

NICKEL RESORT & WELLNEST GRZYBOWO

RULES AND REGULATIONS OF NICKEL RESORT & WELLNEST GRZYBOWO

§ 1 SUBJECT MATTER OF THE REGULATIONS

These Regulations set out the rules governing the provision of services by the Resort. They constitute an integral part of the agreement under which a room is rented at the Facility and Resort services are used. The Regulations are available for inspection at the Facility Reception and are binding on all persons staying on its premises. By deciding to use the services of the Facility, the Guest confirms that they have read and accept the terms of these Regulations.

§ 2 HOTEL DAY

- Rooms at the Resort are rented by the hotel day. The hotel day begins at 4:00 p.m. on the day of arrival and ends at 11:00 a.m. the following day.
- The hotel Guest should specify the duration of their stay. If no duration is specified, the room is deemed to have been rented for one hotel day.
- A Guest wishing to extend their stay beyond the period indicated on arrival should notify Reception by 9:00 a.m. on the day on which the room rental period expires. The Hotel will accommodate the request subject to room availability. The Resort reserves the right to refuse an extension if full payment for the existing stay has not been made or if the Facility Regulations have been breached.
- Remaining in the room or leaving belongings in the room after 11:00 a.m. is treated as an extension of the stay and is subject to a charge at the daily rate. If the Resort has no vacancies, belongings left in the room will be deposited by a committee in the Guest's absence.

§ 3 RESERVATION AND CHECK-IN

- Check-in requires the Guest to present a valid photo identification document to a Reception employee and sign the registration card.
- A Guest may not transfer the room to third parties, even if the period for which the applicable fee has been paid has not yet expired.
- Reception issues a key card each time upon presentation of a document confirming the identity of the registered Guest. For security reasons, the Guest should immediately notify Reception if the room key/card is lost.
- Persons not registered at the Hotel may stay in a Guest's hotel room between 7:00 a.m. and 10:00 p.m. The presence of unregistered persons in the Guest's resort room after 10:00 p.m. is deemed consent by the room renter to the paid accommodation of additional persons. Each additional person will be accommodated according to the Resort's price list.
- The Facility may refuse admission to a Guest who is under the influence of alcohol or intoxicating substances, displays verbal or physical aggression, seriously breaches the Facility's safety rules or sanitary procedures, or who during a previous stay seriously breached the Facility Regulations. The Facility has the right to shorten the stay of a Guest who fails to comply with the Regulations, acts to the detriment of the Facility and its Guests (including smoking e-cigarettes or other prohibited odorous or tar-containing substances).
- At check-in, the Facility reserves the right to pre-authorise a credit card or collect a cash deposit equal to the amount due for the entire stay plus an additional amount for possible expenses under the hotel credit arrangement. The stay is payable in advance.
- The Guest bears full responsibility for settling all payments arising from the stay. At the same time, the Guest authorises the Facility to charge their credit/debit card for services used and not paid for.
- The Facility applies statutory interest for late payment in the event of delay in payment for the stay or failure to settle amounts due for additional services in full.
- If the Guest terminates a prepaid stay while it is in progress, the Facility does not refund the payment for the remaining hotel days.

§ 4 SERVICES

- If you have any concerns regarding the quality of services, please report them to Reception staff as soon as possible to enable an immediate response.

The Facility is obliged to provide Guests with:

- conditions for complete and undisturbed rest, with due respect for the rights of other Guests;
- safety during the stay, including confidentiality of information concerning Guests;
- professional service within the scope of the services provided;
- room cleaning and necessary repairs to equipment during the Guest's absence, and in the Guest's presence only if requested by the Guest or where necessary to remedy a failure (e.g. flooding of the room).

At the Guest's request, the Facility provides:

- luggage storage; however, the Facility may refuse to accept luggage for storage outside the dates of the Guest's stay and items that do not have the characteristics of personal luggage;
- wake-up calls at a specified time;
- taxi ordering.

§ 5 LIABILITY OF THE FACILITY

- The Facility is liable for the loss of or damage to items brought in by persons using its services to the extent specified in Articles 846-849 of the Polish Civil Code. The Guest should notify Reception immediately after discovering any damage. The Hotel's liability for loss of or damage to money, securities or items of scientific or artistic value is limited if such items have not been placed in deposit. The Facility may refuse to accept such items for safekeeping if they threaten safety or, in relation to the size or standard of the Hotel, are of excessive value (exceeding PLN 50,000) or take up too much space.
- The Facility provides a car park. Parking at the Resort is subject to a fee. If a vehicle is left there, the provisions of the Parking Regulations apply.
- The Facility is equipped with video surveillance to ensure the safety of Guests and employees.

§ 6 GUEST LIABILITY

- Children under 12 years of age should remain under the constant supervision of their parents/guardians. Minors may not check in at the Facility without the presence and confirmed registration of an adult or legal guardian.
- Legal guardians bear financial responsibility for all damage caused by children.
- The Guest bears full financial and legal responsibility for any damage to or destruction of the Facility's equipment and technical devices caused by the Guest, persons under their care (especially children), or persons visiting them. The Hotel reserves the right to charge the Guest's credit/debit card for damage caused even after departure. The Guest should notify Resort Reception of any damage immediately after discovering it.
- The Guest is obliged to use the room and the equipment in the room and throughout the Facility in accordance with their intended purpose. Alterations to hotel rooms or their furnishings are not permitted.
- Each time the Guest leaves the room, they should ensure that the entrance door and windows are closed and, for safety reasons, switch off the television, turn off the lights and close the taps.
- For fire safety reasons, the use of candles, heaters and other devices that are not part of the room equipment is prohibited in hotel rooms. This does not apply to chargers and computer power supplies.
- Dangerous materials, including weapons and ammunition, flammable, explosive and illuminating materials, may not be stored in hotel rooms.
- For sanitary and epidemiological reasons, the Resort's catering facilities do not store Guests' food and Facility employees do not provide medicines to Guests.
- If a fire alarm is activated without justification, e.g. by breaking the glass of a manual fire alarm call point, resulting in the arrival of the fire brigade, the responsible person shall cover all costs associated with the response. This also applies to any fine imposed by the commander of the fire brigade unit arriving at the Facility as a result of actions caused by the Guest.

§ 7 RETURN OF ITEMS LEFT BEHIND

- Personal belongings left by a Guest in the room will, at the Guest's request and expense, be sent to the address indicated after verification that the requester is the owner. If no such instruction is received, the Facility will store the items left behind for 3 months, after which they will be donated to charity or for public benefit purposes. The Hotel does not store food products or medicines left behind; they will be disposed of immediately.

§ 8 NIGHT-TIME QUIET HOURS

- Quiet hours at the Facility are from 10:00 p.m. to 6:00 a.m. the following day. The conduct of Guests and persons using the Facility's services must not disturb the peaceful stay of other Guests.
- The Facility reserves the right to refuse permission to organise special events that would also take place during night-time hours.

§ 9 ADDITIONAL PROVISIONS

- The Facility permits animals in selected rooms. A daily fee applies in accordance with the price list. Animals are not permitted in the playroom, fitness room, swimming pool area or SPA. The owner is responsible for any damage or soiling caused by the animal and must keep it in a manner that does not pose a threat to other Guests or staff. The Guest is obliged to remove any waste left by the animal on the Hotel premises.
- Smoking is strictly prohibited in resort rooms and throughout the Facility. Breach of the prohibition on smoking cigarettes, e-cigarettes and other tobacco products constitutes the renting Guest's consent to cover deodorisation costs of PLN 1,000. Smoking is permitted only in designated outdoor areas.
- Within the Facility, excluding guest rooms, alcohol may only be consumed if purchased from the hotel restaurant or bar.
- Conducting door-to-door sales or mobile sales on the Facility premises is prohibited.

- Bicycles and scooters may not be brought into the publicly accessible parts of the Facility, apartments or balconies.
- On the viewing terrace it is prohibited to consume alcohol, hold loud social gatherings, light a barbecue, climb onto the roof or cross the railings.
- When using Internet services on public data transmission networks, the Guest undertakes not to breach applicable law, in particular not to infringe third-party personal rights or copyrights and not to distribute content prohibited by law. In particular, the Guest is obliged to:
 - use the Internet service in accordance with its intended purpose;
 - refrain from any actions that could disrupt the proper functioning of the Facility's infrastructure or have negative consequences for other users of telecommunications networks;
 - ensure that the Guest's use of the service does not restrict the Resort's ability to provide the service or monitor the network and its components.
- Any matters not covered by these Regulations are governed by the Hotel's internal procedures.
- If the Guest breaches these Regulations, the Facility 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 instructions of the Facility staff, settle amounts due for services already provided and pay for any damage or destruction caused, and then leave the Facility premises.

Director
Nickel Resort & WellNest
Grzybowo