



FEEL THE DIFFERENCE

CONDITIONS OF SALE AND USE OF GIFT VOUCHERS FOR FOOD SERVICES AND GIFT VOUCHERS FOR ACCOMMODATION SERVICES AT THE RADISSON BLU HOTEL, SZCZECIN

I. DEFINITION OF TERMS USED IN THE FOLLOWING DOCUMENT:

1. "Hotel" – The Radisson Blu Hotel Szczecin, part of Pazim Sp. z o.o., located at Plac Rodła 10 in Szczecin. Pazim Sp. z o. o. with registered office in Szczecin, at Plac Rodła 8, entered on the register of businesses in the National Court Register held by the Szczecin-Centrum District Court in Szczecin, 13th Commercial Department of the National Court Register with number 0000148810, NIP tax ID 851-020-83-82, share capital 153,267,157.50 PLN.
2. "Gift Voucher" – a voucher entitling the holder to use the following services:
 - voucher for dining services – entitling use of services at the Hotel's restaurants: Renaissance Restaurant, EUROPA Restaurant & Cafe, Copernicus Club, Lobby Bar, Muffinek Patisserie,
 - for accommodation services - a voucher entitling the holder to use accommodation services in the Hotel and other services thereto provided by the hotel, i.e. dining services in the following restaurants run by the Hotel: Renaissance Restaurant, EUROPA Restaurant & Cafe, Copernicus Club, Lobby Bar, Muffinek Patisserie and additionally at Café 22, at the laundry, at Baltica Wellness & Spa (not applicable to third party services).
3. "Customer" – a natural person, legal entity or organisational unit without legal personality, to which a separate law provides legal capacity, using services provided by the Radisson Blu Hotel in Szczecin.

II. GIFT VOUCHER SALES PROCEDURE

1. Gift vouchers for dining services and for accommodation services are issued by the Radisson Blu hotel in Szczecin in the form of a printed document that entitles its holder to a one-time use (without additional fees) for certain services, the total value of which does not exceed the amount indicated upon it.
2. In order to use the Gift Voucher for accommodation services, an email reservation is required each time to reservations.szczecin@radissonblu.com or by phone: 91 35 95 595 and is valid after email confirmation by the Hotel.
3. Gift vouchers may be purchased:
 - for dining services – directly at the Renaissance Restaurant, EUROPA Restaurant & Cafe or at Muffinek Patisserie, or by placing an order via email at: konferencje.szczecin@radissonblu.com
 - for accommodation services – directly at the hotel reception or by placing an order via email at: reservations.szczecin@radissonblu.com
4. Where the customer places an order by email, all necessary information regarding payment and method for issuing the Gift Vouchers will be sent to the Customer by email. An order for a Gift Voucher for which payment is to be made by bank transfer can be made only by email, and by specifying the order.
5. Where the Customer purchases gift vouchers directly at the hotel, all information regarding their fulfilment is provided by the seller.

III. VALUE OF GIFT VOUCHERS

1. The value of gift vouchers is always the maximum gross price of services that can be exchanged at one time in return for one Gift Voucher.

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reservations.szczecin@radissonblu.com
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2. The hotel hereby informs the Customer, and the Customer acknowledges and accepts that the prices of services provided in the Hotel may change in the period following the Customer's purchase of the Gift Voucher. In this case, the price of the service on the date it is used is applicable.
3. The Hotel sells Gift Vouchers to the following amounts:
 - for dining services: 100 PLN, 200 PLN and 300 PLN,
 - for accommodation services: 300 PLN, 500 PLN and 700 PLN.
4. The choice of type, value and quantity of gift vouchers is made by the Customer at the moment of purchase.
5. Gift Vouchers entitle the one-time use of any services or products available at the Hotel, including promotional prices, on the day the voucher is used.
6. Gift Vouchers are valid for use within 12 months from the moment they are issued. Their validity cannot be extended. The date of issue is indicated on each Gift Voucher.
7. The hotel reserves the right to refuse to provide the services if there are no places available.
8. Gift Vouchers are a means of payment, are not subject to discounts and are not refundable or exchangeable for cash.
9. If the Customer uses services in the Hotel, the total price of which is lower than the amount indicated on the Gift Voucher, the difference between the amount indicated on the Gift Voucher and the price of the services used by the Customer is not refunded.
10. If the Customer uses services in the Hotel, the total price of which is higher than the amount indicated on the Gift Voucher, the difference between the amount indicated on the Gift Voucher and the price of the services used by the Customer is to be paid by the Customer.

IV. FORMS OF PAYMENT FOR GIFT VOUCHERS

1. The hotel accepts the following forms of payment for gift vouchers:
 - cash or credit card – at the place of purchase;
 - prepayment by way of transfer – by email, on the terms specified by the Hotel in the email.
2. When making payment for a Gift Voucher via bank transfer, the customer should write "Gift Voucher" and the name and surname of the person ordering in the transfer description field.
3. After receiving payment for the Gift Voucher to the bank account indicated by the Hotel within 48 hours (counted from Monday to Friday), the Hotel will either send the Gift Voucher by registered mail with confirmation of receipt to the address provided by the Customer, or allow the Customer to pick up the Gift Voucher at the Hotel reception, depending on the pick-up method chosen by the Customer.
4. At the express request of the Customer, the Hotel will issue an accounting note or an invoice for the sale of Gift Vouchers. Neither the accounting note nor the invoice documenting the sale of Gift Vouchers include VAT.

V. HOTEL RESPONSIBILITY

1. The Hotel will make every effort to ensure that the data provided on the website <http://www.radissonblu.pl/hotel-szczecin> complies with the current offer at the Hotel.

VI. COMPLAINTS PROCEDURE

1. All complaints regarding the fulfilment of Gift Vouchers should be made at the Hotel reception or sent by registered mail or email to the Hotel's address within two working days of the event which forms the basis of the complaint.
2. The hotel undertakes to review a complaint that has been made correctly within 14 days from the date of its delivery.

VII. FINAL PROVISIONS

1. Before making a purchase of Gift Vouchers at the Hotel, the Customer is obliged to familiarise him/herself with this document, available at direct sales points and on the websites <http://muffinek.szczecin.pl/>, <http://renaissance.szczecin.pl/>. Purchase of a voucher constitutes acceptance of these Regulations.



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2. The Customer's use of the Hotel's Services infrastructure must be in compliance with current legislation, principles of social coexistence and internal standards or procedures in force at the Hotel.
3. Loss of binding force by one of the provisions of this document, unless otherwise decided by the Hotel, does not affect the binding force of the remaining provisions of this document.
4. The hotel reserves the right to change this document unilaterally at any time.
5. In the event of disputes, the Hotel will endeavour to resolve them by settlement. If there is no amicable settlement to the dispute, the competent court will be that in Szczecin.

Dated: 26.04.2019.