

ARCHE

KLASZTOR WROCLAW

TERMS AND CONDITIONS

HOTEL KLASZTOR ARCHE WROCLAW

These Terms and Conditions define the rules for the provision of services and for staying at Arche Klasztor Wrocław (hereinafter referred to as the "Hotel") and constitute an integral part of the agreement concluded through the signing of a registration card, making a reservation, payment of a deposit or the full amount for the stay at the Hotel. By performing any of the aforementioned actions, the Guest confirms that they have read and accepted the Terms and Conditions.

§1 Stay at the Hotel

1. Rooms at the Hotel are rented per night.
2. The hotel day begins at 3:00 p.m. on the day of arrival and ends at 11:00 a.m.
3. If the Guest does not specify the length of stay, it is assumed the room was rented for one night.
4. If the Guest wishes to extend their stay beyond the initially declared date, they must notify the reception by 10:00 a.m. on the day the room rental period expires.
5. The Hotel will accommodate the Guest's request to extend the stay subject.
6. Renting a room requires providing necessary personal data, to the extent required for proper execution of the agreement.

§2 Reservation and Check-In

1. Check-in requires a valid photo ID and signing of the registration card.
2. Persons not checked in may stay in the room from 6:00 a.m. to 10:00 p.m. After 10:00 p.m., all additional persons staying with the Guest in the room must be registered.
3. The Hotel reserves the right to refuse accommodation to a Guest who previously seriously violated the Hotel's rules, caused property damage, harm to other Guests, staff, or disturbed the peace and proper functioning of the Hotel.
4. Children under the age of 18 must remain under constant supervision of an adult during the entire stay.
5. The Guest may not transfer the room to other persons, even if the period paid for has not yet expired.

§3 Guarantees

1. The Hotel provides services in accordance with its standard. In case of any concerns regarding service quality, the Guest is encouraged to report them at the reception as soon as possible for prompt resolution.
2. The Hotel is obliged to provide:
 - a) Conditions for full and unrestricted relaxation,
 - b) Safety of stay, including the protection of Guest data to the fullest extent permitted by law (GDPR),
 - c) Professional and courteous service,
 - d) Cleaning and necessary repairs during the Guest's absence, or in their presence only upon request
 - e) A technically functional room. If defects cannot be fixed, efforts will be made to replace the room or minimize the inconvenience,

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- f) Linen and towel replacement during the Guest's absence, or during their presence only upon explicit request, unless otherwise agreed upon at check-in.
3. The Hotel observes Child Protection Standards, available at the reception and on the website www.archeklasztorwroclaw.pl. These standards are binding upon acceptance of the Terms and Conditions.

§4 Services

1. Upon request, the Hotel provides the following services free of charge:
 - a) Information related to stay and travel,
 - b) Wake-up calls,
 - c) Luggage storage (the Hotel may refuse to store items outside the Guest's stay dates or items that do not qualify as personal luggage),
 - d) Ordering transportation services.

§5 Hotel Liability

1. The Hotel is not responsible for items left in the Guest's room.
2. The Guest must report any damage immediately to the reception.
3. The Hotel is not liable for damage or loss of the Guest's vehicle or its contents, including those left in the Hotel parking area.
4. The Hotel is not responsible for damage caused by power/gas/heating supply interruptions not caused by the Hotel, including restrictions resulting from governmental power regulations.

§6 Quiet Hours

1. Quiet hours are in effect from 10:00 p.m. to 6:00 a.m.
2. Guests and users of the Hotel's services must not disturb the peaceful stay of others. The Hotel may refuse to continue providing services to those who violate this rule.

§7 Guest Responsibility

1. The Guest must check that the room door is locked each time they leave.
2. Upon check-in, the Guest should inspect the room and report any damages to the reception.
3. The Guest is materially responsible for any damage to property or equipment caused by them, their visitors, minors, or animals under their care.
4. The Hotel reserves the right to charge the Guest's credit card for:
 - a) The cost of any damage caused,
 - b) Payment for additional services ordered, even after departure.
5. The Guest must follow all fire safety regulations in the Hotel.
6. For fire safety reasons, it is forbidden to use personal electric heaters or similar devices in the rooms.
7. Guests are prohibited from using flammable, explosive, or other hazardous materials on the premises.
8. Misconduct or fire safety violations may result in a financial penalty or loss of the right to stay at the Hotel.

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§8 Lost and Found

1. Personal items left by the Guest will be sent to the address provided by the Guest, at their expense, upon request. Without such request, the items will be stored for 3 months.

§9 Smoking Policy

1. Smoking (including e-cigarettes and tobacco heaters) is strictly prohibited in rooms. Violation of this rule may result in a 1000 PLN charge to cover room refreshing costs (e.g., repainting, replacing decorations).

§10 Pets

1. Guests may stay at the Hotel with pets for an additional fee.
2. Dangerous animals, especially venomous species, are not permitted.
3. The Guest must supervise their pet to ensure the safety of others.
4. Any damage caused by the pet to Hotel or other Guests' property will be assessed by the Management, and the cost charged to the pet's owner.

§11 Final Provisions

1. In the event of biological contamination in the room, a fee of 1000 PLN will be charged. In special cases, the cost may be assessed individually.
2. The Guest must comply with the Terms and Conditions, Child Protection Standards, respect the environment, and not damage property. Violations may result in a 1000 PLN fine per incident.
3. Solicitation and door-to-door sales are prohibited on the premises.
4. The current price list is available at the reception and on the website www.archeklasztorwroclaw.pl.
5. Legal disputes shall be resolved by the court having jurisdiction over the registered office of "ARCHE" S.A.
6. The Hotel reserves the right to inspect rooms once every 24 hours if there is a justified concern for Guest safety.

§12 Personal Data

1. The data controller is "ARCHE" S.A., headquartered at ul. Mirkowska 45A, 05-520 Konstancin-Jeziorna.
2. Personal data will be processed for the purposes of concluding and executing service agreements, for the data controller's marketing purposes, and for archival, statistical, and tax purposes.