

§ 1. RESERVATIONS

1. Bookings should be made via our online booking system at <https://onlykrakow.com/reservation/1> or by phone at +48 12 44 66 554. We take calls from 8 a.m. to 4 p.m. The following information is required to make a reservation: arrival and departure dates, apartment name, contact details, number of guests and arrival time.
2. We charge 50% of total amount for booking apartments.
3. In case of cancellation, 50% charge is not refundable.

§ 2. Check in/ check out terms.

1. Check in is available **from 1 p.m.**
 - 1.1. If arrival is planned earlier than 1 p.m. we ask for information via e-mail info@onlykrakow.com or by phone.
2. Check out until 11 a.m.
 - 2.1. If client does not check out until 11:00 **without informing service we will charge fees for the next day.**
 - 2.1. If there is need of check out later than 11:00, please inform the service one day before leaving.

§ 3 Service

1. After up to 7 days before arrival, please contact by email or phone with support for Krakow Apartments Only to determine the necessary information about arrival.
 - 1.1. If you make reservation less than 2 days before arrival, contact support Only Krakow Apartments immediately to determine the necessary information about arrival.
 - 1.2 Contact us by e-mail: info@onlykrakow.com, by phone number: **+48 12 44 66 554** or **live chat on 8 a.m. - 4 p.p.**
2. Apartments Only Krakow is self catering . There is no possibility to order catering.
3. **Only Krakow Apartments provides cleaning service every day.**
4. If you are interested in other attractions let us know when you are booking apartment: +48 12 44 66 554

§ 4 Extras

1. Baby cot is free.
 - 1.1. Order baby cot when you are making reservation.

2. There is possibility use the services of a dentist and a doctor of aesthetic medicine. To order the services please let us know when you are making reservation.

§ 5. CUSTOMER'S RESPONSIBILITIES

1. Only Krakow Apartments charge 150 EURO of refundable deposit.

2. The charge is for the each apartment and it is refundable on check out day.

3. The tenant obliges to use only for residential purposes and cannot give the apartment in under tenancy or freely to the third parties.

4. The bigger number of people than the one stated during reservation cannot stay in the apartment.

5. The tenant is obliged to respect the rules of good neighborhood. In case when the Tenant significantly breaks the peace or neighbors' goods and does not obey the commonly applied norms of coexistence among people, the Renting person reserves the right to terminate the contract without the period of notice and is not obliged to return the money to the tenant for the unused period of stay.

6. The tenant is obliged to maintain the apartment in the same condition as at the moment of starting the visit – this especially concerns the furniture and kitchen equipment.

7. The tenant is financially responsible for all types of damages or failures of the equipment or the technical devices created out of his fault or of people staying the tenant's apartment during the time of rental agreement of the apartment.

71. Cost of damage caused by the tenant will be covered by the deposit is discussed in § 5, p.1.

8. In case the damage occurs, immediately after noticing the Client should notify the Friendly Inn Apartments.

9. Tenant is responsible for keys. In case of losing them, tenant is obliged to cover costs.

10. Due to the safety and comfort of the guests, smoking cigarettes / lighting candles in the apartment is forbidden! The place in which you can smoke depending on the apartment will be selected in the day of concluding the agreement by the Hirer. In case of breaking this rule tenant is obliged to pay the fee in the amount of 50 EURO.

11. We invite you without pets.

12. The hirer has the right to refuse the admission of the tenant, who has significantly violated the regulations during his last visit, has damaged the property of the Hirer or has disrupted the rules of good neighbor coexistence.

§ 6. Cancellation of reservation.

1. Cancellation is possible via e-mail or by phone.

2. In case of calcellation the 50% charge for reservation is not refundable.

Regulka: I declare that I was informed by the Only Krakow Apartments on the circumstances mentioned above and accept all of them.

§ 7 Privacy policy and payments

1. Internet payments is supporting by Transferuj.pl
2. Transferuj.pl Company is responsible for the security of online transactions. Customer credit card numbers are protected by a high level of security. Internet while typing the user data and the entire payment process is encrypted by the key: 256bit SSL Radpid certified by GeoTrust, Inc.
3. All customer data will not be sold to third parties or organizations, and will be stored in a secure database.
- 4 In case of doubt concerning the technical solutions, please contact with administrator of site: info@onlykrakow.com