



AC HOTEL BY MARRIOTT KRAKOW RULES AND REGULATIONS

GENERAL PROVISIONS

1. These Rules and Regulations set out the terms and conditions for the provision of services and form an integral part of the agreement concluded upon making a reservation, signing the registration card, or paying a deposit or the full amount due for the stay. By carrying out any of the above actions, the Client confirms that they have read and accepted these Rules and Regulations.
2. These Rules and Regulations apply to all persons staying at AC Hotel by Marriott Krakow. Responsibility for such persons rests with the person who signs the registration card, hereinafter referred to in these Rules and Regulations as the Client or Guest.
3. These Rules and Regulations are available for inspection at Reception.
4. When using the hotel FITNESS CENTRE, SWIMMING POOL, KIDS CLUB, GARAGE and food and beverage areas, Guests are required to comply with the additional rules and regulations applicable to those facilities.

RESERVATION TERMS

1. Guests may make a room reservation directly by telephone at +48 12 210 25 15, by email at reservation@piaparthotels.pl, through the website www.marriott.com/hotels/travel/krkac-ac-hotel-krakow/, in person at the Reception of AC Hotel by Marriott Krakow, or through booking platforms on which the Hotel's offer is available.
2. Reservations must be guaranteed by providing a credit card number and its expiry date. A reservation may be changed or cancelled free of charge up to 24 hours before the start of the hotel day.



CANCELLATION OF A RESERVATION

1. Unless the terms of the selected offer or the reservation confirmation provide otherwise, the Guest may cancel the reservation free of charge no later than 24 hours before the start of the hotel day on the scheduled arrival date.
2. If a reservation is cancelled after the free cancellation deadline, the Hotel is entitled to charge the Guest an amount equal to 100% of the price of the first night of the reserved stay.
3. Any fee charged for cancelling a reservation after the free cancellation deadline is non-refundable.
4. The above rules do not apply where the terms of the offer, rate, corporate agreement or other booking channel selected by the Guest provide for different cancellation conditions. In such cases, the terms applicable to the relevant reservation shall apply.

CHECK-IN

1. To check in, the Guest must present an identity document, sign the registration card and pay the full amount due for the stay.
2. Reception opening hours: 24 hours a day, 7 days a week.
3. By personally signing the registration card, the Guest undertakes to rent the room for the specified period and at the specified price and, consequently, to pay for the entire declared period no later than at check-out.
4. At check-in, the Hotel requires the Guest to provide security in the form of a deposit of PLN 200 for each night of the stay.
5. The deposit secures amounts owed to the Hotel in connection with the Guest's stay, in particular charges for additional services, orders placed during the stay, outstanding amounts, and any damage or destruction caused by the Guest or by persons for whom the Guest is responsible.
6. Where the deposit is provided by means of a payment card pre-authorisation, the deposit amount constitutes a temporary hold on funds and is neither a fee nor a final charge to the Guest's card.
7. After the stay has ended, all amounts due have been settled and no grounds have been found for using the deposit, the Hotel releases the unused hold on the funds on the Guest's check-out date.
8. The Hotel has no control over how long it takes for the released funds to become available again in the Guest's account. This period depends on the card-issuing bank and the payment operator and may vary between financial institutions.



9. AC Hotel by Marriott Krakow reserves the right to refuse accommodation to a Client who does not have a valid identity document, refuses to present the document, refuses to sign the registration card, is under the influence of alcohol or other intoxicating substances, or seriously breached the Hotel's rules and regulations during a previous stay. If the Client is refused check-in for any of the above reasons, any money paid as a non-refundable advance deposit will not be refunded.
10. If the stay is extended or additional services are purchased, the relevant charge will be added to the Client's bill and must be paid immediately.
11. In the event of unforeseeable circumstances whose consequences cannot be remedied immediately by ordinary means, AC Hotel by Marriott Krakow reserves the right to offer the Client alternative accommodation similar to the property originally reserved.
12. Persons under 18 years of age may not check in at the Hotel on their own without the consent of a parent or legal guardian.
13. An exception applies where a minor presents the Hotel with the written consent of a parent or legal guardian for an unaccompanied stay at the Hotel, together with a copy of a document enabling the Hotel to verify the identity of the person granting consent.
14. The written consent must include at least the minor's full name, the dates of the stay, the full name and contact details of the parent or legal guardian, and their handwritten signature.
15. The Hotel reserves the right to contact the parent or legal guardian to confirm that consent has been granted. If the consent cannot be confirmed or there are reasonable doubts as to the authenticity of the documents presented, the Hotel may refuse to check in the minor.

HOTEL DAY

1. Rooms at the Hotel are rented by the hotel day.
2. The hotel day begins at 3:00 p.m. on the arrival date and ends at 12:00 noon on the following day.
3. Subject to current room availability, early check-in may be arranged after consultation with the Hotel Reception.
4. A request to extend the stay beyond the period specified in the reservation must be made at the Reception of AC Hotel by Marriott Krakow on the check-out date. The request will be accommodated subject to room availability and is subject to an additional charge of PLN 50 for each additional hour. This rule



does not apply to Marriott Bonvoy members who are entitled to guaranteed late check-out.

5. Extending the stay beyond 4:00 p.m. will be treated as an extension by one hotel day, and the Guest's bill will be charged the full daily rate applicable to the relevant room type on that date.
6. Shortening a stay that was previously declared and paid for does not entitle the Guest to a refund for any unused hotel day.

RULES FOR THE USE OF ROOMS

1. The Client must use the room for its intended purpose and must maintain and return it in the condition in which it was found at check-in.
2. The number of persons staying in the room may not exceed the number stated on the registration card. A breach of this rule will result in an additional charge of PLN 100 per person per night.
3. A hotel Guest may not transfer the room to other persons, even if the period for which the room has been paid has not yet expired. Any change to the name on the reservation or to the hotel Guest occupying the room must be agreed with Reception or the Hotel Manager.
4. Please note that windows and doors must remain closed while the air conditioning is in use.
5. Smoking any substances and using intoxicants, whether smoked or smokeless, is prohibited both in the room and on the terrace/balcony. This includes cigarettes and e-cigarettes. A Guest who breaches this prohibition will be charged a penalty of PLN 1,000.
6. Parties and social gatherings may not be organised in rooms.
7. Throughout the stay at the Hotel, persons under 18 years of age must remain under the constant care and supervision of adults. The children's legal guardians are responsible for their conduct, including any damage or loss they cause.
8. The conduct of Guests and other persons using the Hotel's services must not disturb the stay of other Guests.
9. Unregistered persons may remain in a room between 7:00 a.m. and 10:00 p.m. If an unregistered person remains in the Guest's room after 10:00 p.m., this will be deemed to constitute the room occupant's consent to paid accommodation for that person at the full rates applicable on the date on which they are added to the room.
10. Quiet hours at the Hotel are from 10:00 p.m. to 6:00 a.m. the following day.
11. During quiet hours, Guests and persons using the Hotel's services must behave in a manner that does not disturb the peace and comfort of others in any way.



12. For fire safety reasons, the use of heaters, irons and other electrical appliances that are not part of the room equipment is prohibited. This does not apply to chargers and power adapters for audio-visual equipment or computers.
13. If any issue is found in the room, Guests are requested to report it as soon as possible by calling +48 12 629 97 00, so that the Hotel staff can respond and improve the standard of the services provided.
14. Faults reported on weekdays between 9:00 a.m. and 9:00 p.m. will be remedied without undue delay, unless the nature of the fault requires a longer repair period. Faults reported on Saturdays, Sundays and public holidays will be remedied on the first working day following the holiday period or on the earliest available date. Appropriate financial compensation will be charged for faults caused by the Client.
15. Failures arising for reasons beyond the control of AC Hotel by Marriott Krakow, including interruptions to utilities or Internet access and failures of equipment located in the room, do not constitute grounds for cancelling the reservation or changing the price of the reserved room. The Guest is required to pay the full amount due for the reservation.
16. AC Hotel by Marriott Krakow reserves the right to change the reserved room in the event of a failure or fault, or where the selected room cannot be allocated for reasons beyond the Hotel's control.
17. AC Hotel by Marriott Krakow may terminate the Clients' stay without refunding the reservation fee and may charge the registered Guest an appropriate penalty for failure to comply with these Rules and Regulations. In such a case, the amount paid for the stay is non-refundable.
18. Hotel Guests are required to observe quiet hours from 10:00 p.m. to 6:00 a.m. If quiet hours are breached, the Hotel reserves the right to remove the Guests from the premises and impose a penalty of PLN 1,000.
19. As a general rule, the Hotel does not accept pets. However, a limited number of rooms in designated categories are available in which Guests may stay with a pet, subject to the prior approval of the Hotel Manager. This requires payment of an additional fee of PLN 250 per night and the signing of and compliance with the rules governing stays with pets. Failure to notify Reception that a pet is present in the room will result in a penalty of PLN 1,000 and removal from the Hotel.
20. If Hotel property is damaged or significantly soiled, including by spills, vomit or other biological substances, the Hotel reserves the right to charge a fee of between PLN 500 and PLN 1,500 to cover cleaning or repair costs.



CHECK-OUT

1. Whenever leaving the room, Guests must check that the key card has been removed from the reader and that the room door has been properly closed.
2. AC Hotel by Marriott Krakow accepts no liability for items left by Clients in rooms. Personal items left in the room by a departing Guest will be returned at the Guest's expense to an address specified by the Guest. If no such instruction is received, the Hotel will store the items for one month. After that period, they will be disposed of. During longer stays, Guests whose rooms are cleaned regularly at previously agreed times are requested to store and secure valuables properly in the hotel safes.

LIABILITY

1. If, after the Guests have checked out, damage is found, the room, towels or bed linen are found to be excessively soiled, or there is evidence that smoking has taken place in the room, the Hotel reserves the right to charge the credit card provided at the time of booking up to the full amount of the repair, deodorisation and consequential costs incurred.
2. The Guest bears full financial responsibility for lost keys and for any damage to or destruction of furnishings and technical equipment caused by the Guest or by persons visiting the Guest.
3. If a Guest fails to comply with the Hotel's Rules and Regulations and security personnel must be called, the Guest will be charged the related costs.
4. Parking on the fire access road or obstructing it for more than 15 minutes is strictly prohibited. A breach of this rule will result in an additional charge of PLN 1,000.

FINAL PROVISIONS

1. By making a reservation at AC Hotel by Marriott Krakow, the Guest consents to their personal data being entered into the database and processed for registration and marketing purposes, and to the Client's data being entered into the company's database in accordance with the Act of 29 August 1997 on the Protection of Personal Data (Journal of Laws No. 101 of 2002, item 926, as amended). The registered Guest has the right to access their personal data.
2. The Polish-language version of these Rules and Regulations is the binding version. The English-language version is provided for information purposes only and does not constitute the official, binding Rules and Regulations.



3. Important telephone numbers: Ambulance Service: 999, Police: 997, Fire Brigade: 998, or the general emergency number: 112.

We wish you a pleasant stay!

AC HOTEL BY MARRIOTT KRAKOW