

TERMS & CONDITIONS
of offers organized by Voytan Travel:

I. THE OFFER AND BOOKING CONFIRMATION

1. VOYTAN TRAVEL takes on an obligation to organize the agenda (to book hotel room, city sightseeing, guides, transport, restaurant table, etc.) once it has been accepted by the Client.
2. Client accepts agenda by signing and sending it to Voytan Travel via fax: +48 12 378 35 96 **until the agreed day** (the agreed day is settled between the Client and Voytan Travel via fax or email and depends on arrival time, hotel or/and transport booking time, etc.). If Client fail to return the signed offer on time, Voytan Travel reserves the right to cancel the reservation without prior notice.
3. The agenda may be changed during being realized if the changes are agreed with the Client or independent causes: weather conditions, safety reasons, etc. All changes must be accepted by both sides: The Client and The Voytan Travel.
4. The booking is guaranteed by transferring the money straight to Voytan Travel bank account (deposit), following the point III.1 below

II. THE PRICE AND PAYMENT

1. The price for the package are charged in PLN. There is possibility to charge in other currencies (EURO, USD, GBP – the exchange rate of Bank Śląski published on arrival day), but it must be agreed by both sides. Client accepts to pay differences between the price of package and bank exchange rate. The proper invoice will be given directly to the Client.
2. Payment by cash: the difference between the deposit and full cost of offer must be settled down max. on arrival day. The invoice will be given directly to the Client.
3. Payment by bank transfer must be settled down max. one day before arrival day in PLN to the bank account: Bank name: Bank Slaski; Account No: PL 15 1050 1445 1000 0090 6232 6237; IBAN: INGBPLPW. The full costs of the bank transfer must be covered by the Client.
4. Payment by credit card: It is possible to pay via www.voytantravel.com by clicking Dotpay banner and filling needed details or by receiving link from Voytan Travel to online payment. The price and offer name are agreed before via email by the Client and Voytan Travel. In both cases, Client give credit card details by himself/herself. All credit card payments are realized by Dotpay. Dopay takes responsibility for that and confirms that payment online is totally secured (SSL).

III. THE CANCELLATION POLICY

1. Free of charge cancellation is possible **until the agreed day**. Until that day the Client is requested to make the deposit of 40% of the total package price. The invoice will be sent to you by email or fax.
2. If the Client fails to make the prepayment of the above stated amount within the indicated time, Voytan Travel have a right to cancel the reservation without any additional notice being given to the Client.
3. If the Client cancels the reservation after the date indicated in the pt. 1, the prepayment shall not be refund.

IV. THE OTHERS

1. Complaints can be reported via fax or traditional post only, and up to 7 days counted from the day when the offer has been finished.
2. Voytan Travel's responsible representative:
3. Responsible and contact person for the Client: