



ATOSTOGŲ PARKAS

**RULES FOR ORDERING SERVICES ONLINE Leisure and wellness center
"HOLIDAY PARK"**

ATOSTOGŲ PARKAS UAB "Atostogų parkas" and the Customer's relationship, which arises when the Customer purchases HOLIDAY PARK services remotely on the website www.atostoguparkas.lt.

1. Concepts used.

1. In these rules, except for cases where something else is clearly stated or clear from the context, the terms are used:

1.1. ATOSTOGŲ PARKAS - UAB "Atostogų parkas" recreation and wellness center operating at venetian blind 2, Žibininkai, Kretinga district.

1.2. The client is at least 18 years old. natural person or legal entity purchasing HOLIDAY PARK services remotely.

1.3. User - a natural person, for purposes unrelated to his business, trade, craft or profession (consumption purposes) seeking to enter into or entering into contracts.

1.4. Services are accommodation and leisure services (various water activities, spa treatments, etc etc.).

1.5. Gift voucher - the gift voucher holder's right to use a specific HOLIDAY PARK offer service or services for the amount specified in the gift voucher.

1.6. Contracts concluded remotely - the contract concluded between the Client and HOLIDAY PARK, concluded in accordance with

A system of distance sales of services organized by HOLIDAY PARK, for the Client and HOLIDAY PARK

when the employees are not physically in one place and before the conclusion of the contract and during the conclusion of the contract using only means of communication.

1.7. Concepts not defined in the rules are interpreted in accordance with the relevant regulations of the Republic of Lithuania legal acts.

1.8. In the event that the conditions stipulated in the Rules do not apply to all HOLIDAYS

For PARKO Customers, but only for natural persons who purchase services for consumption purposes, the Rules contain the term "User" is used.

UAB „Atostogų parkas“

Venecijos akl. 2, Žibininkai, LT-97231, Kretingos raj.
Įmonės kodas / Company code: 301608930
PVM mokėtojo kodas / VAT code: LT 100004163110

Atsiskaitomosios sąskaitos:

Sąskaita / Account: LT 56 40100 5100 3860 958
Bankas / Bank: DNB
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2. Remote purchase.

2.1. The object of these rules is the services offered by HOLIDAY PARK, gift vouchers that can be purchased remotely on the website www.atostoguparkas.lt, conditions of purchase.

2.2. The customer chooses the offered one on the HOLIDAY PARK website www.atostoguparkas.lt services and/or a Gift Voucher for a specific service.

2.3. Price of offered services or Gift voucher, service description, validity period, reservation conditions are indicated with each offer.

2.4. Before buying services online, in each case, the Customer must carefully familiarize himself with each one description of the purchased service, price, service provision conditions, contract termination conditions, set restrictions, etc. conditions. In case of uncertainty, the Customer must contact HOLIDAY PARK additional information.

2.5. When purchasing services or a Gift coupon on the website www.atostoguparkas.lt, the customer must familiarize yourself with these Rules by noting the familiarity accordingly in a special order form in the window. You can only go to further acquisition stage. Otherwise, no sale will be made.

2.6. If the customer wishes to purchase services sold by HOLIDAY PARK other than those specified in these In the rules and conditions, the Customer must apply individually to HOLIDAY PARK.

2.7. The contract between the Client and HOLIDAY PARK, when buying online (remotely), is considered concluded from the moment when the Customer has chosen the desired service and/or Gifts in the online store coupon, gets acquainted with these rules and marks it accordingly in the order form, forms the goods cart, indicate contact details and pay for purchased services. The concluded contract is valid until full performance of obligations or termination of the contract.

2.8. HOLIDAY PARK reserves the right to change these rules at any time, and such changes shall take effect from their publication on the website www.atostoguparkas.lt and in the HOLIDAY PARK complex.

2.9. HOLIDAY PARK is not responsible for the consequences if the Customer provided incorrect data and/or information.

3. Rights and obligations of the parties, the right to withdraw from a remotely concluded contract, termination of the contract

3.1. The customer has the right to purchase the offered services and gift vouchers in the online store www.atostoguparkas.lt, following these rules and the legal acts of the Republic of Lithuania.

3.2. HOLIDAY PARK undertakes to provide the services purchased by the Customer and/or to allow the use of Gifts with a coupon at the time agreed with the Customer (after the Customer has made a reservation) of the services/gifts in the Coupon description conditions, taking into account these Rules.

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3.3. HOLIDAY PARK undertakes to confirm the fact of purchase of services and/or Gift voucher submit the documents in the way chosen by the Customer, specified by the latter when making the purchase.

3.4. After making a reservation for specific services for a specific date, the Customer must arrive and use the services at the agreed (reserved) time.

3.5. A user (natural person) who remotely purchased services or Gifts offered by HOLIDAY PARK coupon, has the right, without giving a reason, to withdraw from the distance contract within fourteen (14) days from conclusion of the contract, except for the following cases (Article 6.22810 of the LR CC):

3.5.1. When the User has purchased accommodation, catering or leisure services and specific date of provision of accommodation, meals or services;

3.5.2. when the services purchased by the User are fully provided or the Gift Coupon is used without expiration 14 days from the conclusion of the contract.

3.6. Gift voucher or services on a specific calendar date for an indefinite period of service provision after the purchased User has made a reservation for the provision of specific services - after indicating to HOLIDAY PARK

the specific date of provision of the purchased services to the User appears in Rule 3.5.1. the consequences provided for in point and

The user's right to withdraw from a remotely concluded contract expires.

3.7. The user can withdraw from the remote contract by submitting a model contract withdrawal form (optional) or a request at the reception of the HOLIDAY PARK complex, or by sending a scanned (signed) request by e-mail. by mail info@atostoguparkas.lt. A sample contract waiver form is provided in Appendix No. of these Rules. 1.

3.8. If, due to important circumstances, HOLIDAY PARK cannot provide the Customer with the purchased items services, HOLIDAY PARK offers (if it is possible according to the situation) alternative services to the Client services or an alternative date of provision of purchased services. For the Customer in the case specified in this Clause of the Rules not agreeing to use the alternative services offered (alternative service provision date),

HOLIDAY PARK shall return to the Customer the full price paid for the services.

3.9. HOLIDAY PARK gives the Customer the right to cancel the confirmed reservation of purchased services before the deadline no later than 72 hours before the scheduled arrival at the hotel (3 p.m.) or scheduled provision of other services date (time), in which case 75 percent of the amount paid (reservation fee) will be returned to the Customer.

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3.10. Less than 72 hours before the Client's scheduled arrival at the hotel (3 p.m.) or scheduled by others date (time) of service provision, confirmed reservations of purchased services can no longer be canceled by the Customer paid amounts (reservation fee) are non-refundable. This clause of the Rules is non-refundable the reservation fee is considered a direct and unprovable loss of HOLIDAY PARK.

3.11. When returning money to the Client's account in a foreign bank, bank fees are deducted from the Client.

4. Gift voucher conditions.

4.1. The gift voucher confirms the right of the holder of the gift voucher - the Customer - to use a specific HOLIDAY PARK offers the service or services for the amount specified in the Gift Voucher and for the period specified therein.

4.2. If the price of the services requested by the Customer exceeds the value of the Gift Coupon in the Customer's possession, the Customer must pay the resulting difference with an additional payment.

4.3. When the Gift Coupon holder actually uses the services for a lower amount than the Gift in the coupon, the remaining unused amount is not returned to the Gift Coupon holder or compensated in any other way.

4.4. The gift voucher cannot be exchanged for cash.

4.5. The expiration date of the gift voucher is indicated on the voucher.

4.6. The Customer must use the gift coupon within the period specified in it. If a Gift Coupon is intended pay for services that require prior registration (accommodation services, spa procedures etc.), it is recommended to the Client in advance (at least 15 calendar days before the Gifts in the coupon the end of its specified period of validity) contact HOLIDAY PARK for a specific Gift Voucher dates of provision of services (service reservation dates).

4.7 If the customer does not reserve the time for providing the services specified in the Gift Coupon during the coupon's validity period and after reserving and not using the services specified in the Gift Coupon during the coupon's validity period, Gifts the coupon is no longer valid and the money for the Gift Coupon is not refunded or compensated in any other way to its holder.

4.8 If the gift voucher is not used before the end of its validity period, it can be extended for an additional fee validity of the coupon for an additional 3 months. It is necessary to apply for the extension of the coupon at least 5 days in advance days until the expiration date of the gift voucher. The fee for extending the validity period of the coupon is 30 percent the value of the available gift voucher, and this amount can be used to pay UAB "Atostogų parkas" for services. The validity of the coupon can be extended only 1 time under the specified conditions.

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4.9 The Gift Voucher must be used once and for various purposes (specified in the Gift Voucher) for HOLIDAY PARK services. If the value of the gift voucher is greater than EUR 100, at the customer's request, the gift voucher can be exchanged for smaller denominations of gift vouchers, but not less than EUR 50 denominations of gift vouchers.

4.10. When purchasing a Gift Voucher remotely, the terms of the User's right to withdraw from a remote contract apply, provided for in 3.5 of these Rules. - 3.6. in points.

4.11. HOLIDAY PARK has the right not to accept a Gift Coupon from the Customer if it is significantly damaged (i.e. more than half of the coupon is significantly soiled or part of it is missing, it is otherwise substantially damaged, impossible read/scan Gift Voucher identification number, etc.).

4.12. If the Gift Voucher is damaged as defined in 4.10 of the Rules. item, such Gift Coupon back is not accepted, the money for the Gift Voucher is not returned or the holder is not compensated in any other way.

4.13. From the moment of purchase of the Gift Coupon, the Customer is personally responsible for its security, he assumes the obligation to ensure that the identification data of the Gift Coupon does not become known to third parties, undertakes not to copy and/or distribute the Gift Coupon.

4.14 The VAT invoice is issued after the Gift Coupon has been fully used.

5. Processing of personal data

5.1. The policy on the use and processing of personal data can be found in HOLIDAY PARK on the website www.atostoguparkas.lt, under the link "PRIVACY POLICY".

6. Dispute resolution

6.1. All disputes related to the conclusion of distance contracts with HOLIDAY PARK are resolved through negotiations.

6.2. All claims regarding the quality of services must first be submitted directly to HOLIDAYS FOR THE PARK.

6.3. If the dispute with the User cannot be resolved during negotiations, a request/complaint regarding the purchased services is possible submitted to the State Office for the Protection of Consumer Rights (Vilnius St. 25, 01402 Vilnius, e-mail tarnyba@vvtat.lt, tel. 8 5 262 67 51, on the website www.vvtat.lt or fill out the application form on the EGS platform <http://ec.europa.eu/odr/>.

6.4. The procedure for resolving non-judicial disputes can be found on the HOLIDAY PARKAS website www.atostoguparkas.lt, in the link "DISPUTE RESOLUTION/EGS".

6.5. If disputes cannot be resolved through negotiations, disputes are resolved in accordance with the procedure established by the laws of the Republic of Lithuania, according to HOLIDAY PARK place of residence. Claims for consumer contracts may also be brought under the user's place of residence (LR