

SUNTAGO VILLAGE SALE REGULATIONS

1. GENERAL INFORMATION

- 1.1. These sale regulations ("Sale Regulations") defines the principles of sale via web site www.parkofpoland.com, mail via rezerwacje.suntagovillage@parkofpoland.com, phone call on 22 464 44 44 and in person at the reception, of a short-term accommodation without additional services required in hotel facilities, in bungalows on the premises of Suntago Village. The Regulations also specify the rules and procedure for purchasing other Services offered by the Partner.
- 1.2. Provisions of the Sale and Staying Regulations for a stay at „Suntago Village” located in Świnicy (96-320), at ul. Żukowskiej 57, property of Moyome Ltd. with its registered office in Warsa at ul. Fosa 41/11, entered into the register of business entities of the National Court Register kept by the District Court for the capital city of Warsaw in Warsaw, the XIII Commercial Division of the National Court Register, under the number KRS: 0000745104, REGON: 381018973, NIP: 5272861463, with a share capital of PLN 505 000 PLN, are available on the website <https://parkofpoland.com/en/terms> („Sale Regulations”). They constitute an integral part of the Agreement between Suntago Village and the Guest, concluded by paying for the accommodation service at Suntago Village or other services offered by the Partner and sending the Guest a booking confirmation.

2. DEFINITIONS

The following capitalised terms in the Sale Regulations have the meanings given below:

- 2.1. **Confirmation of reservation** – a document sent to the Guest in electronic form, as part of the purchase of the Service, in the manner described in these Regulations, specifying the detailed terms and conditions of the Service, including: data on the length of stay, the amount due for the stay and the deadline for paying the fee for the stay at Suntago Village, etc.
- 2.2. **Booking Form** – a form available on the website www.parkofpoland.com being an element of the shopping path on the indicated website;
- 2.3. **Civil Code** – the Act of 23 April 1964 – Civil Code (Dz. U. 1964 nr 16 poz. 93 as amended)
- 2.4. **Regulations** – these Sale Regulations and the Stay Regulations and other regulations available at www.parkofpoland.com and at the Suntago Village reception;
- 2.5. **Service** – short-term accommodation service in bungalows in Suntago Village, provided by Suntago Village on the date chosen by the Guest and/or other services offered by Global Parks Poland Ltd. with its registered office in Warsaw ("Partner") via the website www.parkofpoland.com or at the reception of Suntago Village.
- 2.6. **Guest** – a natural person who is a consumer within the meaning of Act 22 (1) of the Act of 23 April 1964 – the Civil Code (Journal of Laws 1964, No. 16, item 93, as amended) or a natural person who is an entrepreneur or an organizational unit without legal personality.

3. GENERAL CONDITIONS

- 3.1. Before purchasing the Service, the Guest is obliged to familiarize themselves with the Sales Regulations and the Stay Regulations, Privacy Policy and other regulations and standards applicable at Suntago Village, available at www.parkofpoland.com and at the Suntago Village reception desk.

4. PRICE FOR STAY

- 4.1. The Suntago Village price list is available on the website www.parkofpoland.com and at the Suntago Village reception and includes prices valid on the date of purchase of the Service.
- 4.2. The prices quoted include the appropriate VAT. The payment unit is the Polish Zloty (PLN).
- 4.3. In case of a booking made online, by phone or by e-mail, the price for all Services selected by the Guest will be repeated on the Booking Confirmation sent to the Guest.
- 4.4. Suntago Village issues VAT invoices or receipts with a NIP (Tax Identification Number), in accordance with the provisions of law in force in Poland, based on the data provided by the Guest when paying the price. The Guest is obliged to present the invoice data or the NIP for the receipt in the place required for this purpose in the purchase path available at www.parkofpoland.com or at the first telephone or e-mail contact to Suntago Village or at the Suntago Village reception in order to purchase the Service.
- 4.5. Suntago Village, as a rule, offers Services in the form of a non-refundable offer and a refundable offer. Suntago Village may present other offers in accordance with the promotion regulations available on the website www.parkofpoland.com and at the Suntago Village reception
 - 4.5.1. A non-refundable offer means that the date of the purchased Service cannot be changed or modified, and it prevents the refund of the price paid. Prices may also include other Services and benefits specified in the offer description.
 - 4.5.2. A refundable offer means the possibility of changing and cancelling the reservation with a refund of the paid price. It is valid until 7 (seven) days before arrival. After this period, it becomes a non-refundable offer (time to arrival less than 7 days).
 - 4.5.2.1. Other services offered by Suntago Village together with the Partner and made available on the website www.parkofpoland.com or at the reception of Suntago Village may also be subject to modifications.
 - 4.5.2.2. In the event of an increase in the price for the modified Services, the Guest is obliged to pay the additional fee within the time period indicated by Suntago Village. Failure to pay within the time period indicated by Suntago Village means that the Guest will not be able to make any modifications or changes.
 - 4.5.2.3. In the event of a reduction in the price of the Service after the change, the Guest is not entitled to a refund of the difference in price.
 - 4.5.2.4. In the event of cancellation of the Service, Suntago Village will refund the paid price to the Guest within 14 (fourteen) business days in the same manner as the payment method used by the Guest, e.g. in the case of a bank transfer, a refund to the bank account from which the payment was made.
 - 4.5.2.5. All purchased Services can be changed together or individually. Limitations on changes may result from the terms of promotion of specific Services.
 - 4.5.2.6. Any modifications or cancellations of Services are made by the Guest via an e-mail sent to the e-mail address rezerwacje.suntagovillage@parkofpoland.com. The message must include at least the following information: details of the entity that

made the purchase, name and surname of the main guest, date of stay, contact details, e.g. e-mail address, telephone number and description of the service modification (scope) or information about the cancellation of the service.

5. PURCHASE OF SERVICE AND PAYMENT METHODS

5.1. Purchase of stay and other Services at Suntago Village can be made via:

5.1.1. www.parkofpoland.com, going through the booking process, which gradually leads the Guest to make the payment. The Guest may resign from continuing the process at any stage before making the payment. By completing the Booking Form (containing, among others, the date of stay, the number and details of persons, the Guest's details and other required information), accepting these Regulations and the Stay Regulations, the Guest makes the payment using the methods indicated on www.parkofpoland.com, including, among others, payment by card (debit or credit - Visa, Mastercard), via the payment platform, Blik or other available and indicated on the website payment methods. After receiving full payment for the Service, Suntago Village sends the Guest a booking confirmation to the e-mail address provided in the Booking Form, which includes, among others, the booking number, length of stay, number and type of booked bungalows, total price of the stay and other terms of the offer. The agreement between Suntago Village and the Guest is concluded only after the Guest has made the full payment and received the booking confirmation, in accordance with the terms described in this document.

5.1.2. An order for a stay at Suntago Village can be placed by sending an e-mail to rezerwacje.suntagovillage@parkofpoland.com or by phone at +48 22 464 44 44. In response, the Guest receives an offer via e-mail, containing a link to make a payment using one of the methods indicated on the website www.parkofpoland.com, including, among others, a payment by a card (debit or credit - Visa, Mastercard), via a payment platform, Blik or other available payment methods. The agreement between Suntago Village and the Guest is concluded only after the Guest has paid the full price for the Service and received confirmation of the reservation, in accordance with the terms specified in this confirmation.

5.1.3. at the Suntago Village reception on a walk-in basis. Purchasing the Service at the reception requires immediate payment in accordance with the available payment models directly at Suntago Village, e.g. cash, payment card, etc.

5.2. Reservations made by e-mail or telephone and not paid in accordance with the offer and the payment link sent do not bind Suntago Village and expire automatically upon expiry of the deadline for payment for the Services indicated by Suntago Village.

5.3. The Guest is required to provide data marked as required as part of the purchase of the Service. Providing data by the Guest is voluntary, but necessary to conclude the Agreement. The data provided by the Guest should be current and true. The Guest always has the right to correct the data. The Guest is fully responsible for providing false data. The Guest is fully responsible for the consequences resulting from providing incorrect data by the Guest when making a purchase.

5.4. As a rule, Suntago Village requires 100 (one hundred)% prepayment for Services, unless the offer or promotion states otherwise.

6. CANCELLING THE RESERVATION

6.1. The possibility of resigning from the Service and terminating the contract (cancelling the reservation) exists only in the case of a refundable offer. In other cases, including the use of non-

refundable offers, the fee paid will not be refunded to the Guest, unless otherwise stated in the terms of the offer or promotion.

- 6.2. In relation to the purchase of Services relating to the period of special interest in stays, Suntago Village reserves the right to introduce different conditions for cancelling the reservation, or even completely exclude the possibility of submitting a request to cancel the reservation, about which the Service Provider will be informed before the purchase of the Service.
- 6.3. The request to cancel the Service must be submitted electronically via mail to rezerwacje.suntagovillage@parkofpoland.com and include data enabling easy identification of the reservation by Suntago Village, such as the reservation number, details of the person making the purchase, period of stay, etc. Cancellation of the reservation requires confirmation by Suntago Village via e-mail.
- 6.4. For the avoidance of doubt, if a Guest:
 - 6.4.1. did not check in on the first day of the planned stay and/or
 - 6.4.2. did not use the other Services within the time allocated for this purpose
 - 6.4.3. has not cancelled the Service, Suntago Village is entitled to retain the paid price for the entire period of the planned stay or Service.
- 6.5. Shortening the stay at Suntago Village or using the Service in part does not entitle the Guest to request a refund of any part of the fee for the Services.
- 6.6. In the event that cancellation of the Service is possible and entitles the Guest to request a refund of the paid price, Suntago Village will refund the paid price to the Guest under the terms and conditions specified in the Regulations.

7. COMPLAINTS

- 7.1. The Guest has the right to file a complaint regarding the services provided by Suntago Village and the Partner, based on Sale Regulations.
- 7.2. Complaints should be submitted by sending an e-mail to kontakt.suntagovillage@parkofpoland.com or in writing to Moyome Ltd. (Suntago Village), ul. Żukowska 57, 96-320 Świnice with the note "Complaint".
- 7.3. In the complaint, the Guest should provide the entity that purchased the Services, such as the name and surname or full name in the case of persons who are not consumers, or other data allowing easy identification of the person filing the complaint, and describe the event that is the basis for the complaint, the date and time, and the place where it occurred.
- 7.4. Information about the handling of the complaint will be provided to the Guest in the same manner in which it was submitted.
- 7.5. Suntago Village will respond to the complaint within 30 (thirty) days from the date of receipt of the complaint.

8. DISPUTES

- 8.1. Any disputes arising from or related to the Services purchased under the Sales Regulations between Suntago Village and a consumer within the meaning of the Act or an entrepreneur shall be settled by a court with local jurisdiction over the seat of Suntago Village.
- 8.2. In case of disputes with a consumer, it is possible to use out-of-court complaint consideration methods and seeking remedies. The consumer may also apply for intervention of an ombudsman or use mediation (as long as the Service Provider does give their consent to mediation). Availability of the above procedures is stipulated in the Civil Procedure and the Competition Act. The Service Provider informs, that under the Regulation of the European

Parliament and of the Council (EU) No. 524/2013 of 21 December 2013, at the address:
<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=PL>

9. FINAL PROVISIONS

- 9.1. In matters not regulated by the Regulations, the provisions of law generally applicable in the territory of the Republic of Poland shall apply.
- 9.2. The recognition of individual provisions of the Regulations, in the manner prescribed by law, as invalid or ineffective, does not affect the validity or effectiveness of the remaining provisions of the Sale Regulations.
- 9.3. The Service Provider reserves the right to change the Sale Regulations. Changes to the Sale Regulations are effective from the moment they are indicated and posted on the website www.parkofpoland.com and at the reception of Suntago Village.
- 9.4. The provisions of the Sale Regulations in force at the time of making the reservation/concluding the Agreement shall apply to reservations and Agreements concluded before the change, i.e. the change of the Sale Regulations shall not apply to reservations and Agreements that were made/concluded earlier.
- 9.5. These Sale Regulations are valid from 30.09.2024.