



Hotel Maraton Szamotuly Policy

Hotel Management would like to thank you for respecting the following regulations, helping us ensure you have a pleasant and safe stay.

1. Hotel rooms are rented by the day.
2. Check-in time is 2pm and check-out time is 12:00 noon.
3. It is assumed that reservations are per-day, unless the Guests states otherwise.
4. Guests may take up their rooms prior to check-in time (from 8 am) free of charge, subject to room availability.
5. Guests are kindly asked to forward requests of prolonging their stay to Reception by 10 am of their previously planned last day of stay. The Hotel will undertake to fulfill such requests, subject to availability.
6. Guests are required to present a photo I.D. in order to receive their key.
7. An I.D. is required for a VAT invoice to be made out for hotel services.
8. The Hotel may refuse to issue a key card upon the Guest's refusal to present their I.D.
9. Guests may not sublet rooms to third parties without Hotel approval.
10. Unregistered visitors may stay in hotel rooms only between 7am and 10pm.
11. The Hotel may refuse to accept a booking from a Guest who grossly breached hotel policy during a previous stay, caused material or moral damage, subjected other guests or the Hotel itself to danger and disturbed the peace and functioning of the Hotel or if is under influence of alcohol or other substances.
12. In the case of long-term stays, Guests are requested to settle bills on a regular basis, though no less than once a week. Not subjecting to this regulation may result in the Hotel's decline to further credit the Guest's stay.
13. The services rendered by the Hotel are in accordance with the Hotel's category and standards. Guests are asked to promptly forward any negative comments regarding the quality of service to Reception. The Hotel will do its utmost to alleviate the cause of concern immediately.
14. The Hotel undertakes to guarantee conditions for a fully comfortable and safe stay, and to abide by the privacy of Guests. We guarantee professional and friendly assistance with regards to all our services, the cleaning and any necessary maintenance of room amenities in the Guests' absence or, upon request, in their presence; a technically functioning room and, if faults cannot be promptly fixed, the Hotel will offer a room change or do its utmost to alleviate the inconveniences in any other possible way.
15. The Hotel shall change bed linen and towels every 3 days or upon the Guests' request.
16. The Hotel offers the following services free-of-charge, upon request:
 - a) Supplying information regarding the rights of stay and travel
 - b) Wake-up calls
 - c) Summoning taxis
 - d) Luggage storage during the Guests' stay at the Hotel
 - e) Safekeeping of Guest valuables during their stay, unless they are likely to cause danger, are of extreme value or take up too much space.
17. The Hotel is responsible for the loss or damage of items brought into the Hotel by persons using the Hotel's services as per regulations stipulated by Art. 846-849 of the Polish Civil Code. The affected persons should report the incident to Reception immediately.
18. The behavior of Guests' and other persons using the Hotel's services should not disrupt the stay of other Guests, especially during night-time hours between 10pm and 7am. The Hotel may refuse to further offer services to persons breaching these regulations or even demand they leave the Hotel.
19. The Hotel reserves the right to organize parties and events with live music and DJ's during nighttime.
20. Guests are asked to check doors before leaving their rooms.
21. Kids under 12 should be supervised at all times.
22. Hotel guests mustn't keep dangerous items in the bedrooms
23. Hotel Guests are financially fully responsible for any damage or destruction of Hotel amenities or technical equipment, be it out of their own fault or the fault of persons visiting them (especially kids).
24. Due to fire safety regulations the use of water heaters, irons and any similar equipment brought into the hotel is forbidden.
25. Any personal items left behind by Guests leaving the Hotel will be sent back to an address supplied by the Guest. The Hotel will safe-keep these items as per legal regulations if such a request is not made.
26. Guests are asked to return their key cards to Reception when leaving the Hotel.
27. In the event of a lost key/card in the room, the hotel may charge a penalty of 50 PLN.
28. The hotel is completely non-smoking.
29. For non-compliance with the smoking ban, the hotel may charge a penalty of PLN 350.
30. All guests and visitors using the Hotel facilities are subject to this Policy.

We wish you a pleasant stay at Hotel Maraton Szamotuly

Hotel Management