

Terms of Booking and Renting Glanc Studio Apartments

1. General provisions

- a. This document determines terms of booking and renting Glanc Studio apartments which are the property of Golden Investments LLC with registered office at flat 1 24/26A Piękna street, Warsaw.
- b. By making a reservation as described in clause two, the tenant accepts Terms of Booking and Renting Glanc Studio Apartments.

2. Booking

- a. Reservations can be made on-line, via e-mail or by phone.

b. On-line Booking

On the Glanc Studio website (www.glancstudio.pl), the Tenant can click on the tab "Find free apartment" and choose one or a few apartments that are available for renting in a given period. Then, the Tenant will be asked to fill out the booking form and click on the "confirm" button. Thus, the reservation request will automatically be submitted to GLANC STUDIO and the Tenant will be informed via e-mail or by phone of the possibility of renting. Then, the Tenant is expected to either confirm or cancel the reservation. If the Tenant confirms it, he or she accepts the Terms of Booking and Renting of Glanc Studio Apartments and the reservation is made.

c. Booking via e-mail

An e-mail reservation can be made by sending an e-mail to hello@glancstudio.pl or by filling out the booking form available on the Glanc Studio website (www.glancstudio.pl) in the "contact" tab. After the availability of a given apartment is checked, the Tenant will be informed via e-mail or by phone of the possibility of renting. Then, the Tenant is expected to either confirm or cancel the reservation. If the Tenant confirms it, he or she accepts the Terms of Booking and Renting of Glanc Studio Apartments and the reservation is made.

d. Booking by phone

Reservations can be made by calling the GLANC STUDIO office on one of the phone numbers below:

+48 884 889 882

+48 509 591 656

After the availability of apartments being checked, the Tenant will be informed via e-mail or by phone of the possibility of renting. In case of a LAST MINUTE offer, the Tenant will be informed about the possibility of renting directly or by a text message. Then, the Tenant is expected to either confirm or cancel the reservation. If the Tenant confirms it, he or she accepts the Terms of Booking and Renting of Glanc Studio Apartments and the reservation is made.

e. In the reservation's confirmation, the Tenant will find information such as the period of renting, an amount due, an amount of advance payment, falling due, and a bank account number to which the money should be transferred.

3. Changing booking

a. Changes in bookings, such as the period of renting and apartments chosen, can be made on Tenant's request no later than 3 days before the planned arrival as stated in a rental agreement, provided that other apartments will be available in the period requested.

b. GLANC STUDIO reserves the right to charge the Tenant for the full period if he or she does not inform GLANC STUDIO about the cancellation at least 3 days before.

4. Payments

a. Payments can be made in two ways:

- in advance (full payment)

- or in two installments:

- a 50 % down payment (transferred to a bank account given in the reservation's confirmation) made in 3 days after receiving the reservation's confirmation via e-mail,
- the rest 50 % paid on keys delivery

b. Acceptable forms of payments:

- while making the full payment or the 50 % down payment, the Tenant is to:

- transfer the amount due to a bank account of Golden Investments LLC no later than 3 days before the planned arrival as stated in the rental agreement. If the amount due will not enter the account by that time, the Tenant is to e-mail GLANC STUDIO the bank statement of that operation,

- if the Tenant pays the rest 50 % of the amount due on keys delivery, he or she can do it:

- in cash
- by credit card

d. If the invoice is needed, the Tenant is to inform GLANC STUDIO about this fact while making a reservation.

5. Terms of the cancellation of the reservation

a. The cancellation of the reservation can be made not later than 3 days before the planned arrival as stated in the rental agreement.

b. If the cancellation is made later than 3 days before the planned arrival as stated in the rental agreement, the advance payment (or the full payment) will not be refunded.

6. Terms of rent

a. **The hotel day in apartments BLUE, GREY, GREEN (13/15 Szamarzewskiego street, Poznań – Jeżyce)** starts at 2 p.m. of the arrival day and ends at noon of the departure day.

b. **The hotel day in the WHITE apartment (173 Głogowska street, Poznań – Górczyn)** starts at 4 p.m. of the arrival day and ends at 1 p.m. of the departure day

c. The Tenant can use the apartments only for living purposes and must not sublet them without the permission of GLANC STUDIO.

d. The Tenant assumes the obligation to respect the rules of social conduct, including quiet hours from 10 p.m. to 6 a.m. and the ban on holding disrupting events or gatherings during these hours.

e. In the case of holding an event or gathering resulting in Police intervention, City Guard intervention, neighbors' complaints, or the building's administration's complaints, GLANC STUDIO will impose a penalty of PLN500.

f. Losing or withholding keys to the apartments will result in a penalty of PLN150.

g. The Tenant is obliged to securing the apartment properly, meaning a proper locking of the front doors every time he or she leaves the apartment and keeping the keys from outsiders.

7. Checking-in and checking-out

a. GLANC STUDIO apartments do not have reception desks. Keys delivery is to be made in a given apartment during hours agreed on with the person responsible for the delivery.

b. The exact hour of checking-in is to be set and agreed on via e-mail (hello@glancstudio.pl) or by phone (+48 884 889 882 or +48 509 591 656) no later than 24 hours prior to the Tenant's arrival. If the Tenant do not provide GLANC STUDIO with information about the time of his or hers arrival with 24 hours notice, GLANC STUDIO does not bear responsibility for possible delays in key delivery. If the Tenant cannot arrive at the previously agreed time, he or she is obliged to immediately inform GLANC STUDIO.

c. The Tenant can check-in only after making the full payment.

d. Premature departure of the Tenant due to circumstances beyond his or her control does not entitle the Tenant to money refund. However, the Tenant will receive a 10 % discount on three following reservations, on the condition that he or she will make them via e-mail, by phone, or by filling out the booking form on www.glancstudio.pl

8. Terms of use of the apartments

a. The apartment can accommodate only the number of tenants provided in the reservation request. GLANC STUDIO will impose a penalty of PLN100 per day on the Tenant for every additional person staying overnight.

b. The Tenant is allowed to accommodate domestic animals only after prior consent from GLANC STUDIO.

c. The Tenant is obliged to exercise due diligence while using water valves and electrical devices.

d. The Tenant is obliged to inform GLANC STUDIO about any damage of the apartments and their internal facilities immediately after noticing it. Also, any lost equipment should be immediately reported to GLANC STUDIO.

e. Smoking is prohibited in the apartments.

9. Responsibility for damage

a. The Tenant takes full responsibility for any damage of the building, the apartments, and their equipment he or she may cause. The Tenant is obliged to inform GLANC STUDIO immediately about any such occurrence. Also, the Tenant is obliged to inform GLANC STUDIO about any claims connected to such occurrences and made by outsiders, including owners of neighboring apartments. Simultaneously, the Tenant is obliged to redress the damage.

b. Any damage of the walls and equipment done during the Tenant's stay will result in a PLN200 penalty and the Tenant's obligation to redress them.

c. EMERGENCY NUMBERS:

Emergency ambulance service 061 999

Fire brigade 061 998

Police 061 997 or 112

Power supply emergency 061 991

Plumbing emergency 0 518 085 509

Emergency telephone number 112

10. Moving the Tenant to another apartment and withdrawal from the rental agreement

a. In exceptional situations, GLANC STUDIO reserves the right to move the Tenant to another apartment of the same or higher standard. Such change will be made at no extra cost or will result in a reduction in cost.

b. In exceptional situations beyond its control, GLANC STUDIO can renounce the contract. Such situations include cases of GLANC STUDIO not being able to guarantee a safe stay in the apartments.

c. W przypadku odstąpienia od umowy najmu w takich przypadkach, dotychczas wpłacone przez Klienta kwoty zostaną niezwłocznie zwrócone, przy czym GLANC STUDIO będzie uprawnione do potrącenia kwoty należnej za dotychczas wykorzystany apartament. While renouncing the contract in the aforementioned cases, GLANC STUDIO will refund already paid costs of the Tenant's stay with the exception of already spent time.

11. Tenant's personal data

Tenant's personal data provided in the reservation request are processed by GLANC STUDIO for the purpose of signing and adhering to the rental agreement, as well as signing and adhering to such agreements in the future. Such practice is in accordance with the Act of 29 August 1997 on the Protection of Personal Data (unified text: Journal of Laws of 2002 No. 101 item 926 with amendments).

While making a reservation, the Tenant is informed about rights the aforementioned act confers on GLANC STUDIO and is asked to consent to processing of personal data.