



GENERAL STATEMENTS

1. To ensure our Guests are safe and comfortable stay, the Hotel has established these regulations as set forth below. We ask for your kind understanding of and cooperation in the regulations.
2. By signing the registration card guest agrees to respect this regulations.
3. Please be aware that if a Guest fails to abide by these Regulations, the Hotel may choose not to permit further use by the Guest of the Hotel room.
4. Regulations are available for viewing at the Reception.
5. When using the hotel's FITNESS CENTER, SWIMMING POOL, KIDS CLUB, GARAGE, as well as the dining areas, guests are required to comply with additional regulations.

RESERVATION POLICY

1. Reservation can be made: directly by phone +48 12 629 97 00, by e-mail: rezerwacja@ackrakow.com, on the website: www.marriott.com/hotels/travel/krkac-ac-hotel-krakow/, at the hotel reception AC Hotel by Marriott Kraków and through portals where the hotel's offer is available.
2. Reservations must be guaranteed with a valid credit card number and expiry date.
3. All changes or cancelling the reservation is possible free of charge 15 hours before the check-in.

CHECK-IN

1. Registration at the Hotel is based on the Guest presenting their ID with a photo at the Hotel's reception desk and signing the guest registration card. The hotel reserves the right to pre-authorize your credit card upon check-in or collect a fee for the entire stay in the form of a cash deposit.
2. Reception is open 24 h , 7 days a week.



3. By signing the registration card guest agrees for renting a room for a specified period of time at a specific rate and they are obligated to pay full amount for the room the latest at the check-out..
4. AC Hotel by Marriott Kraków reserves the right to refuse to accept the Guest, who: does not have a valid ID, does not want to show the document, refuses to sign the registration card, is under the influence of alcohol or other intoxicants, during his previous stay, he grossly violated the regulations of the facility. In the case when Hotel refuses to check in the guest with the above-mentioned reasons a down payment are not returned.
5. In case of stay extension and purchases of additional services the fee will be added to the Guest's folio and must be settled immediately.
6. In case of unforeseeable circumstances, the consequences of which can not be eliminated immediately, AC Hotel by Marriott Kraków the hotel reserves the right to offer the customer a substitute facility, similar to the originally booked facility.

HOTEL NIGHTS

1. Hotel rooms are booked for hotel nights.
2. A hotel night starts at 3 PM on the arrival day and ends at 12 PM on the following day.
3. Based on the current availability of rooms, after consulting reception desk it is possible to check-in the customer earlier.
4. A request to extend the hotel day should be reported at the AC Hotel by Marriott Kraków Reception. Can be accepted depends on availability and it is extra paid 50 PLN per hour. This rule does not apply to Marriott Bonvoy loyalty program members with guaranteed late check-out.
5. Extending the stay past 4:00 PM will be treated as an extension of the hotel day, resulting in the guest's account being charged the full cost of the hotel day for the respective room type on that day, based on the lowest available rate.
6. Shortening the previously declared and paid stay does not result in the return of the equivalent of the unused day.



HOTELS ROOM REGULATIONS

1. Guest is obliged to use the room in accordance with its intended use and to maintain and leave the room in the condition found at the time of check-in.
2. Number of people living in the facility cannot exceed the number specified in the registration card. Breaking this rule is connected with the additional fee: 100 PLN for each person per night.
3. Hotel guest cannot give the room to use by other people, even if the period for which he / she paid the fee has not expired. Changing the name on the reservation must be agreed with the reception or the facility manager.
4. All windows must be closed when using air condition.
5. Smoking of any substances, including cigarettes, e-cigarettes, and both combustible and non-combustible substances, as well as any items that can be ignited or produce smoke, is strictly prohibited in the room as well as on the terrace/balcony. In case of breaking this rule, Guest will be charged a penalty fee of 1,000 PLN.
6. Organizing of events in the rooms is prohibited.
7. Throughout their stay at the hotel, children under 18 must be under the constant care and supervision of adults. The legal guardians of the children are responsible for the children's behavior, including damages.
8. Guests behavior and people using the services of the facility should not disturb the stay of other guests.
9. People who are not checked in can stay in the room from 07:00 to 22:00 only. Visitors staying in a room after 10 PM are required to pay the accommodation price according to the current tariff.
10. The hotel requires quiet hours from 10.00 pm to 6.00 am the next day.
11. From 10 PM till 6:00 am guests and people using the hotel services are obliged to behave in such a way that it does not disturb the peace of other guest's stay in any way.
12. Due to fire safety, it is forbidden to use in the hotel rooms: heaters , irons and other electrical devices not included in the room equipment. The use of matches, lighters, live fire and items ignited by the above-mentioned items is strictly prohibited on the hotel premises. The above does not apply to chargers and power supplies for RTV devices and computer power supplies.



13. Guests are asked to raise objections as soon as possible by calling +48 12 629 97 00, which will allow employees to react and improve the standard of services provided.
14. Defects reported on weekdays in between 09:00 to 21:00 will be rectified without undue delay, unless the nature of the defect determines the longer repair time. Defects reported on Saturdays, Sundays and holidays will be rectified on the first working day after the holiday period or at the earliest available date. Cash compensation will be charged for defects caused by the fault of the Customer.
15. Failures caused by reasons beyond the control of AC Hotel by Marriott Kraków (supply of utilities, including the Internet, failure of equipment in the room) they are not grounds for canceling the reservation or changing the price for the booked room.– The guest is obliged to pay the entire reservation fee.
16. The hotel reserves the right to change the booked room in the event of a breakdown or malfunction or it is not possible to allocate the selected apartment for independent reasons.
17. AC Hotel by Marriott Kraków may terminate the Clients' stay without a refund of the booking fee and charge the penalty fee in the event of non-compliance with the Regulations. In such a case, the payment for the stay is not refundable.
18. Hotel guests are required to observe quiet hours from 10:00 PM to 6:00 AM. In the event of a breach of the quiet hours, the hotel reserves the right to evict guests from the premises and impose a fine of 1000 PLN.
19. Hotel does not generally accept pets. However, there are a limited number of rooms in designated categories where, with prior approval from the hotel manager, guests may be accommodated with a pet. This incurs an additional fee of 250 PLN per night and requires signing and adhering to the pet stay regulations. Failure to inform the reception about the presence of a pet in the room will result in a penalty of 1000 PLN and eviction from the premises.
20. Should any damage occur to hotel property or any form of significant soiling, such as spills, vomit, or bodily fluids, the hotel reserves the right to levy a fee ranging from PLN 500 to PLN 1,500 to cover the costs of cleaning or repair.



CHECK-OUT

1. Each time guests leave the room, they are required to check that the key card has been removed from the reader and the room door has been carefully closed.
2. AC Hotel by Marriott Kraków is not responsible for items left in the rooms by customers. Personal belongings left in the room by the departing guest will be sent back at his expense to the address indicated by him. If such an instruction is not received, the facility will store these items for a period of 1 month. After this time, they will be disposed of. During a longer stay, guests who are provided with permanent cleaning at predetermined dates, are asked to properly store and secure valuables in hotel safes.

RESPONSIBILITY

1. In case of: damage, non-washable stains on towels and bed linen and finding the room as it was smoking in it, the property reserves the right to charge guest credit card. The property reserves the right to charge the credit card provided at the time of booking to the full amount of repair / deodorization costs and losses.
2. The guest bears full financial responsibility for: loss of keys and any damage or destruction of equipment and technical devices caused by his fault or by people visiting him.
3. In the event of failure to comply with the regulations of the facility and the need to call security, the guest will be charged.
4. There is a ban on parking or blocking of the fire road for longer than 15 minutes. In case of breaking this rule, Guest will be charged a penalty fee of 1000 PLN.

FINAL PROVISIONS

1. English version of this statute presented is informative and does not constitute official, binding regulations.
2. Important phone numbers: Emergency: 999/112, Police 997, Fire brigade 998