

WESTERN CAMP RULES AND REGULATIONS

The Management of Western Camp would be very grateful for your cooperation in observing these Rules and Regulations, which are intended to ensure the comfort, peace and safety of all our Guests.

1. All persons staying on the premises of Western Camp are required to read these Rules and Regulations before entering the Western Camp premises and to comply with their provisions.
2. The owner of Western Camp is MG Goczał Spółka z ograniczoną odpowiedzialnością, with its registered office in Zator, address: ul. Oświęcimska 35, 32-640 Zator, entered 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 No. 0000970405, NIP: 5492467107, REGON: 521948419.
3. These Rules and Regulations are available for inspection at the Resort Reception and on the Western Camp website at: www.westerncamp.pl.
4. The Resort provides short-term accommodation services without additional services required of hotel establishments and, during specified periods, is open 24 hours a day.
5. The right to use the services provided on the Resort premises is granted upon prior reservation and payment, on the day of arrival, of all charges for the stay at the Resort in accordance with the applicable Price List.
6. Guests of Western Camp may stay in the Rooms, Cowboy Wagons, Tipis and Houseboats they have booked. Accommodation is provided to Guests on a nightly basis.
7. Upon arrival at the Resort, Guests are required to present a valid identity document (e.g. an identity card) at the Resort Reception in order to complete the formalities related to their stay.
8. Children and persons under 18 years of age may stay on the Western Camp premises only under the supervision of their parents or legal guardians.
9. The accommodation day at Western Camp begins at 4:00 p.m. on the day of arrival and ends at 11:00 a.m. on the day of departure.
10. A Guest wishing to extend their stay beyond the period specified on the day of arrival should notify Reception no later than 10:00 a.m. on the day on which their stay at the Resort is due to end.

Western Camp will accommodate requests to extend a stay subject to availability.

Western Camp may refuse to extend the stay of Guests if all accommodation units/rooms are occupied or in the case of Guests who fail to comply with these Rules and Regulations.

11. Children under 3 years of age may stay at Western Camp free of charge provided that they sleep in the same bed as their parents.

Extra beds (hotel rollaway beds) may be added in certain accommodation units at Western Camp, namely Sheriff's Cabins and Tipis, subject to prior reservation and payment of the applicable fee of PLN 150 per night in a Sheriff's Cabin and PLN 120 per night in an Indian Tipi.

A travel cot may also be added to any accommodation unit at Western Camp, subject to prior reservation and payment of a fee of PLN 50 for the entire stay.

12. At the Guest's request, Western Camp provides the following services free of charge:

- providing information related to the stay and travel;
- luggage storage for Guests checked in at the Resort.

13. Western Camp provides:

- conditions allowing Guests to enjoy full and undisturbed relaxation;
- security during the stay, including confidentiality of information concerning Guests;
- professional and courteous service;
- cleaning of the room and necessary repairs to equipment during the Guest's absence or, if the Guest is present, only with the Guest's consent and at their request.

14. Children's entertainment activities are organised on the Western Camp premises on dates and at times determined by the Resort Owner.

The persons conducting the entertainment activities do not provide childcare or supervision. Parents/legal guardians are required to supervise their children throughout the activities.

Children under 5 years of age must remain accompanied by a parent/legal guardian during the activities.

Entertainers do not escort children to or from accommodation units.

15. Pets are permitted at Western Camp only when Guests are staying in Sheriff's Cabins or Houseboats. Pets are not permitted in Tipis or Cowboy Wagons.

Dogs belonging to breeds recognised as aggressive under the Regulation of the Minister of the Interior and Administration of 28 April 2003 (Journal of Laws of 2003, No. 77, item 687 of 8 May 2003), or under any other applicable legislation governing this matter, are not permitted.

Pets may stay at the Resort subject to the following conditions:

- A pet must be reported to Reception in advance and a fee of PLN 100.00 per night of the pet's stay must be paid.
- Pets must have valid vaccination certificates. The owner is responsible for the pet, for any damage caused by it and for cleaning up after it.
- Dogs may only be walked on the Western Camp premises on a leash and/or wearing a muzzle.
- Pet owners are required to provide their own appropriate bedding for the animal. The bedding must be placed on the floor of the cabin or room.
- In the event of damage to the Resort's property or the property of other Guests, or if the pet leaves any contamination, Western Camp will charge the pet owner an additional fee to cover the cost of restoring the accommodation unit to its original condition.

16. Daily cleaning of the accommodation unit and daily replacement of towels and bed linen are not included as standard services during the stay.

17. If additional cleaning is required during the stay, the Guest may request it at Reception. Additional cleaning requested by the Guest is provided free of charge.

18. If any damage occurs, a Guest staying at the Resort should notify Western Camp Reception immediately after discovering it.

19. In the event of material damage being caused at Western Camp or on its premises, an offence or crime being committed, safety rules being violated or inappropriate behaviour occurring, Western Camp security staff have the right to detain the person responsible for the purpose of immediately handing that person over to the Police.

20. Any person staying on the Western Camp premises bears full financial responsibility for any damage to or destruction of property caused through their fault or through the fault of persons for whom they are responsible.

21. Western Camp shall not bear financial responsibility for items lost or left behind at Western Camp, in its surroundings, in car parks or in other areas adjacent to the Western Camp premises.

This provision does not apply where the item is the subject of a safekeeping agreement between Western Camp and the Guest (e.g. an item left at Reception), where Western Camp has found the item, or where Western Camp performs the duties of an administrator of found property pursuant to the applicable legislation on lost and found property.

22. Items lost or left on the Western Camp premises which are found by a Western Camp employee or handed in by a third party may be collected from the Lost Property Office located in the Western Camp office building at:

ul. Oświęcimska 35,
32-640 Zator

within the time limit specified by applicable law.

23. Whenever leaving the room, the Guest should make sure that the door is properly locked.

24. The handover and return of a room or other accommodation unit takes place in the presence of Resort staff.

A Western Camp Guest may not transfer or make their room available to third parties, even if the period for which the Guest has paid has not yet expired.

25. Persons who are not registered Guests of Western Camp may stay in a Guest's accommodation unit only between 7:00 a.m. and 10:00 p.m.

26. Quiet hours at Western Camp apply from 10:00 p.m. until 7:00 a.m.

27. For fire safety reasons, it is prohibited to use electric heaters, electric irons or other similar appliances in rooms if such appliances are not part of the room's standard equipment.

28. It is also prohibited to leave phone chargers, computer chargers or chargers for other devices plugged into electrical sockets while the Guest is absent from the room.

29. Swimming in the pond or other bodies of water located on the Resort premises is prohibited, except in areas specifically designated and appropriately marked for swimming, such as designated swimming pools.

Notwithstanding the above, jumping into the water/swimming pools and running near the edges of swimming pools are prohibited.

30. If a Guest fails to arrive at the Resort despite having made a reservation which has not been cancelled, the Resort will charge the full cost of the booked stay at Western Camp.

The rules governing changes to or cancellations of reservations made by means of distance communication are set out in the Western Camp Accommodation Reservation Regulations available on the Resort's website at www.westerncamp.pl. These regulations are made available to each person making a reservation in connection with the booking process.

31. The Resort reserves the right to restrict Guest access to any part of the Western Camp premises where necessary to ensure Guest safety, for example due to damage or technical failure.

Information concerning access restrictions will be communicated by Resort staff in a manner enabling Guests to familiarise themselves with such restrictions.

32. Western Camp reserves the right to refuse accommodation to or remove from the Resort premises persons:

- who are visibly under the influence of alcohol or intoxicating substances;
- who behave aggressively or in a manner generally considered vulgar;
- who have failed to inform the Management about organised events held on the Resort premises, including bachelor parties, bachelorette parties, etc.

33. Western Camp may refuse to admit a Guest who, during a previous stay, seriously violated the Resort's Rules and Regulations by causing damage to the Resort's property or the property of other Guests, causing personal injury to Guests, Resort employees or other persons staying at the Resort, or otherwise disturbing other Guests' stays or the operation of the Resort.

34. Guests using the services of Western Camp are required to comply with these Rules and Regulations, occupational health and safety regulations, fire safety regulations, and instructions issued by the Resort Management and staff.

35. Compliance with these Rules and Regulations and with the rules governing the use of the Resort is supervised by the Owner of Western Camp, its Management, personnel, staff and security employees.

36. Any complaints concerning improperly provided services should be submitted to the Resort Customer Service Office/Reception or electronically to:

repcja@westerncamp.pl

This email address is also made available to each person making a reservation in connection with the booking process.

37. Please note that a complaint form which may be used to submit a complaint is available at Western Camp Reception/Resort Office.

For a complaint to be properly processed, we ask the complainant to:

- present proof confirming accommodation at Western Camp;
- submit a statement/request containing a description of the complaint;
- in the case of a complaint concerning goods, additionally deliver the relevant item to Western Camp at:

ul. Oświęcimska 35,
32-640 Zator.

Information regarding the outcome of a complaint concerning a stay at Western Camp will be provided to the complainant in writing or electronically by email, using the contact details provided by the complainant, within 30 days of receipt of the complaint by Western Camp.

In the case of contracts for the sale of goods, the applicable period is 14 days.

If the complaint is accepted, depending on the complainant's request, the goods will be repaired or replaced with new goods, the price will be reduced, or, in the event of withdrawal from the contract, the funds paid will be refunded.

38. Guest complaints will be considered only if submitted in writing or electronically.

A written complaint may be submitted by completing the special "Complaint" form available at the Western Camp Resort Office/Reception.

An electronic complaint may be submitted by sending an email to:

recepca@westerncamp.pl

with the subject line: "Complaint".

39. Persons staying at Western Camp consent to the free use and dissemination of their image recorded during their stay at Western Camp for marketing purposes.

Such consent is granted for an indefinite period and without territorial limitations.

The consent also includes the dissemination of their image by third parties in connection with the broadcasting and public presentation of marketing materials, photographs, reports, promotional films, music videos, television programmes, audiovisual broadcasts and information concerning events and functions taking place on the Western Camp premises.

40. Western Camp reserves the right to amend these Rules and Regulations at any time if it considers such amendments necessary or appropriate in order to improve the service provided to Western Camp Guests.

41. These Rules and Regulations enter into force on **22 September 2026**.

Western Camp Management