Suntago Water World
ul. Nowy Świat 1, 96-300 Wręcza

„Global Parks Poland" Sp. z o. o.
ul. Fosa 41/11, 02-768 Warszawa

Kapitał zakładowy 1 000 000 PLN
Rejestr przedsiębiorców, Sąd Rejonowy
dla m.st. Warszawy, XIII Wydział Gospodarczy KRS

NIP 701-019-21-28
REGON 141926930
KRS 0000335329

SUNTAGO VILLAGE SALES REGULATIONS

1. GENERAL INFORMATION

1.1. These Sales Regulations (the "Sales Regulations") set out the rules for the sale, via the website www.parkofpoland.com, by e-mail at rezerwacje.suntagovillage@parkofpoland.com, by telephone at + and directly at the reception desk, of short-term accommodation services without the additional services required in hotel facilities, in bungalows located at Suntago Village. The Regulations also set out the rules and procedure for purchasing other Services offered by the Partner.

1.2. The provisions of the Sales Regulations and of the Regulations for staying at the holiday resort "Suntago Village" located in Świnice (96-320), at ul. Żukowska 57, owned by Moyome Sp. z o.o. with its registered office in Warsaw, at ul. Fosa 41/11, entered in the register of entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register, under KRS number: 0000745104, REGON: 381018973, NIP: 5272861463, with share capital of PLN 505,000, are available on the website https://parkofpoland.com (the "Stay Regulations"). They constitute an integral part of the Agreement between Suntago Village and the Guest, concluded upon the Guest's payment for the accommodation service at Suntago Village or other services offered by the Partner and the sending of a booking confirmation to the Guest.

2. DEFINITIONS

The following capitalised terms used in the Sales Regulations have the meanings given to them below:

2.1. **Booking Confirmation** – a document sent to the Guest in electronic form as part of the purchase of a Service, in the manner described in these Regulations, specifying the detailed terms of the Service, including: the length of stay, the amount payable for the stay and the deadline for paying for the stay at Suntago Village, etc.

2.2. **Booking Form** – an online form published on the website www.parkofpoland.com, forming part of the purchase path on that website;

2.3. **Civil Code** – the Act of 23 April 1964 – Civil Code (Journal of Laws 1964 No. 16, item 93, as amended)

2.4. **Regulations** – these Sales Regulations, the Stay Regulations and other regulations available at www.parkofpoland.com and at the Suntago Village reception desk;

2.5. **Service** – a short-term accommodation service in bungalows at Suntago Village, provided by Suntago Village on dates selected by the Guest, and/or other services offered by Global Parks Poland Sp. z o.o. with its registered office in Warsaw (the

"Partner") via the website www.parkofpoland.com or at the Suntago Village reception desk.

2.6. **Guest** – a natural person who is a consumer within the meaning of Article 22(1) of the Act of 23 April 1964 – Civil Code (Journal of Laws 1964 No. 16, item 93, as amended), or a natural person who is an entrepreneur, or an organisational unit without legal personality.

3. GENERAL TERMS

3.1. Before purchasing a Service, the Guest is obliged to read the Sales Regulations and the Stay Regulations, the Privacy Policy and other regulations and standards in force at Suntago Village, available at www.parkofpoland.com and at the Suntago Village reception desk.

4. PRICE OF THE STAY

4.1. The Suntago Village price list is available at www.parkofpoland.com and at the Suntago Village reception desk and contains the prices valid on the date of purchase of the Service.

4.2. The prices quoted include the applicable VAT. The currency of payment is the Polish zloty (PLN).

4.3. In the case of a booking made online, by telephone or by e-mail, the price of all Services selected by the Guest will be repeated in the Booking Confirmation sent to the Guest.

4.4. Suntago Village issues VAT invoices or receipts with a tax identification number (NIP), in accordance with the laws applicable in Poland, using the details provided by the Guest when paying the price. The Guest is obliged to provide invoice details or the NIP number for the receipt in the field provided for this purpose in the purchase path available at www.parkofpoland.com, or during the first telephone or e-mail contact with Suntago Village, or at the Suntago Village reception desk, in order to purchase the Service.

4.5. As a rule, Suntago Village offers Services in the form of a non-refundable offer and a refundable offer. Suntago Village may present other offers in accordance with promotional regulations available at www.parkofpoland.com and at the Suntago Village reception desk.

4.5.1. A non-refundable offer means that the date of the purchased Service cannot be changed or modified, and the price paid cannot be refunded. Prices may also include other Services and benefits specified in the description of the offer.

4.5.2. A refundable offer means that the booking may be changed and cancelled with a refund of the price paid. It applies until 7 (seven) days before arrival. After that period it becomes a non-refundable offer (less than 7 days before arrival).

4.5.2.1. Other services offered by Suntago Village together with the Partner and made available on the website wwww.parkofpoland.com or at the Suntago Village reception desk may also be modified.

4.5.2.2. If the price of the modified Services increases, the Guest is obliged to pay the difference within the time limit specified each time by Suntago Village. Failure to pay within the time limit specified by Suntago Village means that the Guest will not be able to make the modification or change.

4.5.2.3. If the price of the Service decreases after the change has been made, the Guest is not entitled to a refund of the price difference.

4.5.2.4. If the Service is cancelled, Suntago Village will refund the price paid to the Guest within 14 (fourteen) business days, using the same payment method as that used by the Guest, e.g. in the case of a bank transfer, the funds will be refunded to the bank account from which the payment was made.

4.5.2.5. All purchased Services may be changed together or individually. Restrictions on changes may result from the terms of promotions for specific Services.

4.5.2.6. The Guest makes any modifications to or cancellations of Services by e-mail sent to rezerwacje.suntagovillage@parkofpoland.com . The message must contain at least the following information: details of the entity that made the purchase, the name and surname of the main guest, the dates of the stay, contact details, e.g. e-mail address and telephone number, and a description of the modification of the service (scope) or information about the cancellation of the service.

5. PURCHASE OF THE SERVICE AND PAYMENT METHODS

5.1. A stay and other Services at Suntago Village may be purchased:

5.1.1. via the website www.parkofpoland.com, by going through the booking process, which leads the Guest step by step to making the payment. The Guest may abandon the process at any stage before making the payment. By completing the Booking Form (containing, among other things, the dates of the stay, the number and details of persons, the Guest's details and other required information) and accepting these Regulations and the Stay Regulations, the Guest pays using the methods indicated at www.parkofpoland.com, including by payment card (debit or credit – Visa, Mastercard), via a payment platform, by Blik or by other payment methods available and indicated on the website.

After receiving full payment for the Service, Suntago Village sends the Guest, to the e-mail address provided in the Booking Form, a booking confirmation containing, among other things, the booking number, the length of stay, the

number and type of bungalows booked, the total price of the stay and the other terms of the offer. The Agreement between Suntago Village and the Guest is concluded only after the Guest has made 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 may be placed by sending an e-mail to rezerwacje.suntagovillage@parkofpoland.com or by telephone at +48 22 464 44 44. In response, the Guest receives an offer by e-mail containing a link for making payment by one of the methods indicated at www.parkofpoland.com, including by payment card (debit or credit – Visa, Mastercard), via a payment platform, by Blik or by other available payment methods. The Agreement between Suntago Village and the Guest is concluded only after the Guest has paid the price for the Service in full and received the booking confirmation, in accordance with the terms set out in that confirmation.

5.1.3. at the Suntago Village reception desk as a "walk-in" purchase. Purchasing a Service at the reception desk requires immediate payment in accordance with the payment methods available directly at Suntago Village, e.g. cash, payment card, etc.

5.2. Bookings made by e-mail or by telephone which are not paid for in accordance with the offer and the payment link sent are not binding on Suntago Village and expire automatically when the deadline set by Suntago Village for paying for the Services passes.

5.3. When purchasing a Service, the Guest is obliged to provide the data marked as required. Providing data is voluntary but necessary to conclude the Agreement. The data provided by the Guest should be up to date and true. The Guest always has the right to rectify their data. The Guest bears full responsibility for providing false data. The Guest bears full responsibility for the consequences of providing incorrect data when making a purchase.

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

6. CANCELLATION OF BOOKINGS

6.1. It is possible to withdraw from a Service and terminate the agreement (cancel the booking) only in the case of a refundable offer. In other cases, including non-refundable offers, the fee paid will not be refunded to the Guest, unless the terms of the offer or promotion provide otherwise.

6.2. With regard to the purchase of Services relating to periods of particular demand, Suntago Village reserves the right to introduce different booking cancellation terms, or even to exclude entirely the possibility of submitting a cancellation request, of which the Service Provider will be informed before purchasing the Service.

6.3. A request to cancel a Service must be submitted electronically to rezerwacje.suntagovillage@parkofpoland.com and must contain data enabling Suntago Village to easily identify the booking, such as the booking number, details of the purchaser, the period of stay, etc. Cancellation of a booking requires confirmation by Suntago Village by e-mail.

6.4. For the avoidance of doubt, if the 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 at the time intended for them

6.4.3. did not cancel the Service, Suntago Village is entitled to retain the price paid for the entire period of the planned stay or Service.

6.5. Shortening the stay at Suntago Village or using only part of the Service does not entitle the Guest to demand a refund of any part of the fee for the Services.

6.6. Where cancellation of the Service is possible and entitles the Guest to demand a refund of the price paid , Suntago Village will refund the price paid to the Guest on the terms set out in the Regulations.

7. COMPLAINTS

7.1. The Guest has the right to file a complaint concerning services provided by Suntago Village and the Partner on the basis of these Sales Regulations.

7.2. A complaint should be submitted by e-mail to kontakt.suntagovillage@parkofpoland.com or in writing to Moyome Sp. z o.o. (Suntago Village), ul. Żukowska 57, 96-320 Świnice, marked “Complaint”.

7.3. In the complaint, the Guest should provide details of the entity that purchased the Services, such as the name and surname, or full name in the case of non-consumers, or other data making it easy to identify the complainant, and describe the event giving rise to the complaint, its date, time and place.

7.4. Information on how the complaint has been resolved will be provided to the Guest in the same way in which the complaint was submitted.

7.5. Suntago Village will respond to the complaint within 30 (thirty) days of receiving it.

8. DISPUTES

8.1. Any disputes arising from or related to Services purchased on the basis of the Sales Regulations between Suntago Village and a consumer within the meaning of the Act, or an entrepreneur, will be submitted to the court having local jurisdiction over the registered office of Suntago Village.

8.2. In the event of disputes involving Suntago Village being a consumer, out-of-court complaint and redress procedures may be used. The consumer may request the intervention of a consumer ombudsman or use mediation (provided that Suntago

Village agrees to mediation). Access to the above procedures is described in the Act and in the Act of 16 February 2007 on Competition and Consumer Protection (Journal of Laws 2007 No. 50, item 331, as amended). In addition, an online platform for resolving disputes between consumers and traders at EU level (ODR platform), established under Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013, is available at: https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=PL

9. FINAL PROVISIONS

9.1. In matters not governed by the Regulations, the generally applicable laws of the Republic of Poland apply.

9.2. If individual provisions of the Regulations are found, in the manner provided by law, to be invalid or ineffective, this does not affect the validity or effectiveness of the remaining provisions of the Sales Regulations.

9.3. The Service Provider reserves the right to amend the Sales Regulations. Amendments to the Sales Regulations apply from the moment they are indicated and published at www.parkofpoland.com and at the Suntago Village reception desk.

9.4. Bookings and Agreements concluded before an amendment are governed by the provisions of the Sales Regulations in force at the time the booking was made / the Agreement was concluded, i.e. an amendment to the Sales Regulations will not apply to bookings and Agreements made / concluded earlier.

9.5. These Sales Regulations apply from 30.09.2024.