



## **TERMS AND CONDITIONS FOR THE PROVISION OF HOTEL SERVICES AT THE “NEW SKANPOL” HOTEL IN KOŁOBRZEG**

The Management Board of “HNS16” Sp. z o.o., with its registered office in Kołobrzeg, acting as the owner of the property, hereby establishes the following terms and conditions for the provision of hotel services:

1. Hotel rooms are rented on a daily basis. A hotel day lasts from 2:00 p.m. until 11:00 a.m.
2. Persons using hotel services are required to pay in advance a fee in accordance with the applicable price list for the entire planned stay. If the hotel guest does not intend to make such payment, the guest shall be required to pay a deposit equal to the room rate multiplied by the number of planned days of stay or to provide a credit card pre-authorisation equivalent to the amount of the deposit. Refusal to make the advance payment or pre-authorisation may result in refusal by the Hotel to provide services.
3. The Hotel offers interested Guests a service entitled “New Skanpol Package”. Acceptance of the offer is made by marking “Yes” on the information form in response to the question regarding interest in accepting the “New Skanpol Package” service. As a result of acceptance of the offer, a package agreement is concluded between the Hotel and the Guest, including:
  - in the case of ordering additional catering and/or treatment services with a value of at least PLN 500 – a 5% discount on the total final value of such services,
  - in the case of ordering additional catering and/or treatment services with a value of at least PLN 1,000 – a 10% discount,
  - in the case of ordering additional catering and/or treatment services with a value of at least PLN 3,000 – a 15% discount.

All services covered by the package shall be settled after completion of such services, i.e. on the day of the Guest's departure.

4. The hotel guest is required to complete the "Stay Register" form by providing personal data enabling identification: first name, last name, permanent address, date of arrival and intended duration of stay, as well as the number and series of the identity document. Such data shall be processed solely for the purposes related to performance of the concluded hotel service agreement and shall be protected in accordance with mandatory legal provisions. The information clause regarding personal data protection and all information related to the procedures adopted in this respect are available at [www.newskanpol.pl](http://www.newskanpol.pl). The reception staff is entitled to verify the provided information by requesting the Guest to present an appropriate identity document (passport, identity card).

5. Advance reservations of hotel rooms may be made via online portals offering the Hotel's services, directly at the hotel reception desk, in writing, including by electronic mail sent to the addresses available on the Hotel's website [www.newskanpol.pl](http://www.newskanpol.pl), by telephone, as well as through the reservation system available on the aforementioned website.

6. In the case of reservations made via external online portals, the rules and regulations published on their websites shall apply.

7. In the case of reservations made without the participation of third parties, a reservation shall be deemed effective upon confirmation by the Hotel and payment of an advance equal to 30% of the price for the entire period of the reserved hotel service. The advance payment shall be made no later than within 7 days from the date of receipt of the reservation confirmation, unless a shorter period has been expressly stipulated. After ineffective expiry of this period or payment of an amount lower than indicated, the Hotel shall have the right to consider the reservation as not made and to refund the paid funds.

8. The advance payment made in the manner specified above shall be credited towards the price of the hotel service.

9. The hotel guest shall be entitled to free cancellation of the reservation and a refund of the entire advance payment if a written declaration to this effect is submitted no later than 7 days prior to the commencement of the first hotel day of the reserved stay.

10. If the declaration of cancellation of the reservation referred to in the preceding point is submitted later than the period indicated therein, but no later than 48 hours prior to the commencement of the first hotel day of the reserved stay, the reservation shall be cancelled and the Guest shall receive a refund of 50% of the paid advance payment.
11. If the Guest cancels the reservation later than 48 hours prior to the commencement of the first hotel day of the reserved stay, the reservation shall expire and the Guest shall not be entitled to a refund of the advance payment.
12. If the Guest, without submitting a declaration of cancellation of the reservation, fails to register at the Hotel by 6:00 p.m. on the first hotel day of the reserved stay, and the value of the paid advance payment is lower than the price of one night's stay in the room reserved by the Guest, the reservation shall expire and the Guest shall not be entitled to a refund of the advance payment.
13. If the Guest, without submitting a declaration of cancellation of the reservation, fails to register at the Hotel during the first hotel day of the stay, and the value of the paid advance payment is higher than the price of one night's stay in the room reserved by the Guest, the reservation shall expire upon expiry of the first hotel day and the Guest shall not be entitled to a refund of the advance payment.
14. The Hotel Reception is the guardian and advisor of the Guests.
15. Persons visiting hotel Guests are obliged to leave hotel rooms by 10:00 p.m. In the event that hotel staff determine the presence of such a person after 10:00 p.m., the contractual penalties specified in point 24(h) of these Terms and Conditions shall apply.
16. Quiet hours apply from 10:00 p.m. until 7:00 a.m.
17. The hotel guest may not transfer the room to third parties, even if the hotel day for which the fee has been paid has not yet elapsed.

18. If the Guest has not specified the duration of the stay when renting the room, it shall be assumed that the room has been rented for one hotel day. Any request to extend the stay beyond the period indicated on the day of arrival should be reported to the reception desk by 10:00 a.m. on the day on which the rental period expires, upon making the appropriate payment or deposit in accordance with point 2 of these Terms and Conditions. The Hotel shall take into account requests for extension subject to room availability.

19. The Hotel provides services in accordance with its category and standard.

In a single room, a maximum of 1 adult and 1 child up to the age of 4 may stay.

In a double room, a maximum of 2 adults and 2 children up to the age of 4 may stay.

In a Deluxe room, a maximum of 2 adults and 2 children up to the age of 4 may stay.

In an apartment, a maximum of 2 adults and 3 children up to the age of 4 may stay.

20. At the Guest's request, the Hotel provides the following services free of charge:

- a) telephone wake-up call at the time indicated by the Guest,
- b) safekeeping of money and valuables in the hotel safe during the Guest's stay,
- c) storage of hotel Guests' luggage for a period not exceeding 10 hours after the end of the last hotel day,
- d) free admission (exclusively for hotel Guests) to the Night Club Underground,
- e) use of the Aquacenter area (swimming pool, jacuzzi, saunas) during designated hours and subject to availability, under the conditions set out in separate regulations,
- f) use by children up to the age of 12 of the playroom designated for them under the supervision of adults,
- g) provision of hair dryers and irons subject to availability.

21. The Hotel may provide additional services to Guests. Additional services shall be settled on the basis of a separate price list available on the Hotel's website and at the hotel reception. By submitting a request to use an additionally payable service, the Guest agrees to the financial terms of its provision. The scope of additional services includes:

- a) laundry services,

- b) an extra bed in the room (children up to the age of 4, if they do not use such a bed, stay in the parents' room free of charge in the number specified in point 19 of these Terms and Conditions),
- c) rental of a baby cot (one-time fee for the entire stay),
- d) Wellness Center treatments,
- e) rental of a bathrobe (the Hotel additionally charges a refundable deposit),
- f) room service (available from 7:00 a.m. to 10:00 p.m.),
- g) use of telephone connections,
- h) stay of an animal in the room.

22. Guests are advised to deposit valuables and cash in the hotel safe. For loss or damage to the above-mentioned items not deposited in the safe, the Hotel shall be liable only up to the amount of PLN 500. The Guest should notify the hotel reception of any damage immediately upon its discovery.

23. The Hotel shall not be liable for damage to or loss of a car or other vehicle belonging to the Guest.

24. The hotel guest shall be financially liable for all types of damage or destruction of hotel property caused by the Guest or by persons visiting the Guest. The following lump-sum amounts of compensation and contractual penalties shall apply:

- a) violation of the smoking ban in rooms and other areas not expressly designated as smoking areas – PLN 1,000,
- b) consumption of alcohol not purchased at the Hotel outside the hotel room – PLN 200,
- c) destruction of a bathrobe – PLN 200,
- d) bringing an animal other than permitted by these Terms and Conditions onto the hotel premises, or failure to report the presence of an animal during registration, or staying with an animal in prohibited areas – PLN 500,
- e) bringing devices or substances dangerous to human health or life, or prohibited by law – PLN 1,000,
- f) violation of quiet hours or behaviour disturbing the peace of other Guests – PLN 500,
- g) use of substances emitting intense odours causing prolonged external impact – PLN 1,000,

h) failure to report to the hotel reception during registration, on the appropriate form, all persons staying in the room if their number exceeds the limit specified in point 19 of these Terms and Conditions:

- in the case of a child up to 12 years of age – PLN 160 per person,
- in the case of a person aged 13 to 18 – PLN 220 per person,
- in the case of adults – PLN 500 per person.

2. The Hotel reserves the right to claim compensation exceeding the amount of the penalties indicated above if the damage caused by the hotel Guest exceeds their amount.

25. In the cases indicated in the preceding point, the Hotel shall have the right to deduct the due penalty from the deposit paid or secured by pre-authorisation referred to in point 2, and if such a deposit has not been secured or does not cover the total costs of the Guest's stay and the penalty, to demand appropriate payment.

26. For fire safety reasons, the use of heaters, electric kettles, personal irons and other similar devices not constituting the equipment of the hotel room is prohibited in the rooms.

27. Each time the Guest leaves the room, the Guest should check that the door is locked.

28. The Hotel may refuse to accept a Guest who, during a previous stay, grossly violated the hotel regulations by causing damage to hotel property or Guests' property, or personal injury to Guests, hotel employees or other persons staying at the Hotel, or otherwise disturbed the peaceful stay of Guests or the operation of the Hotel.

29. Children may stay on the hotel premises only under the supervision of their parents. The obligation to supervise children rests with the parents.

30. Animals may be brought onto the hotel premises and into the room provided that their presence does not pose a threat to persons staying at the Hotel, subject to reporting this fact to the hotel reception during Guest registration and prior payment of the fee provided for in these Terms

and Conditions. The obligation to supervise animals and liability in this respect rests with the Guest.

The possibility described herein of bringing animals onto the hotel premises shall be understood solely as the right to lead the animal, to the extent necessary for its needs and stay at the Hotel, through common areas such as corridors, reception, staircases and lifts. Animals are prohibited in all catering establishments in the Hotel and in the Wellness & Spa area. The presence of an animal on the hotel premises outside the Guest's room should be limited to the necessary minimum, unless the information posted in the Hotel indicates otherwise.

31. The Hotel shall not be liable for the use of services of external companies providing services on the hotel premises. This also applies to the guarded parking recommended by the Hotel. Parking services may be settled via the hotel reception.

32. Persons who have acquired the right to use buffet meals are not entitled to take meals and drinks outside the premises. At the Guests' request, take-away meals may be prepared for an additional fee. In the event of a violation of this provision, the hotel Guest may be obliged to pay a fee equivalent to the value of the taken meal calculated according to the Hotel's price list, but not less than PLN 200.

33. An absolute ban applies to bringing in, storing and charging scooters and electric bicycle batteries on the hotel premises.

On behalf of the Management Board of HNS16 Sp. z o.o.

Effective as of 19 January 2025