

THE HOTEL TERMS AND CONDITIONS

§ 1 OBJECT OF THE TERMS AND CONDITIONS

1. The Terms and Conditions define the principles of performance, liability and staying at the hotel facility, and constitute an integral part of the agreement, which is concluded by signing a registration card, as well as by making a booking or paying an advance or the entire charge for your stay at the hotel facility. Performing the above activities, the Guest confirms that have read and accepted the Terms and Conditions.
2. The Terms and Conditions shall apply to all Guests staying at the hotel facility Metropol Hotel Katowice (hereinafter called the "hotel facility"), managed by the Best Immo Sp. z o.o company based in Katowice 40-147 at Bytkowska 1a, , entered into the register of entrepreneurs kept by the District Court Katowice – In Katowice East VIII Commercial Division of the National Court Register, under KRS number **0000454653**, NIP number 6272735090, REGON number 243213704 (hereinafter called the "Hotel").
3. The Terms and Conditions are available for inspection at the Hotel Reception.

§ 2 HOTEL NIGHT

1. The hotel room is rented for the hotel nights.
2. The hotel night is from 14:00 to 12:00 the next day.
3. A request for an extension of the hotel night should be reported by the Guest at the reception as soon as possible. The Hotel may not take into account a request for an extension of the stay at the Hotel in the case of the use of all hotel rooms or in the case of guests not complying with the binding Terms and Conditions or in the case of the Guest's failure to make a full payment for the previous stay.

§ 3 BOOKING AND CHECK-IN

1. The basis for check-in of the Guest shall be to present to a Front Office employee an ID with photo and signing a Registration Card. The signature under a Registration Card shall constitute the Guest's consent to the storage and processing of personal data – within the meaning of the Act of 29 August 1997 on the protection data – by the Hotel for the purposes associated with the Guest's stay in the hotel facility, the use by the Guest of other services provided by the hotel facility. The Guest has the right to review its personal data and correct its contents.
2. The Guest may not pass room to third parties, even if the period, for which he paid the charge for the stay, has not expired.
3. Persons not registered in the Hotel can stay in hotel rooms as guests from 7:00 to 22:00.
4. Staying of an unregistered person in the Guest's room after 22:00 is tantamount to the consent by the person renting the room for remitted accommodation of the unregistered person in the Guest's room, according to full price, applicable on the date of accommodation.

5. Throughout their entire stay at the hotel facility children under 13 years must be under the constant care and supervision of adults. Legal guardians of children are responsible for behaviour of children, including damage caused.
6. The Hotel can refuse to register the Guest, who violated the Terms and Conditions, in particular by inflicting damage to personal goods or property of persons staying at the hotel facility or the property of the Hotel.
7. The Hotel reserves the right to charge at check-in a pre-authorisation of a credit card or a deposit of cash for additional services (catering service in the Restaurant, Bar) in the amount of 300 zł (say: three hundred zlotys) per night per hotel room.
8. If the Guest's stay at the hotel facility was to take place during the fair, the Hotel shall have the right to charge the Guest for the entire scheduled stay.
9. In case of the Guest's cancellation of the stay during the hotel night, the Hotel stipulates that it does not pay back the charge for started hotel night.

§ 4 LIABILITY FOR DAMAGED

1. A hotel guest is liable for any damage or destruction of items, equipment and technical facilities being the property of the Hotel caused by the fault of the Guest or people visiting the Guest.
2. Due to fire safety, it is prohibited to use in the hotel rooms heaters, irons, electric kettles and other similar devices, not constituting the equipment of hotel room.
3. In case of violation of the provisions to use of the Terms and Conditions, the Hotel may refuse to continue the provision of hotel services to a person who infringes it. Such a person is obliged to immediately comply with request of the Hotel, in particular to pay for the damage and destruction, and is obliged to leave the hotel facility.
4. The Hotel establishes a ban on smoking /including e-cigarettes/ and tobacco use at the hotel facility, excluding the area of the garden outside the hotel facility. For violating the ban on smoking /including e-cigarettes/ and tobacco use at the hotel facility, the Hotel shall charge the Hotel Guest with penalty in the amount of 600 zł (say: nine hundred zlotys) to cover the cost of dearomatisation of the hotel facility.
5. Liability of the Hotel for loss or damage to goods brought in by the Guest to the hotel facility is governed by the provisions of Art. 846-849 of the Civil Code. Liability of the Hotel is limited, if these goods have not been deposited at the reception. The Hotel has the right to refuse to accept for safekeeping money, securities and valuables, in particular valuables and items of scientific or artistic value, if they threaten the security of or have too high value in relation to the size or standard of the Hotel or take up too much space.
6. Personal belongings left behind by the Guest upon leaving will be sent back after courier arrangement fully paid and ordered by Guest. In other case Hotel will store these items 12 months and then transmit it to charity or to the public.
7. The Hotel provides services in accordance with its standard. In case of reservations regarding the quality of services, the Guest is asked to immediately report it to the Reception, allowing reaction of the Hotel.