

## Hotel Regulations

Dear Guest.

For your comfort and safety during your stay at the Hotel, please note that:

### § 1

A check-in starts at 2:00 p.m., and a check-out ends at 12:00 a.m. of the following day.

### § 2

A room is rented per days.

### § 3

The Guests who are not checked-in, may stay in the hotel from 10:00 a.m. to 10.00 p.m. after notifying the Hotel reception.

### § 4

Intention to extend stay in the Hotel should be reported by Guest at the reception desk until 10:00 a.m. on the original check out day.  
Guest's request to prolong the stay shall be accepted, if there are rooms available.

### § 5

The hotel collects payment for the stay on the day of check-in.  
The exception is an non-refundable reservations, where the payment is collected on the day the reservation is made.

### § 6

If the guest leaves the hotel at a date earlier than that included in the contract of the guaranteed reservation, the difference in the cost of the stay will not be refunded.

### § 7

The hotel reserves the right to charge the credit/debit card with the amount shown on the bill on check-out without the cardholder's signature.

**§ 8**

In case of booking a room and not showing up to 6:00 pm on the day of booking, the Hotel reserves the right to release the room without informing the Guest or, if the Hotel has the Guest's card number, to charge a fee for one hotel night.

**§ 9**

The basis for guest check-in is the presentation of an ID card or passport and the signing of a registration card.

**§ 10**

Guests should notify the hotel reception of the damage as soon as it is discovered.

**§ 11**

The hotel guest is financially responsible for any damage or destruction of objects of equipment and technical devices of the hotel, caused by his fault or the fault of his visitors. The hotel has the right to assert claims for damages caused on the hotel premises.

**§ 12**

Staying in a room after 2:00 p.m. is considered an extension of the hotel day.

**§ 13**

The curfew is from 10:00 pm to 6:00 am. In the case of non-compliance with the curfew, hotel staff is obliged on calling the security group, the cost of conducting an intervention is 400,00 PLN.

The hotel has the right to refuse to provide further services to a person who fails to comply with this rule.

**§ 14**

Smoking is prohibited throughout the hotel. Violation of the prohibition may result in a automatic call to the fire department and is subject to a fine of 400,00 PLN.

**§ 15**

Please carry your magnetic key card with you

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**ASCOT PREMIUM**  
HOTEL

and return it to reception desk before leaving the Hotel.  
Loss of a room magnetic key card is subject to an extra charge of 50,00 PLN

**§ 16**

When leaving the hotel room, please check each time  
that windows and doors are carefully closed and that the lights are turned off.

**§ 17**

The hotel is not liable for loss of or damage to money, securities, valuables  
or objects of scientific or artistic value if these items are not stored in a  
safe.

**§ 18**

Personal belongings left by Guests upon leaving shall be sent back to the  
address specified by the guest at the guest's expense. It is the Guest's  
responsibility to order a courier to pick up from the hotel the items left  
behind.

If no instructions are left, belongings will be stored by hotel for a period  
of 1 month.

**§ 19**

The hotel may refuse to accommodate a Guest who, during his previous stay,  
has grossly violated the hotel regulations causing damage to hotel property  
or Guests, or damage to the Guests, Hotel employees or other persons  
staying at the Hotel, or otherwise interfered with the peaceful stay of Guests  
or the operation of the Hotel.

**§ 20**

Payments are processed by "Polskie ePłatności" spółka z ograniczoną  
odpowiedzialnością, with its registered office in Rzeszów (formerly  
"Paylane" sp. z o.o.), address: al. Tadeusza Rejtana 20/B, 35-310 Rzeszów,  
KRS: 0000227278, NIP: 5862141089, and REGON: 220010531.

## CHILD PROTECTION STANDARDS at ASCOT PREMIUM HOTEL

In consideration of the legal obligation arising from the Act of May 13, 2016, on counteracting threats of sexual crimes and the protection of minors, and the United Nations guidelines on business and human rights, recognizing the significant role of business in ensuring the respect of children's rights, ASCOT PREMIUM HOTEL adopts the Child Protection Standards (also referred to as "CPS" or "Standards"). This document is a collection of principles and procedures applied in cases of suspected harm to a child staying at ASCOT PREMIUM HOTEL, and in the prevention of such threats, considering the situations of disabled children and children with special educational needs. The Child Protection Standards at ASCOT PREMIUM HOTEL are implemented based on the following principles:

1. ASCOT PREMIUM HOTEL operates with respect for the rights of children as individuals particularly vulnerable to harm.
2. ASCOT PREMIUM HOTEL acknowledges its role in conducting socially responsible business and promoting desirable social attitudes.
3. ASCOT PREMIUM HOTEL particularly emphasizes the importance of the legal and social obligation to report any suspected crimes against children to law enforcement authorities and commits to training its employees in this regard.

### Glossary

For the purposes of this document, the meanings of the following terms have been clarified:

- **Tourist facilities** - hotel facilities and other establishments where hotel services are provided as defined by the Act of August 29, 1997, on hotel services, tour leaders, and tourist guides.
- **Child/minor** - for the purposes of these standards, a child is any person under 18 years of age.
- **Child's guardian** - the legal representative of the child: parent or guardian; foster parent; temporary guardian (i.e., a person authorized to represent a minor Ukrainian citizen who is on the territory of the Republic of Poland without the care of adults).
- **Stranger** - any person over 18 years of age who is not the child's parent or legal guardian.
- **Child abuse** - understood as behavior that may constitute a criminal act to the detriment of a child by any person, including an employee of the entity, or a threat to the child's welfare, including neglect; any deliberate or accidental action/inaction by an individual, institution, or society as a whole, and any result of such action or inaction that violates the rights, freedoms, and personal welfare of children and/or disrupts their optimal development.
- **Forms of violence against a child:**

- **Physical violence against a child** is violence resulting in actual physical harm to the child or potential threat of harm. This harm occurs as a result of action or inaction by a parent or other person responsible for the child or whom the child trusts or who has authority over the child. Physical violence against a child can be a repeated or one-time act.
- **Psychological violence against a child** is a chronic non-physical harmful interaction between the child and the caregiver, including both actions and inactions. This includes emotional unavailability, emotional neglect, hostile relationships with the child, blame, defamation, rejection, developmentally inappropriate or inconsistent interactions with the child, failure to recognize or respect the child's individuality and psychological boundaries between the parent and child.
- **Child sexual exploitation** involves engaging the child in sexual activity that they cannot fully understand and consent to knowingly and/or for which they are not developmentally mature and cannot legally consent, and/or which is contrary to the legal or social norms of the society. Sexual exploitation occurs when such activity takes place between a child and an adult or another child if these persons are in a relationship of care, dependence, or authority due to age or developmental stage. Sexual exploitation may also take the form of sexual exploitation, i.e., any actual or attempted abuse of a position of vulnerability, power, or trust for sexual purposes, including but not limited to financial, social, or political gain from the sexual exploitation of another person. The threat of sexual exploitation is particularly high during humanitarian crises and can occur against both children and their caregivers (definition by the UN Bulletin ST/SGB/2003/13).
- **Neglect of a child** is the chronic or incidental failure to meet their basic physical and psychological needs and/or failure to respect their fundamental rights, resulting in health disorders and/or developmental difficulties. Neglect occurs in the relationship between the child and a person responsible for the child's care, upbringing, protection, and welfare.
- **Crime against a child** includes all crimes that can be committed against adults and, additionally, crimes that can only be committed against children (e.g., sexual exploitation under Article 200 of the Criminal Code). Given the specificity of accommodation facilities where it is easy to obtain isolation, crimes that are most likely to occur on their premises are crimes against sexual freedom and morality, in particular, rape (Article 197 of the Penal Code), sexual exploitation of insanity and helplessness (Article 198 of the Penal Code), sexual exploitation of dependence or a critical situation (Article 199 of the Penal Code), sexual exploitation of a person under 15 years of age (Article 200 of the Penal Code), grooming (seduction of a minor using remote communication means - Article 200a of the Penal Code).
- **Other forms of child abuse than crimes against them** - all forms of violence against a child that do not meet the criteria of a crime prosecuted ex officio (e.g., shouting, humiliation, pushing, calling names, neglecting needs, etc.).
- **Employee** is a person employed under an employment contract or performing work under a similar agreement (e.g., commission, B2B, contract for specific work), as well as an intern, apprentice, volunteer, etc.

- **An employee working with children** is anyone performing or delegated to perform tasks related to the upbringing, education, recreation, medical treatment, providing psychological counseling, spiritual development, sports practice, or other interests of minors, or caring for them.
- **Entrepreneur** – the entity/person/organization managing a given facility or network of facilities responsible for the proper operation of the facility in formal terms.

## CHAPTER I: FACILITY EMPLOYEES

**General principles** ASCOT PREMIUM HOTEL commits to educating its employees about circumstances indicating that a child staying at the facility may be harmed and about how to quickly and appropriately respond to such situations. The facility may implement this education through various forms of training, such as external training, internal training, e-learning, educational materials developed by the hotel, and educational materials available for free, developed by other organizations. Every employee, before being allowed to work, is familiarized with the CPS, which is confirmed by signing a declaration and committing to following the principles and procedures contained in this document. Appendix 1. Employees employed to work with children are subject to periodic training, which is documented by the employer. ASCOT PREMIUM HOTEL undertakes to consider the situation of children with disabilities and children with special educational needs, adapting the guidelines from Appendix 12 to the specificity and scope of the facility's operations.

### Hiring individuals to work with children

- Individuals working with children must demonstrate in their employment history that they have not harmed any child in the past.
- Every person employed/delegated by ASCOT PREMIUM HOTEL to work with children must be checked in the Register of Sexual Offenders. This also applies to underage employees, i.e., those under 18 years of age. The person is checked in the Register by printing the search results from the restricted access Register, which is then placed in the personal files of the person checked. The scope of personal data necessary to check the person in the Register is found in Appendix 3.
- Additionally, every person employed/delegated to work with children must provide information from the National Criminal Register regarding crimes specified in chapters XIX and XXV of the Penal Code in Articles 189a and 207 of the Penal Code and the Act of July 29, 2005, on counteracting drug addiction (Journal of Laws of 2023, item 172 and 2022, item 2600), or for corresponding prohibited acts specified in foreign law.
- If the person employed/delegated holds citizenship other than Polish, they should also provide information from the criminal register of the country of their citizenship, obtained for the purposes of professional or volunteer activities related to contact with children, or information from the criminal register if the law of that country does not provide for issuing information for the above purposes.
- The person employed/delegated must also provide a declaration regarding the countries of residence in the last 20 years other than the Republic of Poland and the country of citizenship, made under penalty of perjury. Appendix 4.

- If the law of the country from which the information on non-criminality is to be provided does not provide for issuing such information or does not maintain a criminal register, then the person employed/delegated makes a declaration under penalty of perjury regarding this fact. Appendix 5.
- Under declarations made under penalty of perjury, a statement is made with the following content: "I am aware of the criminal liability for making a false declaration." This statement replaces the instruction from the authority on the criminal liability for making a false declaration.
- If external service providers are used, the facility should include an appropriate clause in the agreement with this entity that allows enforcing the appropriate standard in terms of checking these employees for their safety towards children. The clause will allow the facility to control the fulfillment of the obligation under penalty of immediate termination of the agreement and a contractual penalty or other sanctions related to non-compliance with the contract in this regard.

#### **Scope of competence and responsibility of persons designated to implement the Child Protection Standards**

- The Entrepreneur supervises the implementation of the CPS.
- The Entrepreneur appoints a CPS Coordinator (hereinafter referred to as "Coordinator").
- The Coordinator is responsible for familiarizing employees with the content of the CPS and monitoring their application at ASCOT PREMIUM HOTEL.
- The Coordinator organizes and documents the process of educating employees on recognizing symptoms that a child staying at the facility may be harmed and on how to quickly and appropriately respond to such situations according to the procedures adopted by the facility.
- The Coordinator describes each intervention or reported incident related to child abuse on the facility's premises in a document created for this purpose (e.g., an incident log or intervention register).
- In the case of a justified suspicion that a crime has been committed, the Coordinator is responsible for securing evidence, including surveillance recordings, and handing them over to the authorities upon request in the form of a copy by registered mail or personally to the prosecutor or police.
- The Coordinator is responsible for conducting the procedure when a child has been harmed by a facility employee or another adult who is not directly employed by ASCOT PREMIUM HOTEL but by a third party.
- The Coordinator is responsible for monitoring and updating the CPS and making them available to employees, guests, and other entities cooperating with the facility.
- The Coordinator's contact details are available to all employees and guests of the facility, including children. The information must include how to contact the Coordinator (email address, phone number, availability: days and hours of work).

#### **Rules of safe employee-child relationships**

- All ASCOT PREMIUM HOTEL employees and other adults who have contact with children on the premises of the facility are obliged to follow the rules below if this contact is with the facility's consent.

- The fundamental principle of all actions taken by employees in contact with children at ASCOT PREMIUM HOTEL is to treat the child with respect, considering their dignity and needs.
- It is unacceptable for employees and other adults to use any form of violence against a child.

#### **Expected behavior and practices from employees**

- Be patient and respectful when communicating with a child.
- Listen carefully to the child and respond appropriately to their age and the situation. When communicating with a child, try to keep your face at the level of the child's face.
- Reassure the child that if they feel uncomfortable in a situation, they can tell you or another designated person and receive help.
- Inform the child where the CPS is available in a version they can understand. Assure them that if they have questions, they can come to you or another designated person.
- Adhere to the equal treatment of children regardless of their gender, sexual orientation, ability/disability, social, ethnic, cultural, religious, or ideological status.
- Ensure a safe environment. If children are present in the area where you work, make sure that equipment and furnishings are used as intended and that the environment is safe (e.g., check window and stair safety, limited access to busy roads, open water, etc.).
- If you see a child/children left unattended and the situation may indicate a threat to the child's safety, take action to find the parent/guardian.

#### **Unacceptable behavior and practices from employees towards children in the facility**

- You must not shout, shame, humiliate, ignore, or insult the child.
- You must not hit, push, shove, or in any way violate the child's physical integrity unless the child's health or life is in danger.
- You must not engage in any romantic or sexual relationships with the child or make inappropriate proposals. This also includes sexually suggestive comments, jokes, gestures, and providing children with erotic and pornographic content in any form.
- You must not capture the child's image for private or work-related purposes (recording, photographing) without the consent of the parents/guardians and the child. This also applies to allowing third parties to capture images of children. The exception is when the child's image is only a detail of a larger picture, such as an assembly, landscape, public event; in this case, parental/guardian consent is not required.
- You must not contact the child through private communication channels (private phone, email, messengers, social media profiles) or meet the child outside the workplace.
- You must not offer the child alcohol, tobacco products, or illegal substances.



- Never touch the child if they do not want to or in a way that may be considered inappropriate or improper.

If you witness any of the above behaviors and/or situations from other adults or children, always inform the person responsible for implementing and monitoring the CPS or your direct supervisor.

## **CHAPTER II: PROCEDURE FOR IDENTIFYING A CHILD DURING CHECK-IN AT THE RECEPTION**

One effective way to prevent child abuse is to establish the identity of a child staying at the facility and their relationship with the adult accompanying them. The reception staff should take all possible steps to identify the child and their relationship with the adult accompanying them.

To identify the child and their relationship with the person they are with at the facility, you should:

- Request the child's ID or other document proving that the adult has the right to care for the child. Examples of documents that can serve for identification are: ID card, school ID, MObywatel app, Internet Patient Account, court ruling. If the child does not have an ID or the adult refuses to present it, ask for the child's details (name, surname, address, PESEL number).
- If there are no documents indicating the child's relationship with the adult or if they refuse to present them, ask the adult and the child about their relationship. A sample conversation script with the adult and child is in Appendix 2.
- If the adult is not the child's parent or legal guardian, they should be asked to present a document, e.g., a notarized consent from the parent allowing the person to travel with the child or a consent signed by the child's parent, including the child's details, home address, contact number for the parent, and the ID number/PESEL of the person entrusted with the child's care.
- If the adult does not have any of the above documents, ask them to fill out an appropriate statement prepared by the facility. The statement should include the child's details and those of the adult with the child, along with the relationship between the child and the adult. If the adult is not the child's parent or legal guardian, they should declare that the parents/legal guardians have given consent for the child's care.
- If the adult refuses to show the child's ID and/or specify the relationship, explain that the procedure is to ensure the safety of children using ASCOT PREMIUM HOTEL and that, according to the Act of May 13, 2016, the facility's employees must comply with child rights regulations. After resolving the matter positively, thank them for their time in ensuring that the child is under good care.
- If the conversation does not dispel doubts about the adult and their intentions towards the child, especially if they refuse to present ID or the child does not have such a document and also refuses to make a written statement, discreetly inform your supervisor and security staff (if present at the facility) in a way that does not raise suspicions (e.g., you can cite the need to use equipment in the back office of the reception and ask the adult to wait with the child in the restaurant lobby or another area).

- From the moment the first doubts arise, both the child and the adult should be kept in the staff's line of sight, and they should not be left alone.
- The supervisor informed of the situation takes over the conversation with the adult to obtain further explanations.
- If the conversation confirms the suspicion of an attempt or commission of a crime against the child, the supervisor informs the police. Then the procedure is followed as in the case of circumstances indicating harm to the child (see Chapter III).
- If other department employees (e.g., housekeeping, room service, bar and restaurant staff, relaxation area, security, etc.) witness unusual and/or suspicious situations, they should immediately notify the supervisor, and in their absence, a decision-maker who will take appropriate action (see points 7 and 8 above).
- Depending on the situation and location, the supervisor verifies how justified the suspicion of child abuse is. To do this, they select appropriate measures to clarify the situation or decide to intervene and notify the police.

### **CHAPTER III: PROCEDURE IN THE EVENT OF CIRCUMSTANCES INDICATING CHILD ABUSE BY AN ADULT**

Reasonable suspicion of child abuse occurs when:

- The child disclosed the fact of abuse to the staff member.
- The staff member observed abuse.
- The child shows signs of abuse (e.g., scratches, bruises), and when asked, they respond inconsistently and/or chaotically or become embarrassed, or other circumstances suggest abuse, e.g., finding pornographic material involving children in the adult's room.

The staff member who has reasonable suspicion that a child staying at the facility is or has been abused should immediately inform the supervisor/decision-maker, who informs the police. In case of an existing threat to the child's safety, the staff member who has a reasonable suspicion of child abuse should immediately inform the police by calling 112 and describing the circumstances. Regardless of the above, the staff member informs the ASCOT PREMIUM HOTEL Coordinator about the incident.

Efforts should be made to hinder or even prevent the child and the person suspected of child abuse from leaving the facility. In the case specified in the Code of Criminal Procedure, a citizen's arrest can be made of the suspect. In this situation, until the police arrive, the person detained remains under the supervision of security staff or other hotel staff who can perform such actions without endangering their health or life.

In all cases, the child's safety must be ensured. The child should, as far as possible, remain under the care of the staff until the police arrive. If possible, an attempt should be made to support the child. Appendix 10.

In the case of reasonable suspicion that a crime related to the child's contact with the perpetrator's biological material (sperm, saliva, epidermis) has been committed, efforts should be made to prevent the child from washing and eating/drinking until the police arrive. The child should be explained why such restrictions have been applied.

After the child is taken over by the police, surveillance material and other relevant evidence (e.g., documents) concerning the incident should be secured and handed over to the Coordinator, who, at the request of the authorities, will forward a copy by registered mail or personally to the prosecutor or police.

After the intervention, the incident should be reported to the Coordinator, who will describe it in the incident log or other document designated for this purpose.

#### **CHAPTER IV: PROCEDURE IN THE EVENT OF SUSPECTED OR DETERMINED CHILD ABUSE BY AN EMPLOYEE OR ANOTHER ADULT**

In the case of suspected child abuse by an employee or another adult who is not directly employed by the [Facility/Hotel/Chain] but by a third party, the person who became aware of this information should immediately inform the Coordinator, and in their absence, another person designated for this purpose.

If the child's life or health is in danger, the person who became aware of this information should immediately inform the police by calling the emergency number 112, providing their details, the child's details (if possible), the child's location, and a description of the circumstances, and inform the supervisor/decision-maker, who informs the child's guardians/parents. The person who became aware of the incident also informs the Coordinator, at least in writing/via email.

In the case where the employee has committed another form of abuse than a crime against the child, the Coordinator, upon receiving the information, should investigate all the circumstances of the case, particularly listening to the employee suspected of abuse and other witnesses of the incident. In a situation where the harm to the child is significant, particularly when discrimination or violation of the child's dignity has occurred, the Coordinator should recommend to the person managing the facility appropriate personnel actions concerning the employee.

If the person who committed the abuse is not directly employed by ASCOT PREMIUM HOTEL but by a third party (e.g., outsourcing), then it should be recommended that they be banned from entering ASCOT PREMIUM HOTEL, and if necessary, terminate the contract with the third party.

#### **CHAPTER V: PROCEDURE IN THE EVENT OF DETERMINED USE OF OTHER FORMS OF VIOLENCE AGAINST A CHILD BY A PARENT/LEGAL GUARDIAN OR ANOTHER ADULT**

In the event of determining child abuse by a parent/legal guardian or another adult with whom the child is staying at the facility, any staff member witnessing such abuse should react firmly.

If the child's life or health is in danger, the person who became aware of this information should immediately inform the police by calling the emergency number 112, providing their details, the child's details (if possible), the child's location, and a description of the circumstances, and inform the supervisor/decision-maker. The person who became aware of the incident also informs the Coordinator, at least in writing/via email.

If the facility's employee witnesses physical violence against a child (slapping, pushing, shouting, etc.), they should try to stop the abuse and react. Possible forms and ways of responding to abusive behavior by the parent/guardian/other adult towards the child can be found in Appendix 11.

In a situation where a child under 7 years old is left unattended, the employee who received the information about such an incident should notify the supervisor. The supervisor informed of the situation decides on further actions considering the circumstances and bearing in mind the context of the provisions of the Criminal Code and the Code of Misdemeanors. Depending on the situation, the supervisor tries to find the parent/legal guardian or another adult with whom the child is staying at the facility and explains that they cannot leave the child unattended. If finding the parent/legal guardian or another adult with whom the child is staying at the facility is not possible or if the parent/legal guardian/other adult does not want to or cannot take over the child's care, the supervisor notifies the police. In all cases, the child's safety must be ensured.

## **CHAPTER V: MONITORING AND EVALUATION OF THE CHILD PROTECTION STANDARDS**

The Entrepreneur appoints a Coordinator responsible for the Child Protection Standards implemented at ASCOT PREMIUM HOTEL and posts their contact details in a place easily accessible to employees and hotel guests, including children.

The Entrepreneur defines the scope of tasks and competencies of the Coordinator regarding preparing employees to apply the provisions of the CPS, the principles of preparing employees to apply them, and the method of documenting these activities.

The Coordinator mentioned in the preceding point monitors and evaluates the CPS every two years. Monitoring and evaluation include verifying the implementation of the Standards, responding to violations of principles and procedures, and proposing changes to the document, especially in terms of adapting them to current needs and compliance with applicable regulations.

The Coordinator conducts a monitoring survey on the implementation of the CPS among ASCOT PREMIUM HOTEL employees every two years. The survey template is in Appendix 6.

In the survey, employees can propose changes and indicate violations of the CPS principles and procedures at the facility.

The Coordinator analyzes the completed surveys, prepares a monitoring report, and submits it to the Entrepreneur. The Entrepreneur makes the necessary changes to the document and announces the new version of the Child Protection Standards to the employees.

### **Final Provisions**

The Child Protection Standards come into force on August 15, 2024.

The Child Protection Standards are made available to all employees by posting them on the ASCOT PREMIUM HOTEL website and at the reception.

The Child Protection Standards are made available to guests by posting them on the ASCOT PREMIUM HOTEL website and at the reception.



The Child Protection Standards are made available in an understandable and abbreviated version for children staying at ASCOT PREMIUM HOTEL in a place accessible to them.

## **Rules of pet accommodation at Ascot Premium Hotel**

For your comfort and safety during your stay at the hotel, please remember that:

### **§ 1**

In the hotel are allowed only pets (dogs and cats devoid of aggressive behaviour).

### **§ 2**

The cost of each pet's stay at the hotel is 70.00 PLN per day.

### **§ 3**

Pets should be kept in their owners' rooms.

### **§ 4**

Dogs must be walked on a leash, under the care of the owner or an authorized person.

### **§ 5**

It is strictly forbidden to bring pets to the restaurant and lobby bar.

### **§ 6**

If the bedding in the room where the animal is staying is dirty (hair, mud) or damaged by the animal, the owner is obliged to repurchase the entire set of bedding at a price of 150.00 zloty / set.

### **§ 7**

Dog owners are required to clean up waste left by dogs on the premises and in the surroundings of the hotel.

### **§ 8**

Cat owners must have a litter box with sand and empty it into a plastic bag, which they will then dispose of in a container designated by a hotel employee.

**§ 9**

None of the animals should be left alone in the room if they disturb other guests during this time.

**§ 10**

All damages to hotel property or the property of other guests caused by animals will be assessed by the hotel management, and the cost will be charged to the owners. The hotel has the right to claim for damages caused on the hotel premises.

**§ 11**

Hotel services do not clean a room in which an animal is left unattended by the owner. Cleaning of the room takes place only when the owner is present. Please contact the Reception to arrange cleaning hours.