

**Terms and Conditions of Renting Apartments Offered by Native Group  
Sp. z O.O. in Kraków**

1. The aforementioned Terms and Conditions define the conditions under which the Guest can make a reservation for accommodation and rent apartments offered by Native Group Sp. z o.o. in Krakow, located at Józefa Chełmońskiego 225, registered in the National Court Register under number 0000558490, tax identification number (NIP) 9452184546.
2. Making a reservation implies that the Guest has familiarized themselves with and accepted the provisions of the Terms and Conditions. In the event of a breach of the Terms and Conditions by the Guest, the Landlord has the right to refuse access to the premises and remove the Guest from the premises.
3. Upon making a reservation, the rental agreement is considered to be concluded under the conditions specified in these Terms and Conditions.
4. For all matters related to reservations and stays in the premises, please contact us by phone at +48 796 177 277 or by email at [info@nativeapartments.com](mailto:info@nativeapartments.com).

**Reservation:**

5. Accommodation reservations can be made in the following ways:
  - a) by phone, at the phone number: +48 796 177 277. Telephone reservations require confirmation by the Guest via email to the address indicated in point b) below, or in exceptional situations, via SMS, within a period not exceeding 24 hours from the date of the telephone reservation.
  - b) electronically, by corresponding to the email address: [info@nativeapartments.com](mailto:info@nativeapartments.com), or by making a reservation directly on the website [www.nativeapartments.com](http://www.nativeapartments.com), as well as through other portals where the rental offer for a specific apartment is available.
6. The Guest bears full responsibility for providing incorrect or false information in the reservation.
7. The reservation becomes effective after making an advance payment of 30% of the total amount due for the reservation to the designated bank account, within 3 business days from the date of the reservation, or by providing debit/credit card details (debit from the account using a payment terminal).



8. The remaining amount due for renting the apartment is paid by the Guest using a debit/credit card or by bank transfer to the designated bank account. Payments by debit/credit card or bank transfer must be made no later than one business day prior to arrival.
9. In the event of changes to the reservation, non-arrival of the Guest, or cancellation of the reservation, the prepayment made will not be refunded.
10. In the event of the Guest shortening the rental period, the amount for the shortened period is not subject to refund.

**Apartment Rental Conditions:**

11. The overnight stay begins at 15:00 on the day of arrival and ends at 10:00 on the day of departure.
12. Based on current apartment availability, there is a possibility of early check-in for the Guest after consultation with the Reception. This service incurs an additional fee.
13. Based on current apartment availability, there is a possibility of late check-out for the Guest after consultation with the Reception. This service incurs an additional fee.
14. Requests for extending/changing the stay beyond the period indicated in the reservation and in point 10 above should be reported by the Guest to the phone number: +48 796 177 277.
15. In the event of unforeseen circumstances arising after the confirmation of the reservation by the Native Apartments, which make it impossible to provide the reserved apartment to the Guest Native Apartments reserves the right to offer the Guest an alternative apartment of a similar standard. If the Guest does not accept the alternative apartment, Native Apartments will refund the prepayment amount to the Guest.
16. The handover of the premises is done using self check-in, which means that the Reception provides the Guest with directions to the apartment and codes for door locks or key safes.
17. The Guest is not allowed to transfer keys and access codes to the apartment to third parties, even if the paid period of stay has not expired.



- 18.** Native Apartments reserves the right to refuse acceptance of the Guest, without the possibility of refunding the accommodation fee, if the Guest:
- a) does not possess identification documents or refuses to present identification;
  - b) is under the influence of alcohol or other intoxicating substances;
  - c) behaves vulgarly towards the facility's staff;
  - d) makes criminal threats or engages in any form of blackmail;
  - e) refuses to pay for the stay or mandatory fees
- 19.** The number of people staying in the apartment must not exceed the number indicated in the reservation. If the Reception discovers that there are more people staying in the apartment than stated, Native Apartments may charge the Guest an additional fee from 100.00 PLN per person and may terminate the rental agreement immediately, without refunding the rental fee paid by the Guest.
- 20.** The rental price includes full furniture and equipment of the apartment, along with an appropriate number of bed linen sets and towels, as well as final cleaning. Upon the Guest's request, Native Apartments can provide additional cleaning service with changing sheets and towels at a cost of 200.00 PLN. Requests for additional cleaning, bed linen, and/or towel replacement should be arranged with the Reception and payment should be made within the indicated timeframe.
- 21.** The Guest is financially responsible for any property entrusted to them and, by accepting these Regulations, declares that they will cover the costs of any damages caused by themselves or individuals staying with them.
- 22.** In the event of losing the apartment keys or remote control, the Guest is required to pay a fee of PLN 300 for the keys and PLN 500 for the remote control. If the keys are lost outside the Reception's working hours, the fee for the keys is PLN 500, due to the need for an immediate lock replacement. Any loss of keys and/or remote control must be reported to the Reception immediately.
- 23.** Quiet hours must be observed in the apartment from 22:00 to 7:00.
- 24.** It is strictly prohibited to organize social events in the apartment that may cause inconvenience to other tenants of neighboring apartments and buildings, especially bachelor parties, bachelorette parties, etc. In the event of intervention by the municipal police or the police, Native Apartments may terminate the agreement immediately, retain the rental fee paid, and impose a contractual penalty of 1000 PLN on the Guest.



- 25.** The Guest undertakes to use the premises exclusively for residential and accommodation purposes.
- 26.** It is strictly prohibited to keep any animals in the apartment, smoking tobacco – other such stimulants and open fires including incense, scented candles, etc. In case of violation, the Guest shall pay a fee of 1000 PLN.
- 27.** Commercial photo sessions in the premises are prohibited unless Native Apartments grants prior consent upon the Guest's request. In case of violation, the Guest shall pay a fee of 3000 PLN.
- 28.** For reservations of a minimum of 7 days or longer, Native Apartments reserves the right to enter the premises and perform mandatory servicing at least once every 7 days.
- 29.** Native Apartments is not responsible for any personal property left by the Guest in the premises.
- 30.** Personal items left in the apartment by the Guest after leaving the apartment, at the request, may be sent back at the Guest's expense to the indicated address in. In the event of no instructions received they will be disposed of.
- 31.** When leaving the apartment, the Guest should close windows and door.
- 32.** The Guest agrees to the management of personal data for registration purposes in accordance with the General Data Protection Regulation (GDPR), as indicated in the CONTACT tab on [www.nativeapartments.com](http://www.nativeapartments.com).
- 33.** Native apartments is not responsible for temporary inconveniences caused by temporary water, heating, or electricity supply disruptions.
- 34.** Native Apartments has the right to change the aforementioned Terms and Conditions at any time.

