RULES FOR EXCHANGE OF VOUCHERS AT HOTEL NOWA PANORAMA

1. DEFINITIONS

a) "Hotel" - Hotel Nowa Panorama s.c. st. Wacława Lipiński 3/1, 30-349 Krakow.

b) "Voucher" - a document issued by the Hotel, allowing to carry out the services offered by the Hotel for the person indicated in it, in an amount corresponding to the cost of the original booking, and subject to prior contact with the hotel in accordance with the provisions of these Rules.

c) "Voucher Buyer" - every adult natural or legal person who has purchased a stay at our hotel wishes to accept the provisions of these Rules.

2. PURCHASING A VOUCHER

2.1. The condition for issuing the voucher is paid accommodation.

2.2. The ID number of each voucher is the booking reference.

 2.3. Basis for use and its active status, preliminary contact with the hotel by e-mail: biuro@hotel-panorama.pl or by phone: +48 12 260 64 00 with a voucher number.

2.4. The person named on the voucher must present the original version of the voucher to the Hotel in order to receive the appropriate benefits.

3. DISABLING THE VOUCHER

3.1. Reservation of additional services for a fee (additional accommodation, catering, transfer, etc.) In the Hotel, you must make: by phone at the number (+48 12 260 64 00 or by e-mail: biuro@hotel-panorama.pl or in person at the Hotel) The booking is considered complete after the person named on the voucher receives an email confirming the hotel booking.

3.2. The voucher is not a means of payment, cannot be exchanged for cash, and the rest cannot be issued.

3.3. The Buyer is not entitled to a refund of the remaining amount if the entire amount for which the Voucher was issued has not been used.

3.4. If the price for the service exceeds the original booking value, the Buyer or the Voucher holder is obliged to pay the difference.

3.5. The voucher is valid for 1 year from the date of arrival of the original booking.

3.6. Once you select a voucher redemption date, you cannot change it.