



Regulations for the Provision of Hotel Services at the “New Skanpol” Hotel in Kołobrzeg

The Management Board of “HNS16” Sp. z o.o. in Kołobrzeg, acting as the owner of the facility, hereby establishes the following regulations for the provision of hotel services:

1. A hotel room is rented on a daily basis. The hotel day lasts from 2:00 p.m. to 11:00 a.m.
2. Persons using hotel services are required to pay in advance, in accordance with the applicable price list, for the entire anticipated stay. If a hotel guest does not intend to make such payment, they shall pay a deposit equal to the room rate multiplied by the number of planned days of stay or provide a credit card pre-authorization equivalent to the deposit. Refusal to make the required advance payment or pre-authorization may result in refusal of service by the Hotel.
3. The Hotel offers interested Guests a service called the “New Skanpol Package.” A person interested in this offer accepts it under the terms specified in this section by marking “yes” on the information card in response to the question: “Are you interested in accepting the offer for the ‘New Skanpol Package’ service?” As a result of accepting this offer, a package-type agreement is concluded between the Hotel and the Guest, including:
 - for additional gastronomic and/or treatment services totaling at least PLN 500 – a 5% discount on the total final value of the above services,
 - for additional gastronomic and/or treatment services totaling at least PLN 1,000 – a 10% discount on the total final value of the above services,
 - for additional gastronomic and/or treatment services totaling at least PLN 3,000 – a 15% discount on the total final value of the above services.

All services included in the package shall be settled after their completion, i.e. on the day of the Guest’s departure.

4. The Guest should complete a form entitled “Stay Registration,” providing the personal data indicated therein enabling identification: first name, surname, permanent address, date of arrival and intended duration of stay, number and series of an identity document. These data are processed solely for purposes related to the performance of the concluded hotel service agreement and are protected in accordance with mandatory legal provisions. The information clause regarding personal data protection and all related procedures are available at www.newskanpol.pl. Reception staff have the right to verify the provided information by requesting the Guest to present an appropriate identity document (passport, ID card). A person booking a multi-person room is obliged to present, at the request of reception staff, identity documents of all minors to be accommodated in that room. If, as a result of verification, it appears that a minor staying with an adult has not reached the age of 15, written consent of their legal guardian is additionally required. In the event of refusal to complete the above form to the extent necessary for registration or refusal to present the required identity

documents, the Hotel has the right to refuse service. In such a case, the Hotel is entitled to claim full payment for the reserved service.

5. Advance reservations of hotel rooms may be made via online portals offering the Hotel's services, directly at the reception, in writing (including by email sent to addresses available on the Hotel's website: www.newskanpol.pl), by telephone, or via 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 those portals shall apply.

7. In the case of reservations made without the involvement of third parties, the reservation is considered effective upon confirmation by the Hotel and payment of a prepayment amounting to 30% of the total price for the entire reserved stay. The prepayment must be made within 7 days from the date of receiving the reservation confirmation, unless a shorter period is expressly specified. After the ineffective lapse of this period or payment of a lower amount, the Hotel has the right to consider the reservation invalid and refund the paid funds.

8. The prepayment made as indicated above shall be credited towards the price of the hotel service, subject to the provisions below.

9. The Guest has the right to cancel the reservation free of charge and receive a full refund of the prepayment if written notice is submitted no later than 7 days before the start of the first day of the reserved stay.

10. If the cancellation notice is submitted later than specified above, but no later than 48 hours before the start of the first day, the reservation is cancelled and the Guest receives a 50% refund of the prepayment.

11. If the Guest cancels later than 48 hours before the start of the first day, the reservation expires and the Guest is not entitled to a refund.

12. If the Guest does not cancel and fails to check in by 6:00 p.m. on the first day, and the prepayment is lower than the price of one night, the reservation expires without refund.

13. If the Guest does not cancel and fails to check in during the first day, and the prepayment exceeds the price of one night, the reservation expires at the end of the first day without refund.

14. The Reception serves as the caretaker and advisor for our Guests.

15. Visitors are required to leave guest rooms before 10:00 p.m. If present after this time, contractual penalties specified in point 24(h) shall apply.

16. Quiet hours are from 10:00 p.m. to 7:00 a.m.

17. Guests may not transfer their room to third parties, even if the paid period has not expired.

18. If the Guest has not specified the length of stay, it is assumed that the room is rented for one day. Requests to extend the stay should be reported to reception by 10:00 a.m. on the day

of departure and require appropriate payment or deposit in accordance with point 2. Extensions depend on room availability.

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

Occupancy limits:

- Single room: max. 1 adult and 1 child up to 4 years
- Double room: max. 2 adults and 2 children up to 4 years
- Deluxe room: max. 2 adults and 2 children up to 4 years
- Apartment: max. 2 adults and 3 children up to 4 years

20. Upon request, the Hotel provides the following services free of charge:

- a) wake-up calls
- b) safekeeping of money and valuables
- c) luggage storage for up to 10 hours after check-out
- d) free entry (hotel guests only) to Night Club Underground
- e) use of the Aquacenter (pool, jacuzzi, saunas) under separate regulations
- f) children's playroom (under adult supervision)
- g) access to hairdryers and irons (subject to availability)

21. The Hotel may provide additional paid services, settled according to a separate price list:

- a) laundry services
- b) extra bed (children under 4 free if not using one)
- c) baby cot rental (one-time fee)
- d) Wellness Center treatments
- e) bathrobe rental (deposit required)
- f) room service (7:00 a.m.–10:00 p.m.)
- g) telephone use
- h) pet stay

22. Guests are advised to store valuables in the hotel safe. Liability for undeclared items is limited to PLN 500. Damage must be reported immediately.

23. The Hotel is not responsible for damage or loss of vehicles.

24.

1. The Guest is financially liable for any damage caused. Fixed penalties include:

- a) smoking – PLN 1,000
- b) outside alcohol consumption – PLN 200
- c) bathrobe damage – PLN 200
- d) unauthorized animal – PLN 500
- e) dangerous substances – PLN 1,000
- f) disturbance – PLN 500
- g) strong odors – PLN 1,000
- h) exceeding occupancy limits:
 - child under 12 – PLN 160
 - age 13–18 – PLN 220

- adult – PLN 500
2. The Hotel reserves the right to claim higher compensation.
- 25.** The Hotel may deduct penalties from the deposit or demand payment.
 - 26.** Use of non-hotel electrical devices is prohibited.
 - 27.** Guests must ensure doors are locked.
 - 28.** The Hotel may refuse service to Guests who previously violated regulations.
 - 29.** Children must be supervised by parents.
 - 30.** Animals are allowed under conditions; prohibited in restaurants and Wellness & Spa.
 - 31.** The Hotel is not responsible for third-party services.
 - 32.** Buffet food may not be taken out (minimum penalty PLN 200).
 - 33.** Electric scooters and bicycles are prohibited inside; storage is provided.
 - 34.** Outdoor parking for bicycles/scooters is free during stay; fees apply after (PLN 100/hour, max. 168h; then PLN 300/hour).

On behalf of the Management Board of HNS 16 Sp. z o.o. in Kołobrzeg

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Jarosław Witkowski – Vice President of the Management Board
Miroslawa Niemierzycka – Member of the Management Board

These regulations enter into force on 02 April 2026.