

Rules and Regulations of the Budowlani Wellness & Medi Complex

These rules and regulations, hereinafter referred to as the “Rules,” set forth the principles governing the provision of services, liability, and the terms and conditions of stay at the Budowlani Wellness & Medi Complex, hereinafter referred to as the “Facility.”

Services are provided by the Budowlani Wellness & Medi Complex, located at ul. Zdrojowa 27, 34-460 Szczawnica

These Rules and Regulations constitute an integral part of the agreement entered into between the Guest and the Facility. The agreement is concluded by signing the registration form, making a reservation, paying a deposit, or by paying the balance for the stay.

The provisions of these Terms and Conditions apply to all persons staying on the premises of the Facility.

The text of the Terms and Conditions is available at the front desk and on the Facility’s website.

Provisions Regarding the Stay

1. Rooms are rented on a per-night basis. The hotel day begins at 2:00 p.m. and ends at 11:00 a.m. the following day.
1. Upon check-in, the Guest is required to specify the length of their stay. In the absence of such information, it is assumed that the room has been rented for one hotel day.
2. Any request to extend the stay must be made at the front desk no later than 10:00 a.m. on the scheduled checkout date. Extending the stay is possible only if rooms are available.
3. The property reserves the right to refuse an extension of stay in the following situations:
 - failure to pay in full for the stay to date,
 - the Guest has violated the provisions of the Terms and Conditions.
4. Remaining in the room after 11:00 a.m. without prior arrangement may be treated as an extension of the stay and result in an additional charge.
5. The following are required for check-in:
 - filling out the registration form,
 - providing personal information,
 - accepting the Terms and Conditions,
 - presenting an ID to verify your information.
6. Guests are required not to exceed the number of people assigned to the room as the reservation confirmation. If there are more people, the property may charge an additional fee.
7. Visitors may remain on the premises between 8:00 a.m. and 9:00 p.m., after registering at the front desk. Staying beyond these hours requires completing registration formalities and paying for an additional night.
8. Children under 3 years of age stay free of charge (without amenities). Upon request, a crib can be provided for an additional fee, subject to availability.

9. Pets are not allowed at the property.
10. The property may refuse to accommodate a person who, during a previous stay, committed a serious violation of the Rules and Regulations, in particular by:
 - damaging property,
 - endangering the safety of others,
 - inappropriate behavior toward staff or guests.

Payments and Settlements

12. If a guest ends their stay early, the fee for the night that has already begun is non-refundable. For unused, unstarted nights, a fee in the amount of the full charge.
13. The tourist tax is not included in the price of the stay and must be paid separately at the front desk, in cash only.
14. The guest agrees to the issuance of a VAT invoice without a signature.

Rules in Effect on the Premises

18. It is prohibited to take food out of the dining room.
19. Parking is permitted only in designated parking spaces. Parking outside designated areas is not allowed.
20. Parking is a service subject to an additional fee in accordance with the current price list.
21. The Facility premises are monitored by internal and external surveillance cameras. Any incidents involving damage to vehicles should be reported immediately to the front desk in order to secure the surveillance footage.
22. Consumption of alcohol brought in from outside is prohibited at all dining establishments belonging to the Budowlani Wellness & Medi Complex.
23. All persons on the Facility's premises are required to comply with safety and order regulations and to respect the peace and quiet of other Guests.

Guest Obligations and Responsibilities

24. Guests are required to properly secure their room each time they leave it, in particular by locking the entrance door and windows and exercising due care when storing their room access card.
25. Guests bear full financial responsibility for any damage, destruction, or missing items to the Facility's furnishings caused by the Guest's fault or by the fault of:
 - persons under their care,
 - children,
 - visitors to the Guest.
26. The Guest is responsible for the costs of any damage caused to the Facility's property, even after the end of their stay.
27. A curfew is in effect on the premises from 10:00 p.m. to 7:00 a.m. Persons under the influence of alcohol or behaving in a manner that disturbs the peace of other Guests may be denied entry to the premises or asked to leave.

28. The Facility reserves the right to immediately terminate the agreement with a Guest who grossly violates the provisions of these Rules and Regulations or whose behavior jeopardizes the safety or comfort of others. In such a case, the Guest is obligated to pay the full cost of the stay, including the fee for the day that has already begun.

29. Children on the premises of the Facility, including in recreational areas and playgrounds, must remain under the constant supervision of their parents or designated guardians. The Facility's staff does not provide childcare.

30. Smoking of tobacco products and e-cigarettes is strictly prohibited throughout the entire Budowlani Wellness & Medi Complex, including on balconies, terraces, and in common areas. Violation of this prohibition will result in a cleaning fee of 1,000.00 PLN to cover the cost of cleaning the room.

31. Guests are required to use the room and its furnishings in accordance with their intended purpose. It is prohibited to make changes to the room's furnishings, dismantle equipment, or rearrange furniture in a manner that could compromise the safety or functionality of the room.

32. It is prohibited to use devices or items that may pose a fire hazard, risk of flooding, or damage to property. Only the equipment provided in the room may be used. In the event of an unjustified activation of the fire alarm, the Guest may be charged for the costs of the emergency services' response.

33. The following are prohibited on the premises:

- conducting commercial activities or solicitation,
- street vending,
- organizing gambling activities.

34. The following items may not be stored in the rooms or on the premises:

- hazardous materials,
- flammable substances,
- explosives,
- ammunition,
- weapons,
- pyrotechnic devices.

35. Organizing parties, gatherings that disturb the peace of other Guests, or noisy social events in the rooms is prohibited. In the event of a violation of this rule, the Facility may charge an additional cleaning fee of 500.00 PLN.

36. If a Guest loses their access card or room key, they are required to pay a fee of 50 PLN.

Obligations and Liability of the Facility

37. The complex provides services in accordance with its current category and standard.

38. The rules governing the facility's liability for the loss or damage of items brought in by Guests are set forth in Articles 846–849 of the Civil Code. The facility's liability is limited by law if valuable items, such as money, securities, valuables, or items of scientific or artistic value, have not been deposited at the facility's front desk.

39. The facility may refuse to accept items for safekeeping if they pose a safety hazard, are of disproportionately high value relative to the facility's standard, or take up too much space.

40. The Facility is not liable for damage to or loss of cars or other vehicles belonging to Guests, nor for items left in vehicles or live animals—regardless of whether the vehicle was parked in the hotel parking lot or outside the Facility's premises.

41. If personal items are found in a room after a Guest has checked out, the Facility will contact the owner to retrieve the items. At the Guest's request, the item may be shipped to a specified address at the owner's expense. In the absence of such instructions, the Hotel will store the items for a period of 3 months from the date they were left, after which they will be disposed of. Food items, due to their nature, will be stored for a maximum of 24 hours.

42. In exceptional circumstances, such as a room malfunction or other unforeseen event, the Property reserves the right to provide a replacement room of a similar standard and size to the one previously reserved.

Complaints

43. Notwithstanding the rights to which Guests are entitled under applicable law regarding the assertion of claims, Guests may file complaints regarding the quality of the services provided.

44. Complaints must be reported to the front desk immediately upon noticing any irregularities to allow staff to take action to improve the quality of services. A complaint may also be sent by certified mail to the Complex's address without undue delay after the end of the stay.

45. A properly filed complaint should include:

- the Guest's information and room number, if the complaint concerns a stay in a room,
- a description of the subject of the complaint and the Guest's expectations,
- the circumstances justifying the complaint.

46. If the issues raised are not resolved immediately, the Facility will respond to the complaint within 30 calendar days of receipt and inform the Guest of the next steps.

47. The Facility also informs the Guest of the possibility of seeking assistance from the municipal or county consumer ombudsman, provincial offices of the Trade Inspection Authority, or social organizations dedicated to consumer rights protection, such as the Consumer Federation. Detailed information regarding out-of-court dispute resolution is available on the [UOKiK](#) website – [consumer disputes](#).

48. Consumers may also use the EU Online Dispute Resolution (ODR) platform, available at the [ODR Platform](#). This platform enables the out-of-court resolution of disputes arising from online sales or service contracts between consumers and businesses.

Personal Data

49. The controller of personal data is Sanatorium Uzdrowiskowe Budowlani Szczawnica M. Gonciarz W. Gonciarz-Jeziorek Sp. J., entered in the KRS Register of Entrepreneurs maintained by the District Court for the Capital City of Kraków, 12th Commercial Division of the KRS, under number

KRS 0000155639, NIP 7342785657

50. Detailed information regarding the rules for processing personal data can be found on the hotel information sheet and on the Budowlani Wellness & Medi Complex website.

POOL AREA RULES

1. The Pool Area at Budowlani Wellness & Medi Kompleks includes an indoor pool measuring 8 m x 16 m with a maximum depth of 1.5 m.
2. Before entering the Pool Area, every user is required to read the rules and regulations and comply with their provisions.
3. The Pool Area is open daily from 1:00 PM to 9:00 PM.
4. Last admission is 30 minutes before the Pool Area closes.
5. Hotel guests have access to the Pool Area as part of their room rate.
6. Non-residents of the Complex and NFZ patients may use the Pool Area after purchasing a ticket in accordance with the current price list.
7. Exceeding the paid time limit will result in an additional charge.
8. Use of the Pool Area is supervised by a lifeguard, and all users must adhere to safety rules.
9. Children under 16 years of age may only be in the area under the supervision of an adult.
10. It is prohibited to leave children who cannot swim unattended.
11. The following individuals will not be admitted to the Pool Area:
 - under the influence of alcohol or intoxicating substances,
 - with visible skin lesions, bandages, or band-aids,
 - who are behaving aggressively or posing a threat,
 - who do not observe hygiene rules,
 - who have contagious diseases,
 - children under 3 years of age without waterproof diapers.
12. Only individuals 16 years of age or older may use the pool on their own.
13. Individuals with health issues use the Zone at their own risk or after consulting a doctor.

14. Before entering the Zone, you must thoroughly wash your body in the shower and disinfect your feet.
15. Swimwear and pool shoes are required within the Zone.
16. It is prohibited to enter the Zone wearing outer clothing or outdoor shoes.
17. Individuals requiring assistance may use the Zone only under the supervision of a caregiver.
18. The caregiver of a person requiring assistance is required to purchase an admission ticket.
19. Children and adults who have difficulty controlling their bladder or bowel functions may use the pool only while wearing special swim diapers.
20. Within the Zone, please maintain order and quiet and respect the comfort of other users.
21. Fees apply for soiling the Zone:
 - swimming pool – 2,000 PLN,
 - hot tub – 800 PLN.
22. The following are prohibited:
 - entering the water despite a lifeguard's prohibition,
 - running in the pool area,
 - jumping into the water,
 - pushing or throwing other people into the water,
 - bringing glass objects and dangerous tools onto the premises,
 - smoking and consuming alcohol,
 - eating meals,
 - damaging equipment,
 - making noise,
 - bringing in animals.
23. It is recommended that you store your personal belongings in lockers.
24. Valuables should be left in the deposit box at the facility's front desk.
25. The hotel is not liable for the loss, damage, or theft of valuables brought into the Pool Area that were not left in a lockable locker or in a hotel room.
26. Please notify a lifeguard if you lose or damage your locker key.
27. Persons who violate these Rules and Regulations may be removed from the Pool Area.
28. The person who caused the property damage is liable for it; in the case of minors, the parent or legal guardian is liable.
29. The facility may temporarily restrict access to the Pool Area due to maintenance work or exceeding the capacity limit.
30. A fee will be charged for an additional towel in accordance with the Facility's current price list.
31. Complaints and comments can be submitted at the front desk
32. Detailed information is available by calling +48 262 25 10

33. The current list of services is available on the Budowlani Wellness & Medi Complex website.

SPA & WELLNESS RULES AND REGULATIONS

1. Before using the Spa & Wellness area, please read these Terms and Conditions and comply with their provisions.
2. Guests using the Spa & Wellness area are required to change their shoes and put on a swimsuit.
3. Recording video or audio and using recording devices is permitted only with the lifeguard's consent.
4. The Spa & Wellness area is a place of quiet and relaxation. The lifeguard has the right to caution or ask to leave anyone who disturbs the peace and comfort of other guests.
5. The Spa & Wellness area is open daily during the pool area's operating hours.
6. The Spa & Wellness area is reserved exclusively for guests 16 years of age and older.
7. The following are prohibited within the Spa & Wellness area:
 - smoking,
 - consumption of alcohol, use of intoxicating substances,
 - bringing in glass containers,
 - bringing in animals,
 - conducting business or solicitation,
 - leaving promotional materials.
8. We recommend that you leave jewelry and valuables in your hotel room. The hotel is not responsible for valuables.
9. To ensure the comfort and relaxation of other guests, please turn off your cell phones or leave them outside the designated area.
10. Guests are financially liable for any damage or destruction caused by themselves or by persons under their care.
11. The following individuals will not be admitted to the Spa & Wellness area:
 - under the influence of alcohol or intoxicating substances,
 - with open wounds or skin infections,
 - whose health condition may pose a risk,
 - who behave in a manner that endangers other guests or staff,
 - who fail to observe personal hygiene rules.
12. Individuals who violate the Rules and Regulations or disturb the peace may be removed from the Spa & Wellness premises
13. Please report any comments, irregularities, or issues regarding the operation of the Spa & Wellness to the lifeguard.

14. Detailed information about the Spa & Wellness offerings is available on the Budowlani Wellness Medi Kompleks website.

SPA TREATMENT ROOM RULES

1. These Rules apply to all guests using the services of the SPA Treatment Room at the Budowlani Wellness & Medi Complex.
2. The SPA Suite is a separate area of the facility, designated for relaxation and for beauty and wellness treatments.
3. Use of the SPA Salon's services constitutes acceptance of these Rules and Regulations.
4. The SPA is a place of quiet and relaxation—Guests are required to maintain quiet and respect the comfort of others.
5. Staff have the right to issue a warning or refuse to continue providing services to individuals who disturb the peace or the comfort of other guests.
6. SPA Salon hours:
 - Monday–Friday: 10:00 a.m.–8:00 p.m.,
 - Saturday: 9:00 AM–7:00 PM,
 - Sunday: closed.
7. Treatments are available by appointment only.
8. Reservations can be made in person or by phone through the spa reception desk.
9. If there are available slots, you may use the services without a prior reservation.
10. Guests are asked to arrive at least 10 minutes before their scheduled treatment.
11. Arriving more than 10 minutes late may result in a shortened treatment time or cancellation of the reservation without a refund.
12. Reservations may be changed or canceled at no additional cost no later than 3 hours before the scheduled treatment.
13. Canceling an appointment less than 1 hour before the treatment may result in a charge of 50% of the service's value.
14. Failure to show up for a scheduled treatment without prior cancellation may result in a charge of up to 80% of the reservation's value.
15. Persons under the age of 18 may use our services only with the consent and under the supervision of a parent or legal guardian.
16. Treatments for children are provided only for services intended for the appropriate age group.
17. The following are prohibited on the premises of the SPA:
 - smoking cigarettes or e-cigarettes,
 - the consumption of alcohol and intoxicating substances,
 - conducting commercial or advertising activities,

- bringing in animals.
18. It is recommended that you leave jewelry and valuables in your hotel room.
 19. The hotel is not liable for the loss or damage of valuables left outside the designated areas.
 20. Please silence your cell phones before entering the treatment rooms.
 21. Video or audio recording is permitted only with the prior consent of the Hotel Management.
 22. The following individuals may not use the SPA facilities:
 - under the influence of alcohol or intoxicating substances,
 - with open wounds, skin inflammations, or infectious diseases,
 - whose health condition may contraindicate the treatment,
 - who behave aggressively or pose a threat to others.
 23. Before a treatment, the Guest is required to inform the staff of any health contraindications, allergies, or medical conditions that may affect the safety of the treatment.
 24. The staff has the right to refuse to perform the treatment if there are any health-related contraindications.
 25. The guest is financially liable for any damage caused by themselves or by persons under their care.
 26. The hotel reserves the right to change the SPA's operating hours or treatment schedule for technical reasons or reasons beyond the hotel's control.
 27. Any comments, complaints, or suggestions regarding the operation of the SPA can be submitted at the hotel reception desk or via email.
 28. The current list of treatments is available on the Budowlani Wellness & Medi Complex website.

FITNESS CENTER RULES

1. The Fitness Center at Budowlani Wellness & Medi Complex is open daily during the Pool Area's operating hours.
2. Use of the Fitness Center constitutes acceptance of these Rules and Regulations.
3. The Fitness Center is intended exclusively for individuals whose health permits physical activity.
4. Individuals with health contraindications or medical conditions should consult a doctor before beginning any exercise.
5. Only individuals using the equipment or performing exercises may be present in the Fitness Center.
6. Use of the Fitness Room is permitted only in appropriate athletic attire and clean athletic shoes designed for indoor exercise.
7. The use of a towel is mandatory during exercise.

8. A lifeguard or hotel staff member has the right to deny entry to anyone not wearing appropriate sports attire or athletic shoes.
9. Children under 14 years of age are not permitted in the Fitness Room.
10. Persons between the ages of 14 and 18 may use the Fitness Room only with the consent of a parent or legal guardian. The lifeguard or staff may ask to see proof of age.
11. It is recommended that you store your personal belongings in lockers.
12. Valuables should be left in your hotel room.
13. The facility is not responsible for valuables left outside designated areas.
14. Training equipment and machines must be used for their intended purposes.
15. Exercises should be performed safely and in accordance with the user's abilities.
16. Anyone who feels unwell during exercise must immediately stop training and notify a lifeguard.
17. It is recommended to warm up before starting your workout to reduce the risk of injury.
18. Equipment should be used with respect for the safety of other users and the Fitness Center's facilities.
19. Before beginning your workout, check the technical condition of the equipment. Report any malfunctions or damage to the lifeguard.
20. It is prohibited to use damaged or malfunctioning equipment.
21. Do not block training stations while resting.
22. After finishing your workout, you are required to return the equipment to its proper place and tidy up the workout station.
23. The lifeguard or hotel staff has the right to ask anyone who violates these Rules and Regulations, safety guidelines, or the law to leave, even if they have prepaid for use of the Fitness Center.
24. Refunds for unused services are processed in accordance with applicable laws.
25. Users are financially liable for any damage or destruction caused by their own fault.
26. The hotel reserves the right to temporarily limit the number of people using the Fitness Center for safety or organizational reasons.
27. Complaints and comments regarding the operation of the Fitness Room may be submitted through the front desk.
28. Up-to-date information about the Complex's services is available on the Budowlani Wellness & Medi Complex website.

PLAYROOM RULES

1. The Playroom at Budowlani Wellness & Medi Complex is a space designed for children to play and be active.
2. The hotel does not provide care or supervision for children in the Playroom.
3. Children may only be in the Playroom under the supervision of their parents, legal guardians, or other adults.
4. Parents or guardians who leave a child unattended bear full responsibility for the child's safety.
5. Guardians are required to familiarize themselves with the Rules and Regulations and to explain to children the rules for safe use of the Playroom.
6. The Playroom is open daily from 8:00 a.m. to 9:00 p.m.
7. The Playroom is intended for children ages 3 to 12.
8. Children under 3 years of age may use the Playroom only under the constant supervision of an adult.
9. Use of the Playroom is free for hotel guests.
10. You may enter the Playroom only in socks or change of shoes.
11. Parents and guardians are not permitted to climb on structures or equipment intended exclusively for children.
12. It is prohibited to bring food, beverages, or glass containers into the Playroom.
13. Children using the Playroom may not carry sharp or dangerous objects, in particular:
 - jewelry, watches, glasses,
 - sharp clothing items,
 - their own toys that may pose a hazard.
14. The facility is not responsible for items lost or left on the Playroom premises.
15. The following are strictly prohibited within the Playroom:
 - smoking and using e-cigarettes,
 - consumption of alcohol, use of intoxicating substances,
 - bringing in animals.
16. The Playroom's equipment and facilities must be used for their intended purposes.
17. For the safety of other children, persons with symptoms of infectious diseases, viral infections, or bacterial infections.
18. The following are prohibited in the Playroom:
 - pushing, fighting, and aggressive behavior,
 - damaging equipment, structures, or decorative elements,
 - soiling the walls and equipment in the Playroom.
19. Hotel staff have the right to ask anyone who disrupts the peace or poses a threat to other children to leave.
20. Parents or legal guardians are liable for any damage caused by a child in accordance applicable laws.
21. The facility reserves the right to monitor the premises to ensure the safety of guests and protect property.
22. Any questions, comments, or complaints regarding the operation of the Playroom should be reported to the front desk.