

TERMS OF BOOKING A HOTEL ROOM FOR THE FESTIVAL

Hotel room reservation and festival pass reservation is done SEPARATELY.

Booking a room in one of the hotels is possible via the registration form on our website.

- ★ choose a hotel from the "Hotel" list;
- ★ choose a room from the "Room" list; pay attention to the name of the hotel given in brackets [] and to the dates of your stay;
- ★ choose the number of nights and dates of stay from the "Dates" list;
- ★ choose your payment currency from the "Currency" list;
- ★ fill in the form with your data
- ★ accept the Terms & Conditions and proceed to the payment

The system request registration data and then transfers you to DotPay payment operator, where immediate payment is required by one of the available channels, like bank transfer or credit card. You should proceed exactly according to indications received. In case of some banks the system requests a bank transfer with a very specific title which should not be altered.

Your registration is complete when the payment is accepted by DotPay system. Then you will receive two messages on the email given at registration:

- ★ from DotPay confirming your payment dokonanie transakcji (payment status: SUCCESSFUL)
- ★ from hotels@elsolfestival.pl with the details of your reservation

TERMS OF PURCHASE OF THE HOTEL + VIP PASS PACKAGE

Booking a room in one of the hotels is possible via the registration form on our website <https://elsolfestival.pl/en/book-a-room/>

- ★ choose a hotel **Courtyard by Marriott** from the "Hotel" list;
- ★ choose a room **PACKAGE2VIP** or **PACKAGE2PARTY** from the "Room" list;
- ★ choose the number of nights and dates of stay from the "Dates" list;
- ★ choose your payment currency from the "Currency" list;
- ★ fill in the form with your data
- ★ the PACKAGES are not subject to additional group discount. However, if you wish to show your support to El Sol Promoter that presents you our offer, add the group name at registration ("MESSAGE" field in the form).
- ★ accept the Terms & Conditions and proceed to the payment

After purchase, you will receive confirmation of your hotel reservation, and in a separate message you will also receive instructions on how to register the passes included in the package. Pass registration will take place via the ticket purchase form

<https://elsolfestival.pl/en/payment/>

The PACKAGE is refundable as a whole (hotel reservation + 2 passes) within 14 days from the date of purchase.

It is possible to change the names assigned to the PACKAGE once until November 3, 2023. The change applies to the entire package (hotel reservation + 2 passes). The change is free of charge.

IMPORTANT!

If your registration and payment process is interrupted or paused at any stage, you'll have to repeat it to complete it. Please pay attention if the email you register is spelled correctly. If not, the system will have no possibility to send you the email confirmation of your reservation. Hotel reservations are not subject to group discounts. You can purchase festival passes via a separate registration form

HERE HOW CAN I CANCEL OR CHANGE MY RESERVATION?

You can cancel your reservation done via our registration system within 14 days from the purchase. After that time no returns will be possible.

The refund will be sent to the buyers account within 14 days from the refund request, in amount and currency of the purchase transaction according to the confirmation received from Dotpay Settlement Center after the purchase.

CONTACT US at hotels@elsolfestival.pl not later than on November 1st 2023, in case you wish to:

- ★ cancel your hotel reservation (within 14 days from the purchase)
- ★ change the name on your reservation
- ★ buy an extra night to your reservation (depending on room availability)
- ★ get any additional information you need about the rooms

The organizer does not participate in financial settlements between the guests in case of changing names on the reservation.