



We appreciate there will be many questions relating to your stay at our villas. For your ease, we provide answers to some of the most popular ones.

Pre Arrival:

Q: How far is the house from Warsaw city centre?

A: We are approx. 25 minutes drive but it depends on the traffic. The new S7 motorway Now connects us fairly quickly to the centre

Q: Can we get a taxi from the house?

A: Yes, Uber, Bolt, etc. They all usually arrive within minutes

Q: Can we bring our dog?

A: Yes, all our properties are pet friendly

Arrival:

Q: How do we find you?

A: We will send you a link once full payment has been made

Q: What time is check-in and departure?

A: You may arrive from 3pm onwards but let us know so that we can welcome you there. The check out is at 10am. However, we are flexible, depending on guests numbers and following day occupancy. There will be a small charge for the later check out.

Q: What is the check-in process?

A: Our staff will be there to welcome you and to show you around

Q: What is a Security Deposit?

A: We request that a Security Deposit be paid on arrival at the house and the House Rules are signed at the same time. We have a card reader should you wish to pay by credit card

Q: When will I receive the Security Deposit back?

A: Your deposit will be returned within 7 days of departure, pending any additional charges etc.

Q: How do we check-out?

A: Our staff will arrive to help at a time agreed

House equipment:

Q: How many plates, glasses, cutlery sets do you have?

A: Please let us know which property and we will advise

Q: Is there a barbecue in the garden?

A: Yes in all our houses

Q: Is there coal for the barbecue?

A: Yes we provide coal for the BBQ for all our houses

Q: Do you have bikes to hire?

A: Yes, we do. Please let us know on booking and we can arrange for them to be available.

Q: Is there any equipment for babies and young children?

A: We have cots for babies and high chairs for small children. At Villa Gran, there are toys, board games, trampoline and swings.

Spa Facilities:

Q: Is the indoor swimming pool at Villa Lesna heated?

A: Yes, it is heated to approx. 30c

Q: Is the outdoor pool at Villa Waska heated?

A: No, it is not heated

Q: Are there towels for everyone in the house?

A: Yes, there are more than enough towels at all our houses. Please let us know if you require further towels.

Q: Is there a supply of logs to use on the wood-fired spa facilities?

A: Yes, we keep a nice supply for your use

Q: How many sun chairs do you have?

A: Please ask us about each property individually

Local Area:

Q: Where is the nearest grocery or supermarket?

A: There are 5 local supermarkets within a 3 minute drive of each of our properties

Q: Where is the nearest Shopping Centre?

A: JANKI Shopping Centre is one of Warsaw's largest shopping centres and is less than 10 minutes by car

Q: Is there a good restaurant nearby?

A: There are a number of coffee shops and restaurants within a 5 minute drive of all our properties. For a typical Polish restaurant, "Oycowizna" is excellent and very popular with our guests. The owner's favourite restaurant is Buddah Indian Restaurant, just a 7 minute drive away. This restaurant also delivers on Glovo and Pyszny apps.

Q: How can I order a food delivery?

A: Uber Eats, Pyszny and Glovo provide a wide variety of food deliveries to all of our properties with FREE delivery.

General:

Q: How can I organise a birthday party, event, celebration?

A: This is with prior consent **only**. Please call or email us to discuss your requirements.

Q: Do you have speakers in the garden?

A: Our houses are located in a quiet location and therefore the playing of loud music outside is not permitted.