



## **Rules for the payment of fees in the Public Library of the Ochota District of Warsaw**

1. Fees for late return of library materials may be made by the User:
  - 1) in cash at all branches of the Public Library of the Ochota District of Warsaw,
  - 2) via the electronic payment system implemented by PayU S.A.;
  - 3) by bank transfer to the account of the Public Library of the Ochota District of Warsaw, (Bank Handlowy S.A. 93 1030 1508 0000 0008 1567 1007).
2. Access to the service for collecting fees for late return of library materials by the Library, via electronic banking, is possible through the PayU payment internet link, available after logging into the User's account via the Library's OWOPAC catalog (<https://www.warszawa-ochota.sowa.pl>).
3. PayU charges a commission for each transaction, which is added to the fee paid by the User.
4. The amount to be paid, generated by the service as a charge for the late return of library material, is not subject to instalments.
5. Following correct payment, confirmation of the transaction is sent to the e-mail address registered by the User in the library system.
6. Deletion from the User's account of fees for late return of library materials settled electronically by the PayU system, is made automatically as soon as the transfer is booked by the bank.
7. Complaints related to the electronic banking service should be reported directly to the Management of the Public Library of the Ochota District of Warsaw, or to the e-mail address: [platnosci@bpochota.waw.pl](mailto:platnosci@bpochota.waw.pl).
8. A complaint may be submitted within 14 days from the date on which the service was performed or should have been provided.
9. The complaint shall be considered within 14 days of its submission or receipt at the e-mail address indicated in paragraph 7.
10. If the complaint is not dealt with within the time limit referred to in paragraph 9, the System Administrator shall notify the User by e-mail of the reasons for the delay and the expected date for dealing with the complaint.
11. The Public Library of the Ochota District of Warsaw is not responsible for technical problems on the part of the PayU transaction service
12. Fees for other chargeable library services are payable, in cash only, at all branches of the Public Library of the Ochota District of Warsaw.