

WESTERN CAMP TERMS AND CONDITIONS

The Management of Western Camp kindly asks for your cooperation in complying with these Terms and Conditions, which are intended to ensure a safe, comfortable, and enjoyable stay for all Guests.

1. All persons staying on the Western Camp premises are required to read these Terms and Conditions prior to entering the property and to comply with them.
2. The owner of Western Camp is MG Goczał Spółka z ograniczoną odpowiedzialnością, with its registered office in Zator, ul. Oświęcimska 35, 32-640 Zator, Poland, registered in the Register of Entrepreneurs maintained by the District Court for Kraków-Śródmieście in Kraków, 12th Commercial Division of the National Court Register, under KRS number: 0000970405, NIP: 5492467107, REGON: 521948419.
3. These Terms and Conditions are available at the Reception and on the website: www.westerncamp.pl.
4. The property provides short-term accommodation services without additional services required for hotel facilities and operates seasonally, 24 hours a day during opening periods.
5. The use of services at the property requires a prior reservation and full payment for the stay on the day of arrival in accordance with the Price List.
6. Guests may stay in the accommodation units they have booked, including Rooms, Wagons, Tipis, and Water Houses, which are rented on a daily basis.
7. Upon arrival, Guests are required to present a valid ID (e.g., passport or ID card) at Reception for registration purposes.
8. Children under 18 may stay at Western Camp only under the supervision of parents or legal guardians.
9. Check-in is from 4:00 PM on the day of arrival, and check-out is until 11:00 AM on the day of departure.
10. Requests to extend the stay must be submitted at Reception no later than 10:00 AM on the day of departure. Extensions are subject to availability. Western Camp reserves the right to refuse extensions in case of full occupancy or violation of these Terms.
11. Children under 3 stay free of charge if sleeping in existing beds with parents. Extra beds are available in Sheriff Cabins and Tipis upon prior reservation at a cost of PLN 120 per night. Baby cots are available in all accommodation units at PLN 50 per stay.
12. Upon request, Western Camp provides the following complimentary services:

- information regarding stay and travel,
- luggage storage for registered Guests.

13. Western Camp ensures:

- conditions for peaceful rest,
- safety of stay and confidentiality of Guest information,
- professional and courteous service,
- room cleaning and necessary repairs during Guest absence, or with Guest consent if present.

14. Children's animations are organized on selected dates and times. Animators do not provide childcare supervision. Parents/guardians are responsible for supervising children during activities. Children under 5 must be accompanied. Animators do not escort children to/from accommodation.

15. Pets are allowed only in Sheriff Cabins and Houseboats (not permitted in Tipis or Wagons), excluding breeds classified as aggressive under Polish law, subject to:

- prior notification and fee of PLN 100 per night,
- valid vaccinations,
- owner's responsibility for the animal and any damage,
- keeping dogs on a leash and/or muzzle,
- providing bedding for the animal,
- additional charges for damages or cleaning.

16. Any damage must be reported to Reception immediately after it is noticed.

17. In case of damage, offense, or inappropriate behavior, security staff may detain the person and hand them over to the Police.

18. Guests are fully financially responsible for any damage caused by themselves or persons under their supervision.

19. Western Camp is not liable for lost or left items, except those officially deposited (e.g., at Reception) or handled under applicable lost property regulations.

20. Lost and found items may be collected at the Lost Property Office located at ul. Oświęcimska 35, 32-640 Zator, within the legally specified period.

21. Guests must ensure doors are properly locked when leaving the room.

22. Rooms may not be transferred to third parties, even if the stay period has not expired.
23. Non-registered visitors may stay in rooms only between 7:00 AM and 10:00 PM.
24. Quiet hours are from 10:00 PM to 7:00 AM.
25. For fire safety reasons, the use of heaters, irons, and similar non-standard equipment is prohibited.
26. It is prohibited to leave chargers or electrical devices plugged in during absence.
27. Swimming in ponds or other water bodies is prohibited except in designated areas. Jumping into pools and running near pool edges is forbidden.
28. In case of no-show without cancellation, the full stay cost will be charged. Reservation changes and cancellations are governed by the booking terms available at www.westerncamp.pl.
29. Western Camp reserves the right to restrict access to certain areas for safety reasons (e.g., maintenance or damage).
30. Western Camp reserves the right to refuse accommodation or remove persons who:
 - are under the influence of alcohol or drugs,
 - behave aggressively or inappropriately,
 - organize events without prior notification.
31. Western Camp may refuse admission to Guests who have previously violated these Terms or caused damage.
32. Guests must comply with these Terms, health and safety regulations, fire safety rules, and staff instructions.
33. Compliance with these Terms is supervised by the Owner, management, staff, and security.
34. Complaints should be submitted at Reception or via email: repcja@westerncamp.pl.
35. A complaint form is available at Reception. Complaints should include proof of stay, description, and (if applicable) the item concerned. Responses will be provided within 30 days (14 days for goods).
36. Complaints are processed only if submitted in written or electronic form.
37. Guests consent to the free use of their image for marketing purposes, without time or territorial limits.

38. Western Camp reserves the right to amend these Terms at any time.

39. These Terms come into force on March 17, 2026.

Western Camp Management