



## HOTEL RULES

The Hotel Management will greatly appreciate your cooperation in respecting these rules which are in place to ensure your comfortable and safe stay in our hotel.

### § 1

1. Hotel rooms are let for a specified number of nights.
2. If a Guest does not define the length of intended stay at check-in, it is assumed that the room is let for one night.
3. The hotel night starts at 2pm on the day of the Guest's arrival and ends at 12 noon on the following day.
4. The hotel reserves the right to a free upgrade from a room and building of a lower category to a room and an building of a higher category.
5. There is a total ban on smoking in the hotel, also candles, incense sticks and sparklers.
6. If it is found that the Guest has violated the smoking ban, the hotel will charge the Guest with a penalty of 1,000 PLN gross for each violation prohibition. If breaking the smoking ban will result in the arrival of services rescue services, the Guest will be charged with all costs such arrival.

### § 2

1. Due to the necessity to confirm the Guest's identity and in order to conclude a contract and issue a VAT invoice, Guest is obliged to present a document with a photo confirming his identity before receiving the key to the room.
2. On the basis of the presented identity document, the Guest or the reception desk fills in the Customer Registration Form. Properly the completed Customer Registration Card confirms the conclusion agreement with the Guest, and the data disclosed therein constitute the basis for issuing an invoice or bill.
3. In the event of the Guest's refusal to present a document with photo confirming his / her identity, the Hotel may refuse handing over the room key.
4. Each guest is required to show a credit card in order perform a pre-authorization in the amount of PLN 250 gross per person for stay, due to possible damages and / or unreported use of the mini bar in the hotel room.
5. In case of refusal to show the credit card by the Guest in order to pre-authorize it, the Hotel may refuse to issue a key to the room.

### § 3

1. A hotel Guest should notify the Reception before 10am on the scheduled check-out date that he or she wishes to extend the stay beyond the duration indicated at check-in.
2. Such requests will be accepted by the Hotel subject to room availability.

### § 4

1. A hotel Guest may not sublet the room to other persons even if the payment for duration of stay has not yet expired.
2. Persons who are not listed in the Hotel Registration Card may remain in the hotel room from 7am until 10pm. After 10pm, any additional persons staying in the rooms with hotel Guests should be reported.
3. A person may be refused stay in the Hotel in case he or she has not obeyed the Hotel Rules during the previous stay in the Hotel by causing damage to the property of the Hotel or other Guests, or by causing injury on other Guests or hotel staff or other persons on the hotel's premises, or if he or she disturbed the peace of Guests in the Hotel or the operation of the Hotel.

### § 5

1. The hotel offers services according to the category and standard it has been awarded. Should a Guest wish to complain about quality of service, he or she is requested to notify Reception staff at the earliest possible moment to allow the hotel to respond promptly.
2. The hotel is obliged to ensure:
  - a. full and unrestrained rest to the hotel Guests,
  - b. safe stay, including confidentiality of Guests information,

- c. professional and polite attendance in regards to all services offered by the hotel,

- d. cleaning of the room and performing necessary repairs to the equipment in the absence of the Guest or in his or her presence with Guest's prior consent,
- e. technically fine room; should there appear defects that cannot be remedied, the hotel will spare no effort to offer a change of the room to the Guest if possible, or to otherwise ease the discomfort caused to the Guest.

### § 6

1. On request the hotel offers the following services free of charge:
  - a. providing information related to the stay or travel,
  - b. wake-up calls at pre-set time,
  - c. luggage storage; the hotel may refuse to accept luggage for storage on days other than during the Guest's stay in the hotel,
  - d. safe storage (during the Guest's duration of stay in the hotel) of cash, securities and other valuables, in particular valuables or items with a scientific or artistic value. The hotel may refuse to accept such items for storage only if these items jeopardize the security of the hotel or are disproportionately too valuable as compared to the size or standard of the hotel, or if such items occupy to much space.

### § 7

1. Hotel Guests are financially responsible for any damage or destruction of equipment and technical facilities of the Hotel arising from his fault or the fault of guests visiting him. The hotel reserves the right to charge the credit card provided for the damages after Guest's departure.
2. Hotel Guest should inform the hotel Reception about damage immediately after the damage has occurred.
3. It is established that the claim for reasonable compensation for the damage will be implemented in the following manner:
  - a. removing the damage by repairing it;
  - b. paying the whole price of damaged items;
  - c. buying things with similar characteristics as the damaged one.
4. The hotel has a statutory right to keep the things brought by the guest to the hotel in case of delay in the payments for the stay or settlement charges for services provided.
5. The fee for cleaning the room associated with unusual contamination is 200,00 PLN.

### § 8

1. Night silence hours in the hotel begin at 10pm and end at 7am on the following day.
2. The behaviour of Guests and other persons using the hotel services should not disturb the peace of other Guest's stay. The hotel may refuse to provide any further service to a person who infringes that principle or to stop providing the service and request that the infringing person leaves the hotel.

### § 9

1. Whenever a Guest leaves the room, he or she should check that the door is safely locked.
2. For reasons of fire safety, the use of electric heaters, flat irons and similar items in the rooms which are not standard room equipment is forbidden.

We wish you a pleasant stay at our hotel.  
The Hotel Management