

Regulations of the Magra Holiday Club Resort

1. These rules and regulations apply to the Magra Holiday Club Resort in Debina, 1 Willowa Street, hereinafter referred to as "the Resort".
2. Making an initial reservation can be done by e-mail, in person or by phone.
3. A binding reservation is made by transferring a 10% deposit of the price of the stay, hereinafter referred to as "advance payment" and is tantamount to accepting the content of these regulations by the person renting the house, hereinafter referred to as "Guest".
4. The remaining part of the amount due, hereinafter referred to as the "deposit", for the stay must be paid by bank transfer no later than 30 days before the start of the stay. In the case of booking a place later than 30 days before the start of the stay, the Guest is obliged to pay 100% of the price of the stay within 3 working days of making the initial reservation, but no later than on the day of arrival. Failure to fulfil the conditions of reservation required after making the initial reservation and timely payment of the surcharge is tantamount to cancellation of the stay in the Magra Holiday Club Resort.
5. The Guest of the Resort is obliged to present the confirmation of the reservation to the employee of the reception in order to check-in. In case of refusal to show the document, the Receptionist may refuse to issue the room key.
6. The advance payment made for a reservation shall be returned in full in the case of random events only if the Guest finds a replacement for the planned stay on his/her own and after the new guest has paid the deposit. We recommend that you take out insurance against such accidents.
7. The advance payment and surcharge can be used in the event of a fortuitous event in another time of the current season in accordance with availability or even in the following summer season. The resort does not refund the difference in the price of the stay if the Guest finally chooses the cheaper season, although he/she originally chose the more expensive one. The Guest is obliged to pay a surcharge for the stay if he/she chooses the more expensive season, although he/she originally chose the cheaper one. The guest may reschedule his/her stay no later than 30 days within the current season or transfer the advance payment to a future season. The guest who has transferred the advance payment or the advance payment and surcharge to the next season due to fortuitous events is bound by the prices and regulations of the target season. Please note that an unsatisfactory weather forecast is not a random event.
8. The Guest is obliged to show at all meals the pass issued on the day of arrival by the reception employee.
9. Guests have the option to open an account in the dining room and café for purchases during their stay. Accounts must be paid in cash at the latest one day before departure.
10. The stay lasts from 4pm on the day of arrival until 10am on the day of departure.
11. The guest is financially responsible for losing the key to the cottage in the amount of 90 PLN.
12. There is curfew on the premises of the Resort from 11:00 p.m. to 6:00 a.m. on the following day. The entrance gate is closed between 12:00am and 6:00 a.m. The Guest is obliged to inform the reception employee about his/her departure or arrival at that time.

13. The Guest may not transfer the cottage for use to other persons.
14. The Guest is obliged to notify the reception employee of all persons visiting him/her during their stay.
15. Children should always be supervised by adults during their stay in the Resort. Children's legal caretakers are responsible for children's behavior, including any damage and/or injury caused.
16. Smoking is not allowed in the cottages, including rooms, bathrooms, terraces, dining hall, café, large and small swimming pool, and playgrounds (in accordance with the Act of 9 November 1995 on health protection against the effects of tobacco and tobacco products). There are designated smoking areas within the Resort.
17. In the event of any reservations concerning the quality of services, the Guest is requested to report them immediately at the reception, which will enable the appropriate reaction of the Resort staff to the potential problem.
18. Guests shall bear full financial and legal liability for any damage or destruction of the Resort's equipment and facilities caused by them, persons under their care, supervision, or visitors.
19. Due to fire safety reasons, it is forbidden to barbecue on the premises of the Resort and use of:
 - (a) heaters and other electrical appliances which do not form part of the equipment of the premises with high power consumption. This does not apply to chargers and power supplies for televisions and computers.
 - b) naked flames in any form. Any malfunctions related to non-compliance with this point will be repaired at the Guest's expense.
20. Each time a Guest leaves the cottage he/she is obliged to close the door and windows. The resort is not liable for damage or loss of belongings due to leaving the window or door of the cottage open.
21. The guest is obliged to report any faults noticed during the use of the cottage to the reception staff. Defects will be removed by the resort staff on an ongoing basis.
22. Personal belongings left in the cottage by a departing guest will be sent back at the guest's expense to the address indicated by the guest. In the absence of such an instruction, the resort will store these items for 2 months and then donate them to charity or for public use.
23. The resort accepts pets free of charge, upon prior notification at the time of booking. During your stay, you are required to have a current vaccination booklet, to walk your pet on a leash and to clean up any waste left behind. Pets are not allowed in the following areas: cafeteria, reception, swimming pool, dining room, TV room, common room, and playgrounds. Persons declaring to come with a dog or cat will receive, together with the confirmation of the booking with the confirmation of the reservation, a separate set of rules regarding the stay of pets.
24. The resort does not provide cleaning services of the cottages during the stay of the guests. Each cottage is equipped with cleaning equipment: mops, sweepings, brooms, etc. Chemical products can be purchased at our reception. Towels are changed on Wednesdays and Saturdays. For longer stays, bed linen is changed on Saturdays at your request from 8.00 a.m. to 12.00 p.m. The linen is changed on Saturdays: 8.00 a.m. - 12.00 p.m. The following are available free of charge at the reception: toilet paper, rubbish bags, disposable bed liners for children.

25. Organised games for children take place under the supervision of qualified staff. Parents of children under 6 years of age are required to participate in the play and to supervise the children.

26. Guests are obliged to leave the “Magragaskar” sensory room clean.

27. The rules of use of the swimming pool, the animation room and the "Magragaskar" sensory room are specified in separate regulations, which are available at these places.

28. The speed limit within the Resort is 5 km/h.

29. In the event of violation of the provisions of these rules and regulations, the Resort may refuse to provide further services to the person who violates them. Such a person is obliged to comply with the requirements of the Resort's staff immediately, pay for the additional services and pay for any damage and destruction and leave the Resort and the area belonging to the Resort. The Resort does not reimburse costs of unused stay.