave aggressively or in a manner generally considered vulgar.
 - Have not informed the management of organized events on the Center's premises (bachelor parties, bachelorette parties, etc.).
30. Western Camp may refuse to admit a guest who, during a previous stay, flagrantly violated the Center's regulations by causing damage to the Center's property or guests, or causing harm to the guests' or Center's employees' person, or otherwise disturbed the guests' stay or the hotel's operation.
31. Guests using Western Camp services are obliged to comply with the provisions of this Regulation, occupational health and safety regulations, fire regulations, and orders of the Center's management and staff.
32. The Owner of Western Camp, its management, staff, service, and security personnel are responsible for ensuring compliance with the provisions of this regulation and the rules of using the Center.

33. Any complaints about improperly provided services should be reported to the Center's service office/reception or by email to: biuro@westerncamp.pl, which is provided to the person making the reservation each time in connection with its execution.
34. We inform you that a complaint form through which a complaint can be submitted is available at the Western Camp reception/office and on the website: www.westerncamp.pl. To properly consider the complaint, we kindly ask you to provide proof of accommodation in Western Camp, submit a statement (demand) with a description of the complaint, and in the case of a complaint about an item, additionally deliver it to the Western Camp address, i.e., ul. Oświęcimska 35, 32-640 Zator. Information on the handling of complaints concerning the stay at Western Camp will be provided to the complainant in writing or electronically (via email) to the contact details provided by the complainant within 30 days from the date of receiving the complaint by Western Camp (in the case of sales contracts, the deadline is 14 days). In the event of a positive consideration of the complaint, depending on the complainant's request, the goods will be repaired or exchanged for new ones, the price will be reduced, and in the event of withdrawal from the contract, the funds will be returned.
35. Guest complaints will only be considered if submitted in written or electronic form. In written form, by completing a special "Complaint" form, available at the Center's office/reception. In electronic form, by sending an email with a complaint to the email address: biuro@westerncamp.pl with the subject: "Complaint" or "Complaint".
36. Individuals staying at Western Camp consent to the free use and dissemination of their image recorded during their stay at Western Camp for marketing purposes. The consent is granted for an indefinite period and without territorial restrictions. The consent also includes the dissemination of the image by third parties as part of broadcasting and public playback of marketing materials, photos, reports, promotional videos, music videos, TV programs, and audio-visual transmissions, as well as information about events and events taking place on the Western Camp premises.
37. Western Camp reserves the right to change these Rules at any time if deemed necessary or essential to improve customer service at Western Camp.
38. The Rules come into force on April 6, 2024.

Management of Western Camp