

General Business Program Terms and Conditions – Poland

General Business Program Terms and Conditions - Poland

Last update 01/06/2026

The following provisions constitute the General Terms and Conditions of the B&B HOTELS Business Program (hereinafter referred to as the "**Business Program**"). The Business Program is offered and managed by **B&B HOTELS Polska spółka z ograniczoną odpowiedzialnością** with its registered office in Warsaw at Al. Jana Pawła II 25, 00-854 Warsaw (Poland), entered into the Register of Entrepreneurs of the National Court Register under KRS number 0000302122, NIP: 5252421465 (hereinafter referred to as "**B&B HOTELS**").

1. Definitions

The following terms used in these General Terms and Conditions shall have the following meanings:

- **Beneficiary:** refers to the Client's employees who are entitled to use the price discounts granted under the Business Program;
- **Company:** means a legal person, an organizational unit without legal personality, or a natural person conducting business activity, entered into the relevant register as a company/business entity;
- **Hotel(s):** refers to all current and future hotels of the B&B HOTELS Group located in Poland, operated by B&B HOTELS as owned hotels or managed by independent hotel management companies or under a franchise system;
- **Client:** refers to the company that registers for the Business Program;
- **Party(ies):** refers to B&B HOTELS and the Client.

2. Subject of the Business Program

Registration in the Business Program entitles the Client to a discount on the total price for a hotel room (including taxes, excluding breakfast, local taxes, and other special fees) under the following conditions:

- The Business Program is intended for **individual travelers** (individual Beneficiaries); group bookings are excluded from this program. For group bookings, Clients are requested to inquire for an individual offer via e-mail at: sales.pl@hotelbb.com;
- The discount is granted for individual bookings made via the website (<https://www.hotel-bb.com/pl>), the B&B HOTELS app, or directly at the Hotel by phone, e-mail, or at the Hotel reception;

- The discount is calculated from the generally applicable total price for the selected room (including taxes) at the time of booking;
- The discount applies exclusively to **Beneficiaries and their business stays**;
- The discount is valid in all Hotels, subject to room availability;
- The program is valid exclusively within the territory of the **Republic of Poland**. The rules of similar programs operating within the B&B HOTELS Group are governed by separate local regulations/general terms.

3. Registration Requirements

Registration in the Business Program requires meeting the following conditions:

- The Client is entered into the relevant register as a company/business entity;
- The Client does not operate as a travel agency, reseller, or other intermediary of hotel services;
- The Client undertakes to book at least **fifty (50) nights per year** at B&B HOTELS (sales volume).

Unless expressly stated otherwise, the fulfillment of conditions and approval of registration are at the sole discretion of B&B HOTELS.

4. Registration

Registration in the Business Program is **free of charge**. To register, the Client should fill out the appropriate form and accept these General Terms and Conditions. The information provided by the Client during registration must be complete, up-to-date, true, and not misleading. Registration will be confirmed by an e-mail containing an individual booking code and information regarding the granted discount.

5. Period of Validity

- The Business Program is valid for the Client for a period of **one (1) year** from the moment B&B HOTELS sends the registration confirmation to the Client.
- The validity period of the Business Program is **automatically extended** for another year if the Client has achieved a sales volume of at least fifty (50) nights in the previous program period;
- The discount rate may change in the next program period depending on the actual sales volume achieved by the Client. B&B HOTELS will inform the Client of a change in the discount with appropriate notice. In such a case, the Client has the right to withdraw from the program for the following year within 30 days of receiving information about the discount change from B&B HOTELS.

6. Booking Conditions

To benefit from the discount, the Client or Beneficiary must make a booking before the day of arrival as follows:

- Providing the **individual booking code** received by the Client is a mandatory condition for obtaining the discount;

- Bookings can be made via the website, app, or directly at the Hotel (phone, e-mail, reception).

7. Invoicing and Payment

Invoices are issued by the Hotel. Payment must be settled by the Beneficiary in cash, by credit card, or digitally upon arrival at the reception or before arrival (card/online payment). If the Client prefers a different payment method, they should contact the Hotel in writing in advance. Any change to the payment rules requires the written consent of the Hotel.

8. Client Obligations

The Client ensures that the booking code will not be shared with third parties who are not Beneficiaries. The Client undertakes to inform the Beneficiaries about the Business Program and familiarize them with the content of these General Terms and Conditions.

9. Termination

- **9.1 Breach of Terms:** In the event of a breach of these General Terms and Conditions by one of the Parties or a Beneficiary, the other Party has the right to terminate the Business Program. Termination must be in writing to be valid and is subject to a 30-day notice period starting from the date of delivery of the correspondence.
- **9.2 Lack of Required Sales Volume:** B&B HOTELS may terminate the Business Program for the Client if the Client does not reach the required threshold of 50 nights in a given program period.
- **9.3 Termination and Obligations:** Termination of the program does not release the breaching Party from performing obligations incurred up to the moment of termination. Any further claims and legal remedies available to the other Party remain unaffected.

10. Changes to General Terms and Conditions

B&B HOTELS has the right to unilaterally change these General Terms and Conditions for important reasons, such as: (a) force majeure, (b) changes in applicable law, (c) changes in services provided to clients or B&B HOTELS' operating rules, including technical assumptions for service provision, (d) changes in the B&B HOTELS offer regarding online or offline services and changes to general terms/regulations aimed at adapting the content of the general terms to the new offer, (e) a final decision of a competent public administration body or a final judgment of a competent court issued in relation to B&B HOTELS that affects the Business Program.

Participants will be informed of changes to the General Terms and Conditions by e-mail no later than **30 days** before they come into effect, unless the law or a decision

of an authority requires earlier implementation. During this time, the Client may submit a declaration of resignation from the Business Program at any time.

11. Acceptance of Terms

Registration is completed by clicking the confirmation box in the form, which constitutes the Client's declaration that they have read, understood, and accept these General Terms and Conditions.

12. Complaints

Complaints regarding the proper functioning of the Business Program should be sent to the e-mail address: sales.pl@hotelbb.com. B&B HOTELS undertakes to respond to the complaint within 14 days of its receipt, sending a response to the e-mail address from which the complaint was submitted.

13. Governing Law and Jurisdiction

These terms are governed by **Polish law**. In the event of a dispute, the Parties will attempt to resolve it amicably. If no agreement is reached, the competent court for resolving disputes shall be the common court with jurisdiction over Warsaw.

14. Application of B&B HOTELS General Terms of Sale

For bookings within the Business Program, the **B&B HOTELS General Terms of Sale** also apply. In the event of discrepancy between these General Terms and Conditions and the B&B HOTELS General Terms of Sale, the provisions of these General Terms and Conditions shall prevail.

15. Personal Data Processing

B&B HOTELS processes the personal data of persons representing the Client and Beneficiaries in accordance with applicable personal data protection regulations, in particular EU Regulation 2016/679 (GDPR) and on the terms set out in the privacy policy available at <https://www.hotel-bb.com/pl/polityka-prywatnosci/polska>.