

House Rules – Baltica Mielenko Resort

(baltica-mielenko.pl) Effective from 15 March 2026

§ 1 General Provisions

1. These House Rules set out the conditions for the provision of accommodation services and the use of the premises and facilities at Baltica Mielenko Resort, which consists of 12 comfortable semi-detached cottages (each approx. 70 m², maximum 7 persons).
2. Making a booking (directly or through a booking platform) constitutes full acceptance of these House Rules by the Guest and all persons using the accommodation under the same booking.
3. The House Rules are available on the website baltica-mielenko.pl and in printed form in each cottage (in a visible place, e.g. on the living room table).

§ 2 Booking and Payment Terms

1. For direct bookings (by phone, email or via the website form):
 - After initial confirmation of availability, the Guest receives the bank account number and is requested to pay a 30% deposit of the total stay value within 3 working days.
 - Failure to pay the deposit within the specified time results in automatic cancellation of the booking.
 - The remaining amount (70%) must be paid: – by bank transfer no later than 2 calendar days before arrival – for stays of up to and including 3 nights, – by bank transfer or in cash on the day of arrival – for stays of 4 nights or longer.
2. For bookings made through booking platforms (e.g. Booking.com, Airbnb), only the terms and payment rules of the respective platform apply.
3. During high season (27 June – 31 August), the minimum stay is 4 nights. Outside high season, the minimum stay is 2 nights, unless the Owner agrees to a shorter period.
4. On the day of arrival, upon handover of keys, a refundable security deposit of 500 PLN is collected (in cash or instant transfer). The deposit is refunded within 7 working days after departure, after inspection of the cottage, provided there are no damages, excessive dirt or discrepancies with the declared number of persons.

§ 3 Check-in and Check-out Times

1. The standard accommodation day begins at 4:00 PM on the day of arrival and ends at 10:00 AM on the day of departure.
2. Early check-in or late check-out is possible only after prior arrangement with the host and subject to availability. An additional fee of 50–100 PLN per started hour may apply.

§ 4 Pets

1. Bringing a pet is permitted only after obtaining explicit prior consent from the Owner of the Resort (please inform us already at the time of booking).
2. If consent is given, a one-time, non-refundable fee of 150 PLN is charged for extra cleaning and disinfection of the cottage after departure.
3. The pet must remain under constant supervision of the owner, must not bark in a way that disturbs other guests, and may not be left alone in the cottage.

§ 5 No Smoking Policy

1. Smoking of traditional cigarettes, electronic cigarettes, vaporizers and other tobacco/nicotine products is permitted only on the private terraces belonging to each cottage.
2. Smoking is strictly prohibited inside the cottages, in common areas, on the playground and in the grill gazebo.
3. Violation of this rule results in a contractual penalty of 500 PLN (costs of odour neutralisation + additional cleaning).

§ 6 Quiet Hours and Rules of Conduct

1. In consideration of the peaceful rest of families with children, quiet hours are in effect from 9:30 PM to 7:00 AM.
2. Guests are kindly requested to keep noise to a minimum and respect the peace of other persons on the entire resort premises at all times.
3. In the event of serious or repeated violation of quiet hours, public order or rules of social coexistence, the Owner reserves the right to terminate the agreement with immediate effect without refund of any payments made.

§ 7 Use of Grill and Campfire Area

1. Use of the grill and campfire area is free of charge; however, for evening use (after 6:00 PM) we kindly ask to inform us in advance of the intention to use it.
2. Lighting the grill is permitted only by adults. Hot ash must be placed exclusively in the designated metal container in the grill area.
3. After use, the Guest is obliged to clean the area (remove rubbish, clean the grate).

4. Frying fish or preparing dishes with strong, persistent odours inside the cottages is prohibited – violation results in a contractual penalty of 400 PLN.

§ 8 Playground

1. Use of the playground is at the sole responsibility of parents or legal guardians.
2. Children under 10 years of age must be under constant adult supervision while using the playground.

§ 9 Guest Liability

1. The Resort is not liable for valuables left in the cottages or lost on the premises.
2. The Guest bears full material liability for any damage caused to the cottage, its furnishings or the resort grounds (including damage caused by minors under their supervision). Repair/replacement costs will be deducted from the deposit or charged additionally.

§ 10 Parking

1. Each cottage is entitled to one free parking space on the resort premises.
2. Parking of additional vehicles is possible only after prior arrangement with the host and subject to availability (may involve an extra fee or may not be possible).

§ 11 Reporting Faults and Complaints

1. Please report any technical faults or comments regarding cleanliness/equipment immediately during your stay (by phone or in writing) – this allows for prompt intervention.
2. Complaints submitted after the end of the stay will not be considered if the issue was not reported during the stay.

§ 12 Data Protection

1. The Administrator of Guests' personal data is the Owner of Baltica Mielenko Resort.
2. Personal data is processed solely for the purpose of booking fulfilment, operational contact and issuing accounting documents, and is not transferred to third parties without explicit consent (in accordance with GDPR).

§ 13 Final Provisions

1. These House Rules enter into force on 15 March 2026 and supersede all previous versions.

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2. Matters not regulated herein shall be governed by the provisions of the Polish Civil Code.