



GRANO HOTEL

Regulations of Hotel Grano Gdańsk Riverside

Thank you for reading and complying with the Hotel Regulations of Hotel Grano Gdańsk Riverside, which is designed to ensure a peaceful and safe stay at the Hotel.

Reservation rules

Guests can book accommodation on the following terms and conditions in person, by phone, e-mail or through the website <https://www.granohotels.pl/>. It is also possible to book accommodation through intermediaries, e. g. booking.com, expedia.com, hotelbeds.com, according to the terms of their offers. The price includes access to the swimming pools, saunas and jacuzzi area.

In exceptional cases it may be that a guaranteed room is not available. In such situations, the Hotel will provide alternative accommodation of a similar standard and will cover the cost of transportation to a nearby Hotel. The company will not be entitled to any other compensation for this.

Types of reservation

a) flexible offer – with the possibility of free cancellation until 18:00 on the arrival day. In order to guarantee a reservation we require a prepayment or pre-authorization of funds on the credit card. In case of cancellation before 06:00 PM on the arrival day, the advance payment will be returned and the pre-authorization will be cancelled. The prepayment that wasn't made on time or a declined preauthorization will result in a reservation cancellation.

b) non-refundable offer – without the possibility of changing or cancelling at no cost. In order to guarantee a reservation, a 100% prepayment is required.

Cancellation and no-shows

In the case of a non-guaranteed reservation (i.e. without prepayment or a pre-authorization) and no show by 4 pm on the the day of the arrival, the Hotel reserves the right to release the room without informing the Guest about it.

Reservations in the flexible offer: in case of non-arrival or cancellation by the guest after 06:00 pm the day before arrival, the Hotel has the right to charge the guest for the first booked day of the stay.

Non-refundable booking: in case of no-show or cancellation by the Guest, the Hotel has the right to charge the Guest for the entire booked period of their stay.

Hotel Check-in and Check-out time

Rooms in the Hotel are rented by the Hotel night. The Hotel night lasts from 15:00 till 12:00 the following day. 9. The Guest should notify the Reception of his/her wish to prolong his/her stay beyond the duration indicated on arrival by 9:00 of the day on which the rental period expires. The Hotel shall grant the Guest's wish to prolong the stay subject to availability. Leaving belongings or remaining in the room after 12:00 is treated as automatic prolonging of the stay. If the Guest leaves the room after 12:00 the Hotel will charge a fee for the next night at the price prevailing on the given day.

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The cribs for children

The cribs for children with duvet, pillow, sheet and mattress are provided free of charge on request. In order to guarantee the availability of the crib, please submit your request in advance.

Family Stays

The price of the room includes accommodation for children (aged 10 years or younger) who are sleeping in beds that are included in the room amenities. There will be an additional charge for extra beds.

Rules for registration in rooms

For security reasons, a valid photo ID must be presented at check-in. Accepted documents are as following: driver's license, passport, identity card. Identity document with a photo should correspond to the Guest's data given in the booking. 5. In the registration card the Guest personally enters his/her full name and signs it. On the Guest's request the Receptionist is obligated to enter the remaining check-in details from the identity document.

The Receptionist can not keep the Guest's identity document.

If the Guest refuses to produce a document making it impossible to determine his/her identity, the Receptionist will have to refuse to issue the key to the room and enter into the Hotel agreement.

Minors cannot check in without the presence and confirmed registration of an adult – parent or legal guardian.

Refusal to register

The Hotel may refuse to accept a Guest who during their previous stay has grossly violated the Regulations, in particular by causing damage to Hotel property or property of other Guests, as well as causing personal injury to the Hotel employee or other people staying at the Hotel. The Hotel can refuse to register juvenile and person under the influence of alcohol or drugs.

Opening of a Hotel account

A Guest's Hotel account gives a guest a possibility of transferring additional charges to the open credit. The account can be opened only on the basis of credit card blockade (pre-authorization) in the additional amount of 100 PLN/1 day. If the amount used for additional services exceeds the amount of the blockade, the system will automatically increase the pre-authorization. The card is charged at check-out. The blocked funds which are not charged at the check-out should be released in:

- credit cards- two to five working days
- debit cards- between five and ten working days

Please keep in mind that the time of the release depends on the bank's decision.

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Guest responsibility

Throughout the stay in the Hotel, children under the age of 13 have to be under constant care and supervision of adults. Damages or losses caused by children are the responsibility of their legal guardians. Guests may not hand the room over to other persons, even if the night for which they paid the due amount has not elapsed.

Persons who are not checked in at the Hotel may remain in the Hotel room from 7:00 to 22:00. Stay in the Hotel room of persons who are not checked in after 22:00 is equivalent to the Guest's consent to add such persons to his/her room for a fee. Addition of each person shall take place at the current price of an extra bed for an adult, based on the currently prevailing pricelist.

Guest bears full material and legal responsibility for any loss, damages or destruction of Hotel furnishings and appliances resulting from his/her fault or from the fault of his/her visitors.

Each time the Guest leaves his/her room he/she should make sure the door is locked, including windows and balcony doors.

In the event of breach of these Rules and Regulations the Hotel may refuse to provide further services to the person who breaches them.

Such a person is obligated to immediately comply with the demands of the Hotel Staff, pay the amounts due for the services provided so far, pay for damages, if any, and leave the Hotel premises.

Responsibility of the Hotel

The Hotel's liability for losses or damages of items brought into the Hotel by the Guest is regulated by the provisions of Articles 846-849 of the Civil Code. The Guest has an obligation to keep money, securities and valuable items, including jewelry and items of scientific and artistic value in a free Hotel deposit at the Reception. Documents and valuable items should be kept in the safe boxes available free of charge in the rooms. The Hotel has the right to refuse to accept for safekeeping money, securities and valuables, in particular jewelry and items of scientific or artistic value, if they threaten the safety or have high value in relations to the size and standard of the Hotel or if they take up too much space.

Return of the personal belongings

Any items left behind by the Guest in the Hotel, shall be returned on request at his/her expense. If such an instruction is not received, the Hotel shall store the items for the period of 3 months, and then to give the items away to charity of its choice or dispose of them.

The Hotel does not store food or perishable items.

Complaints

Guests have the right file a complaint in the event of noticing deficiencies in the quality of services provided. All complaints are accepted by the Reception Department. A complaint should be filed immediately after noticing any deficiencies in the standard of services provided.

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Principles of safety and health at work

Smoking cigarettes and tobacco products is completely prohibited in the Hotel premises, including Hotel rooms and balconies, in accordance with the act of 8 April 2010 amending the act on protection of health against the consequences of the use of tobacco and tobacco products and the act on State Sanitary Inspection (Journal of Laws No. 81, Item 529).

Smoking of tobacco products and electronic cigarettes is not permitted in the entire Hotel, except in the designated area. Furthermore, it is forbidden to twist off/blind the detectors of the fire alarm system. For violation of the smoking ban or interference with fire system detectors, the guest will be charged PLN 1000. If the fire detector turns on in the room due to the guest's fault - by smoking cigarettes, e-cigarettes or other inappropriate behavior, the Guest will be charged additionally with a fine issued by the fire department.

For fire safety reasons, it is forbidden to use water heaters, irons and other electrical appliances in Hotel rooms and other areas that are not part of such rooms' or areas' equipment. The above provision does not apply to charges and power supplies of radio and TV and computer equipment.

Quiet hours

Quiet time at the Hotel lasts from 22:00 to 6:00 of the next day. During quiet time, Guests and persons using the Hotel services have an obligation to behave properly and not to disturb the peace of stay of other persons.

General principles

The Guest should immediately notify the Reception of any loss, damage or destruction of any item as soon as possible after it is identified.

The Guest should keep luggage in the room or in designated places.

Leaving a car at the Hotel car park does not constitute entering into a storage agreement. The Hotel shall not be liable for damage of the car or loss of or damage to items left in it.

The Hotel is obligated to ensure the safety of Guest's stay, including confidentiality of information about the Guest.

Hotel offers a SPA, wherein obliged regulations available in SPA reception.

The fee for the stay does not comprise the use of the minibar in the room. The pricelist of the items in the minibars is available at the Reception and in the rooms.

The use of the minibar shall be charged in the final bill.

As a SPA Hotel, we serve Hotel guest in bathrobes in the lobby area only.

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The hotel has an obligation to provide:

- cleaning the room and performing the necessary repair of equipment in the absence of the hotel guest, and in his presence only if he wishes to do so. The guest has the right to refuse cleaning by hanging a special tag on the door handle, which is located in the room.
- technically efficient service, in case of faults that cannot be removed, the hotel will make every effort to change the room or otherwise alleviate the inconvenience, if possible.

Rules for the residence of animals

The Hotel accepts animals. Please inform the Hotel reservation department about your pets' arrival in advance. The fee per animal is 80 PLN per day. When registering, an agreement must be signed concerning the stay of animals on the premises of the facility. Animals must not be in a dining area or in the fitness center and swimming pool and sauna area. These rules do not cover guide dogs, which are considered service animals. The dog must be kept on a leash and be wearing a muzzle in the public areas of the Hotel.

Guests are obliged to place on the external handle of the door the following sign: "Pet in the room". The Hotel reserves the right to refuse to carry out cleaning service if the animal in the room behaves aggressively and may pose a threat to the Hotel's employee

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INFORMATION ON PERSONAL DATA

The administrators of personal data

in the Hotel Grano Gdańsk Riverside, ul. Toruńska 12, 80 – 747 Gdańsk are:

City Hotel Management with its headquarters in Pinczyn, Gajowa 31B Street.

The following information applies to the processing of personal data by City Hotel Management.

The requirement to provide personal data

The provision of personal data such as name, ID number, address, email address, in the case of online reservations, telephone contact number, age of the child, in the case of a stay at a Hotel with the child, and vehicle registration number, in the case of parking on Hotel premises is a prerequisite for the conclusion of a Hotel service contract.

An employee of the Hotel is obliged to verify the data provided by the guest with a proof of identity.

Failure to provide personal data shall prevent the Hotel from concluding a Hotel service contract.

Purposes of the processing of Hotel guests

Personal data are processed for the purpose:

1. reservation of accommodation, and the provision of Hotel services;
2. provide the highest quality service to Hotel guests;
3. documentation of the provision of services for tax purposes;
4. Hotel marketing;
5. ensuring the safety of property and persons (monitoring, parking lot service);
6. asserting or defending itself against any claims.

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