

## HOTEL REGULATIONS



1. A room is rented per 24 hours. The check-in time is 3:00 p.m., and the check-out time is 11:00 noon on the next day.
2. If a Guest does not say how long he/she is going to stay in the hotel, it is assumed that the room is rented 24 hours only.
3. A Guest should report his/her intention to prolong his/her stay in the Hotel at the Reception Desk until 10:00 a.m. on the original check-out day. The Hotel will accept the Guest's request to prolong his/her stay, if there are available rooms.
4. The Guests, who are not checked in, may stay in the hotel from 7:00 a.m. to 10:00 p.m.
5. Guests are to observe nighttime peace and quiet in the period from 10:00 p.m. to 7:00 a.m. The Guest's behavior should not disturb the peace of other guests. The Hotel has the right to require a Guest to leave the premises if he/she is causing a disturbance, annoying other Guests or Hotel Staff or is behaving in an otherwise unacceptable manner.
6. A Hotel guest is not allowed to release the room to another guest, even if the reservation period has not expired.
7. Smoking is prohibited in all our hotel rooms. Rooms are equipped with fire and smoke alarms for safety. In the event smoking ban is not observed, the Guests will be charged with costs of the fire brigade intervention if the Smoke Alarm System goes on. The cost is from 500 to 5000 PLN.
8. The Hotel provides services according to its category and standard. In case of any problems with the services, the Guest should report them to the Front Desk. This will enable the Manager to react immediately.
9. The hotel is obliged to guarantee:
  - comfortable rest of the Guests,
  - keeping Guests' personal information according to the legal regulations,
  - professional and polite staff service,
  - cleaning the room and repairing all the broken devices during Guest's absence. If the Guest stays in the hotel, the housekeeping service will ask for permission to clean his/her room,
  - changing a room for a different one in case of any technical defects.

10. At the Guest's request the Hotel provides the following services free of charge:
  - providing information related to the hotel stay or travel,
  - wake-up calls,
  - keeping precious things and money in the hotel safe box.
11. The responsibility for loss or damage of hotel Guests' belongings will be regulated by rules of the Civil Code. The responsibility for loss or damage of hotel Guests' jewels, money, securities, or valuable items is limited if these things were not placed in the hotel deposit.
12. Free parking spaces are available at the hotel. Although the place is monitored all the time, the Hotel is not liable for damage to and the loss of a Guest's vehicle.
13. Any personal belongings left by the Guest in the hotel room shall be put into the hotel deposit and stored for three months.
14. Because of Guests' security and fire protection regulations, hotel Guests may not use their own electrical appliances which do not comprise the hotel room equipment.
15. The accommodation of animals such as dogs and cats can be possible in the Hotel on condition that they do not disturb other Guests' peace and rest. The costs, both, of accommodating animals and any damages caused by animals are billed according to the applicable price list.
16. The Hotel reserves the right to refuse accommodation to a Guest, as well as to require a Guest to leave the Hotel during the stay, in the event of a gross violation of the Hotel Regulations, in particular in cases of damage to hotel property, disturbing the peace of other Guests, or posing a threat to safety.
17. Guests are obliged to pay for any loss or damage of hotel property caused by themselves, their friends or any person for whom they are responsible, if they are unable to prove that they are not responsible for the damages. All the damages should be reported to the Front Desk or the Hotel Staff.
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Hotel Regulations are to make the Hotel Guests' stay safe and calm. Please take the all above into consideration.

Management and the Hotel Staff wish you a nice stay.