



HOTEL KNEIJA / HEALTH RESORT SANATORIUM REGULATIONS

The management of Hotel Knieja with the Health Resort Sanatorium would be very grateful for cooperation in adhering to these regulations, which aim to ensure the peace and safety of all our guests during their stay.

1. Before checking in, the guest is required to present an ID with a photo that confirms their identity. If the guest refuses to provide the document, the receptionist must refuse to issue the room key.
2. The room in Hotel Knieja / Health Resort Sanatorium is rented on a daily basis / for stays / rehabilitation sessions.
3. Before the guest's arrival, a deposit of 30% of the value of the stay / rehabilitation session must be paid.
4. The remaining 70% of the payment for the stay is collected on the day of arrival.
5. The day at Hotel Knieja / Health Resort Sanatorium starts at 2:00 PM and ends at 11:00 AM the following day.
6. If the guest has not specified the length of stay when renting the room, it is assumed that the room has been rented for one day.
7. If the guest wishes to extend their stay beyond the period specified on the day of arrival, they should inform the reception by 10:00 AM on the day the rental period ends. However, this request is not binding for the hotel.
8. The hotel will consider extending the stay depending on available possibilities.
9. The hotel provides services in accordance with its category and standard. In case of complaints regarding the quality of services or room defects, please report them to the reception as soon as possible so we can take immediate action.
10. Quiet hours are in effect in Hotel Knieja / Health Resort Sanatorium from 10:00 PM to 7:00 AM.
11. Cancellation costs for a rehabilitation session (stay): a) No less than 14 days before the start of the session (stay) – 50% of the total cost of the rehabilitation session (stay). b) Less than 14 days before the start of the session (stay) – the payment for the rehabilitation session is non-refundable. c) Payment for unused services is non-refundable. d) The dates of the rehabilitation session (stay) can be rescheduled to another date free of charge. The health resort fee is 2.70 PLN/day/person.
12. The guest is not allowed to transfer the room to third parties, even if the rental period for which they have paid has not yet expired.
13. Unregistered persons may stay in the room from 7:00 AM to 10:00 PM.
14. Hotel Knieja / Health Resort Sanatorium may refuse to accept a guest who during a previous stay seriously violated the hotel's regulations, causing damage to the property of the hotel, guests, employees, or other persons staying at the hotel, or otherwise disturbed the peaceful stay of guests or the functioning of the facility.
15. Smoking cigarettes and tobacco products is prohibited on the premises of Hotel Knieja / Health Resort Sanatorium. Violating this ban by smoking in the room means the guest agrees to cover the cost of deodorizing the room, which amounts to 1,110 PLN. In case of greater damage caused by smoking, the charge will be determined individually.
16. The hotel will charge the guest for additional non-standard cleaning caused by the removal of any damages. The rate will be determined individually, with a minimum charge of 500 PLN.
17. Guests of the hotel / sanatorium are required to follow ethical and moral standards.
18. Hotel Knieja / Health Resort Sanatorium is obligated to provide: a) Conditions for the guest's full and unrestricted rest; b) Safety during the stay, including maintaining the confidentiality of the guest's information; c) Professional and polite service for all

services provided in the facility; d) Room cleaning and necessary repairs during the guest's absence, and in their presence, only if the guest requests it; e) Efficient technical service. In case of defects that cannot be promptly fixed, the hotel will make every effort to replace the room or resolve the inconvenience in another way.

19. Upon the guest's request, valuables may be stored in the safe at the reception.
20. Hotel Knieja / Health Resort Sanatorium is responsible for the loss or damage to items brought by guests in accordance with the provisions of Articles 846-852 of the Civil Code.
21. The guest is financially responsible for any damage or destruction of the property and equipment of the facility caused by their actions or the actions of people they have invited.
22. For fire safety reasons, the use of heaters, irons, and other similar devices not provided in the room is prohibited.
23. Each time a guest leaves their room, they should check that the door is securely locked and leave the key at the reception.
24. The cost of a system key (if lost) is 100 PLN.
25. The safety of children staying at Hotel Knieja / Health Resort Sanatorium is the responsibility of their parents or legal guardians.
26. Personal items left by the departing guest in the room will be sent to the address specified by the guest at their expense. If no such instructions are received, the hotel will store the items for 3 months.
27. In case of a serious disturbance of peace and order, the reception has the right to call the authorities.
28. During an epidemic, the provisions of the document "Operation of the facility during the COVID-19 epidemic" will apply, updated according to the latest regulations of the Ministry of Health.

We wish you a pleasant stay.

Management of Hotel with Health Resort Sanatorium Knieja.