

Pajda Mazur Resort Holiday Stay Terms and Conditions

I. General

1. Staying on the premises of the Resort implies knowledge and acceptance of our terms and conditions.
2. Children and youth under the age of 18 may stay at the Resort only under adult supervision.
3. Individuals not accommodated at the Resort and present on premises after 10:00 PM are required to leave (does not apply to restaurant guests). Failure to report an additional overnight guest at the reception results in a fee of 100 PLN per night.
4. Any trading, gambling, promotion or advertising activities are prohibited without the consent of the Resort's owner.
5. Organizing events on the premises require approval from the owner.

II. Accommodation

1. Guests can be accommodated in wooden cottages, apartments, or on the camping field according to the current price list and booking terms and conditions.
2. The hotel day for cottages and apartments runs from 4:00 PM to 11:00 AM the next day. For the camping field, it runs from 1:00 PM to 11:00 AM the next day.
3. All guests arriving at the Resort must register with a valid ID and pay for their stay upfront (including the local tax) in accordance with the price list.
4. **If you arrive outside reception hours, please contact the Resort in advance by phone (+48 696 096 012).**
5. The Resort keeps the right to refuse accommodation to individuals under the influence of alcohol or drugs and to those behaving aggressively or using improper language.
6. The declared length of stay in the reservation is binding. The Resort offers a 100% refund of the deposit if the cancellation is made at least 14 days before the arrival. In other cases, the deposit is non-refundable.

Cottages and Apartments

1. Upon receiving the keys, the guests become materially responsible for the equipment provided. Any damage must be reported to the Resort staff immediately.
2. The guests cover the costs of any damages or any soiling according to the price list: bedding – 120 PLN, blanket – 70 PLN, bathroom rug – 70 PLN, large towel – 50 PLN, small towel – 25 PLN, upholstery cleaning – 300 PLN.
3. Losing or damaging the key results in a fee of 100 PLN (or the cost of replacing it).
4. The guest covers the costs of breaking the key in the lock.
5. Doors and windows must be closed when leaving the cottage/apartment.
6. The following activities are prohibited: smoking (ozonation cost – 1000 PLN), taking equipment outside, leaving connected devices unattended, using open fire.

Tent/Camping Area

1. Guests must register at the reception before starting their stay. Failure to do so will result in the cancellation of the reservation and loss of deposit.
2. Reservations are cancelled after 8:00 PM on the first day without prior notice of delay.
3. Tents and trailers must be placed only in designated plots.
4. Utilities (water, electricity, showers) are available free of charge.
5. Guests must have their own utility equipment – 30-meter cables are recommended.
6. It is prohibited to dig holes, light fires outside designated areas, and damage vegetation or equipment.

III. Stays with Meals / Breakfasts

1. Depending on the package and booking date, the Resort offers stays with breakfast or full meals (breakfasts and lunches).
2. During holidays and high season (Easter, May Weekend, Corpus Christi, summer), meals are served in the restaurant at designated hours:

breakfast 8:30–10:30 AM and

lunch 1:30–3:30 PM.
3. Meals are served as a buffet (for a minimum of 25 people) or plated (for up to 25 people).
4. On selected dates, meal delivery to cottages and apartments is possible.
5. Absence from a meal without prior notice results in forfeiture – no refund applies.

IV. Package Stays with Attractions

1. On selected dates, the Resort offer stays with attractions: animations, bonfires, live music, film screenings, etc.
2. A detailed schedule is provided for guests. The Resort reserves the right to make changes.

V. Cancellations

1. The reservation is binding. The Resort refunds 100% of the deposit for cancellations made at least 14 days before arrival.
2. Cancellations must be submitted by email to: rezerwacje@pajdamazur.com
3. The Resort reserves 14 days to process the request and process any refund.
4. Cancellation during the stay does not entitle the guest to a refund for unused services.

VI. House Keeping Rules

1. Guests must maintain safety and care for the Resort's property.
2. Quiet hours are from 11:00 PM to 6:00 AM.
3. The use of portable sound equipment disturbing other guests is prohibited.
4. People violating the regulations may be removed without a refund.

5. Bonfires are allowed only in designated areas and must be reported to the reception.
6. First aid kits are in the reception and restaurant.
7. Damages are settled on-site – if immediate assessment is not possible, a report will be prepared within 7 days.
8. Please report any faults and maintain cleanliness.
9. Before departure, please clean the accommodation area and dispose of waste in containers.
10. The Resort is not responsible for lost or left belongings.
11. The Resort is not responsible for vehicles and belongings left inside them.
12. In case of vehicle breakdown, it must be removed from the Resort within 48 hours. It is possible to leave the vehicle in a designated area for a fee according to the price list.

VII. Playground

1. The playground is intended for children aged 2–13.
2. Children must be supervised by adults.
3. Accompanying adults are responsible for any damage.
4. Animals on the playground are prohibited.
5. Ball games are allowed only in designated areas.

VIII. Staying with Pets

1. Pets must be reported during reservation and paid for upfront, according to the price list.
2. Pets must have a health booklet with valid vaccinations and deworming.
3. Pets must remain under the owner's control. The maximum time a pet can be left alone in the cottage is 1 hour.
4. Pets must not disturb the other guests. Violation results in a 500 PLN fine.
5. Immediate cleanup after the pet is required.
6. The owner is financially responsible for any damage.
7. Pets are not allowed on beds, sofas, or loungers. Wet dogs are not allowed in rooms. Soiled items will be handed over to the guest, who will cover the replacement cost.
8. The final decision on accepting a pet is with the reception staff.

IX. Pajda Mazur Beach Rules

1. Pajda Mazur beach is for Resort guests only. Non-guests are not allowed to use the Resort's infrastructure.
2. Launching motorized watercraft from the beach is prohibited. Please use the public slipway at the municipal beach - about 200 meters away

3. Organizing events and playing loud music from speakers is prohibited if it disturbs other guests.
4. Children on the beach must be supervised by adults. Parents or guardians are responsible for their safety.
5. The beach is not guarded, and there is no lifeguard. Guests use the swimming area at their own risk.
6. Setting up tents, fixed windbreaks, or any camping equipment is prohibited.
7. Entering the beach with motor vehicles is strictly prohibited.
8. Please keep the beach clean and use the available trash bins.
9. The Resort reserves the right to temporarily close the beach in case of bad weather or other conditions that may endanger guests' safety.

X. Grill Use Rules

1. Grilling near tents is prohibited. The minimum distance from a tent is 20 meters.
2. Only electric grills – flameless – are allowed on the camping field.
3. Charcoal and gas grills are not allowed near tents due to fire hazard.
4. Guests using caravans or campers may use charcoal, gas, and electric grills only in paved or designated areas.
5. Grilling must be done at a safe distance from vegetation, tents, and wooden structures.
6. Grills cannot be placed directly on grass or sand – a stable base must be used.
7. During high fire risk periods, the Resort reserves the right to temporarily ban grilling.
8. Leaving the grill unattended or lighting a fire in windy conditions is prohibited.
9. After grilling, make sure the fire and embers are completely extinguished. Ash must be disposed of in designated containers.

XI. Final Provisions

1. Guests must follow these regulations as well as health and safety (H&S) and fire protection rules and comply with staff instructions.
2. Complaints must be reported on the day of the incident – in person at the reception, by phone (+48 696 096 012), and then by email to: rezerwacje@pajdamazur.com. Complaints submitted after the stay may not be considered.