



Regulations for using CHAIYO Thai Massage Center Vouchers

1. These Regulations specify the rules for the use of Vouchers, i.e. value vouchers, promotional vouchers, including massage packages (passes), and vouchers for selected massages.
2. The Issuer of the Vouchers is: CHAIYO Thai Massage Center (hereinafter referred to as the "Issuer") run by Tadeusz Stańko and Tomasz Otko as part of a civil partnership called Chaiyo Tadeusz Stańko, Tomasz Otko s.c., address: ul. Dietla 103/2, 31-031 Kraków NIP: 6762512233.
3. Buyer means a natural or legal person purchasing a Voucher from the Issuer.
4. Each Voucher has an individual identification number. All Vouchers are recorded by the Issuer.
5. The expiry date is on the Voucher. **The expiry date of the Voucher cannot be extended.**
6. Upon receiving the Voucher, the Buyer declares that they have read and accepted the Regulations in their entirety and undertake to comply with them.
7. The voucher can be redeemed in the Issuer's locations in Krakow (103 Jozefa Dietla street and 27 Grodzka street).
8. The Issuer is not responsible for the loss or damage of the Voucher from the date of its purchase by the Buyer.
9. The Voucher holder is obliged to book the service in advance. The Issuer will provide a service on condition that the Buyer or Voucher holder provides the Voucher number in advance.
10. The Buyer is not entitled to a refund of the rest if the entire amount for which the Voucher was issued is not used. If the price for the service exceeds the value of the Voucher, the Buyer or Voucher holder is obliged to pay the difference. The value voucher does not cover promotional prices.
11. **The voucher cannot be exchanged for cash and its value is not subject to promotions or discounts.**
12. The Issuer has the right to refuse to redeem the Voucher in the following cases:
 - 1) expiry of the Voucher's validity period,
 - 2) damage to the Voucher making it impossible to read the individual identification number,
 - 3) no prior reservation.
13. Cancellation of a booked visit or change of the date of a booked visit must be made with at least 4 hours in advance - via text message, e-mail or telephone: 1) Kraków - Dietla 103/2: 607-509-549 krakow@tajskimasaz.pl
2) Kraków - Grodzka 27/3: 530-500-510 krakow@tajskimasaz.pl. **Otherwise, the Voucher will be automatically redeemed and settled by the Issuer.**