

Regulations of Nickel Resort & Wellnest Grzybowo

§ 1 SUBJECT OF THE REGULATIONS

- These Regulations define the rules for the provision of services by the Resort. The Regulations form an integral part of the agreement under which a room is rented in the Property and the Resort's services are used. The Regulations are available for inspection at the Property's reception and apply to all persons staying on its premises. By deciding to use the Property's services, the Guest confirms that they have read and accepted the terms of these Regulations.

§ 2 HOTEL DAY

- Rooms at the Resort are rented for hotel days. A hotel day lasts from 4:00 PM on the day of arrival until 11:00 AM on the following day.
- The hotel guest should specify the length of their stay, and if no such specification is made, it is assumed that the room has been rented for one hotel day.
- A hotel guest wishing to extend their stay beyond the period indicated on the day of arrival should report this to the hotel Reception by 9:00 AM on the day the room rental period expires. The Hotel will consider the request to extend the stay subject to room availability. The Resort reserves the right to refuse an extension of stay if the previous stay has not been fully paid for in advance or if there has been a gross violation of the Property's Regulations.
- Staying in the room or leaving belongings after 11:00 AM is treated as an extension of stay and is subject to a fee according to the daily rate. If the Hotel has no vacancies, items left in the room will be inventoried and deposited in the Guest's absence.

§ 3 RESERVATION AND CHECK-IN

- The basis for checking in a Guest at the Property is the presentation of a photo ID to the Reception employee and the signing of a registration card.
- The Guest may not transfer the room to third parties, even if the period for which the due payment has been made has not yet expired.
- The Reception issues a key card each time upon presentation of identification confirming the identity of the registered Guest. For security reasons, the Guest should immediately inform the Reception about the loss of the room card/key.
- Unregistered persons may visit hotel guests in their hotel room between 7:00 AM and 10:00 PM. The presence of unregistered persons in the Guest's resort room after 10:00 PM is equivalent to the room renter's consent to the paid accommodation of additional persons in the room. The accommodation of each additional person will be according to the Resort's price list.
- The Property may refuse to accept a Guest who is under the influence of alcohol or drugs, exhibiting verbal or physical aggression, significantly violating the Property's safety rules and sanitary procedures, or who grossly violated the Property's Regulations during a previous stay. The Property has the right to shorten the stay of a Guest who does not comply with the Regulations, acts to the detriment of the Property, and disturbs the stay of other Guests.
- The Property reserves the right to pre-authorize a credit card or take a cash deposit upon check-in in the amount of the fee for the entire stay and an additional amount for potential expenses within the hotel credit. The fee for the stay is collected in advance, unless agreements stipulate otherwise.
- The Guest bears full responsibility for settling all payments resulting from their stay. At the same time, the Guest authorizes the Property to charge their credit/debit card for used and unpaid hotel services.
- The Property has a statutory lien on items brought into the property by the Guest in the event of a delay in payment for the stay or failure to pay for additional services provided.
- In the event of the Guest's cancellation of a paid stay during its duration, the property does not refund the fee for the remaining hotel days.

§ 4 SERVICES

- In the event of reservations regarding the quality of services, please report them to the Reception staff as soon as possible, which will allow for an immediate response.
- The Property is obliged to ensure Guests:
 - Conditions for full and undisturbed rest,
 - Safety of stay, including maintaining the confidentiality of Guest information,
 - Professional service in the scope of services provided,
 - Room cleaning and necessary repairs of equipment during the Guest's absence, and in their presence only if they express such a wish.
- Upon request, the Property provides the following services:
 - Luggage storage; the Property may refuse to accept luggage for storage at times other than the Guest's stay dates and items that do not have the characteristics of personal luggage,
 - Wake-up calls at a specified time,
 - Ordering taxis.

§ 5 PROPERTY'S LIABILITY

- The Property is liable for the loss or damage of items brought in by persons using its services to the extent specified by Articles 846-849 of the Civil Code. The Guest should notify the Property's Reception of the damage immediately after its discovery. The Hotel's liability for the loss or damage of money, securities, or items of scientific or artistic value is limited if these items are not deposited. The Property may refuse to accept the above items for storage if they pose a security risk or if, in relation to the size or standard of the Hotel, they are of excessive value (exceeding PLN 50,000) and also take up too much space.
- The Property has a car park. The use of the car park on the Resort's premises is paid. In the case of a car left there, the provisions of the car park regulations apply.
- The Property has video surveillance, which ensures the safety of Guests and employees.

§ 6 GUEST'S LIABILITY

- Children under the age of 12 should be under the constant supervision of their parents/guardians. Minors cannot check in to the Property without the presence and confirmed registration of an adult or legal guardian.
- Legal guardians are financially responsible for any damage caused by children.
- The Guest bears full financial and legal responsibility for any damage or destruction of the Property's furnishings and technical equipment caused by their fault, persons under their care (especially children), or their visitors. The Hotel reserves the right to charge the Guest's credit/debit card for any damage caused, even after their departure. The Guest should notify the Resort's Reception of any damage immediately after its discovery.
- The Guest is obliged to use the room and equipment in the room and throughout the Property in accordance with their intended purpose. It is not permitted to make changes to hotel rooms and equipment that impair the functionality and safety of use.
- Each time the Guest leaves the room, they should ensure that the entrance doors and windows are closed and, for safety reasons, should turn off the television, lights, and close the taps.
- Due to fire safety regulations, it is forbidden to use candles, heaters, and other devices that are not part of the room's equipment in hotel rooms. The above does not apply to chargers and computer power supplies.
- It is not permitted to store dangerous goods – weapons and ammunition, flammable, explosive, and illuminating materials – in hotel rooms.
- For sanitary and epidemiological reasons, the resort's gastronomy does not store Guests' food, and Property employees do not dispense medication to Guests.
- In the event of an unjustified triggering of the fire alarm, e.g., by breaking the manual call point glass, resulting in the arrival of fire brigades, the responsible person shall cover all costs associated with the action. This also applies to the amount of the fine issued by the commander of the fire brigade unit that arrived at the Property as a result of actions provoked by the Guest.

§ 7 RETURN OF LEFT ITEMS

- Personal belongings left in the room by the Guest will be sent back at their request and expense to the indicated address after confirming the owner's identity. If no such instruction is received, the Property will store the items left for 3 months, after which they will be donated to charity or for public use. The Hotel does not store leftover food and medication – they will be disposed of immediately.

§ 8 QUIET HOURS

- Quiet hours are in effect at the Property from 10:00 PM to 6:00 AM the following day. The behavior of Guests and persons using the Property's services may not disturb the peaceful stay of other Guests.
- The Property reserves the right to organize special events that may also take place during nighttime hours.

§ 9 ADDITIONAL PROVISIONS

- The Property allows pets in selected rooms. A daily fee applies according to the price list. Animals are not allowed in the restaurant, playroom, fitness room, pool area, and SPA. The owner is responsible for any damage or soiling caused by their four-legged friend. The pet owner is obliged to keep the animal in a way that does not pose a threat to other Guests and staff. The Guest is obliged to remove any waste left by the animal on the Hotel premises.
- Smoking is strictly prohibited in the resort room and throughout the Property. Violation of the ban on smoking cigarettes, e-cigarettes, and other tobacco products is equivalent to the renting Guest's consent to cover the costs of deodorization in the amount of PLN 1000. Smoking is only allowed in designated outdoor areas.
- Alcohol purchased exclusively at the hotel restaurant and bar may be consumed on the Property premises, excluding rooms.
- Canvassing and door-to-door sales are prohibited on the Property premises.
- The Guest undertakes that, as part of using the internet service on public data transmission networks, they will not violate applicable laws, in particular infringe the personal rights, copyrights of others, and promote illegal content. The Guest is obliged in particular to:
 - Use the internet service in accordance with its intended purpose,
 - Not undertake any actions that may disrupt the proper functioning of the property's infrastructure, as well as actions that have negative consequences for other telecommunications network users,
 - Ensure that the Guest's use of the service does not limit the Resort's ability to provide the service or monitor the network and its components.
- All other matters are governed by the Hotel's internal procedures.
- In the event of a Guest's violation of the provisions of these Regulations, the Property has the right to terminate the agreement before the expiry of the period for which it was concluded. The Guest is obliged to immediately comply with the requests of the Property's staff, settle payments for services rendered to date, and pay for any damage or destruction caused, and leave the Property premises.