

## Terms & Conditions - Accommodation

### Payment Policy

For online reservations full credit card payment is required (Visa, Mastercard). After a successful pre-reservation you will receive a written confirmation by e-mail. If you did not make the payment during the reservation process, you can make it using the attached mail link up to 7 days after the booking at the latest. In the absence of payment after 7 days the pre-reservation will be automatically cancelled.

Please be advised that only a 100% deposit guarantees a final reservation, payments can only be made via the Dotpay Platform <https://www.dotpay.pl/en/>. After enjoying your stay at the hotel, all extras (mini-bar, telephone charges, room service, etc.) must be settled with the hotel directly upon check out.

### Cancellation Policy

For cancellations until 15<sup>th</sup> June 2020, a handling fee of 350 PLN applies. Cancellations received after 15<sup>th</sup> June 2020 will be charged in full. Cancellations of individual nights (i.e. date changes) are also considered as cancellations and will be charged as such.

Name changes can only be made via A05 at [hotel.esvs@a05.pl](mailto:hotel.esvs@a05.pl) and are subject to a handling fee of PLN 250

**Legally binding reservation:** the participants by completing his or her reservation form and sending it after clicking the "Book hotel" button to Group A05 confirms the conclusion of a legally binding agreement with Grupa A05 Sp. z o.o.

For inquiries, please contact the official accommodation partner:

Grupa A05 Kraków [hotel.esvs@a05.p](mailto:hotel.esvs@a05.p)