

Regulations for using the Online Reservation application by Facility Customers

I. General Provisions

These Regulations define the general conditions, rules and method of using the Online Reservation application by the Customers of the facility.

In these regulations, the Object is understood as: **Ośrodek Jeździecki Lando**

In these regulations, the Customer is understood as a natural person with whom the Facility concludes a contract for the provision of services or the sale of products or services.

Reservation using the Online Reservation application proceeds in accordance with the provisions indicated below.

II. Making a Reservation

The customer is given the opportunity to choose the date of stay he is interested in, the number of adults and the number of children according to whom he intends to book the stay.

The customer can then choose from available rooms or packages available on the indicated date, which are presented in the form of an Online Reservation list.

After getting acquainted with the description, equipment and price of the room, or the description, content and price of the package, the Customer may select a given room/package and proceed to the next step of the booking process.

In the second step of making a reservation - the form, the Customer fills in his personal data and any comments to the reservation.

After completing the data, in the third step, the Customer can make a down payment using electronic payment - transfer transfer.

Transactions by transfer transfers are carried out via online payment systems.

When choosing electronic payment by transfer transfer, the Customer is redirected to the page where the deposit can be made via the online payment system. After the payment is accepted by the online payment system, the Customer receives an automatic notification of confirmation of the advance payment to the e-mail address indicated when making the reservation.

Ila. Making a reservation when there are no free rooms/packages

In the event that there are no free rooms on the date specified by the Customer, or the selected room is available, but only for a longer stay than specified by the Customer, the telephone number for the service of the accommodation facility is displayed in order to contact us by phone and make individual arrangements.

III. Cancelling the reservation

In the event of cancellation of the reservation by the Customer, the deposit paid remains in the facility.

The facility has the right to cancel the confirmed reservation within 24 hours from the moment of booking the advance payment. Then, the deposit is returned to the customer.

IV. Fees

The customer is obliged to pay the deposit indicated when making the reservation. It can do this by using:

electronic payment - transfer transfer,

The remaining part of the fee for the entire stay is paid by the Customer upon arrival at the facility.

The Customer does not incur any costs related to the Online Reservation process.

V. Privacy Policy

When making an Online Reservation, the Customer agrees to place their personal data in the website's database.

Customer data will be used only to enable the correct booking process and marketing purposes and will not be made available to third parties, in accordance with the provisions of the Act of September 28, 1997 on the protection of personal data.

The administrator of your personal data is Ośrodek Jeździecki Lando

Contact with the Data Protection Officer – lando@lando.org.pl

Your personal data will be processed in order to use hotel services - pursuant to Art. 6 para. 1 lit. b of the general regulation on the protection of personal data of April 27, 2016.

The recipients of your personal data will only be entities authorized to obtain personal data on the basis of legal provisions and entities participating in the provision of services

Your personal data will be stored indefinitely

You have the right to request the administrator to access your personal data, the right to rectify, delete or limit processing and the right to transfer data

You have the right to lodge a complaint with the supervisory authority

Providing personal data is voluntary, however, refusal to provide data may result in refusal to perform the service/contract

VI. responsibility

The customer is responsible for entering the correct data in the booking form.

The facility is not responsible for incorrectly entered booking dates or personal data.

The online payment system is responsible for the correct monetary handling of the deposit in the Online Reservation application.

The facility and the company that owns the Online Reservation application, i.e. NFHotel Spółka z o.o., are not responsible for the unavailability of the system, which may have resulted not from their fault or due to other independent factors.

VII. Acceptance of the Regulations

Selecting the option to read and read the Online Reservation regulations in the booking panel means that the Customer understands and agrees to the points contained in these regulations.

Failure to select the option to accept the regulations results in the inability to make an Online Reservation