

HOTEL REGULATIONS

The Management of Papuga Park Hotel asks for your cooperation in respecting these regulations and obligations, which are intended to ensure the peace and safety of all our Guests.

& 1. SUBJECT OF THE REGULATIONS

1. The Regulations define the rules and conditions of services, liability and rules of staying on the premises of the Hotel.
2. The Regulations apply to all Guests staying on the premises of Papuga Park Hotel.

& 2. HOTEL BASIC RULES

3. A hotel room is rented for days.
4. A hotel day lasts from 2:00 p.m. to 11:00 a.m. the following day.
5. A request to extend your stay should be reported by the Guest at the reception desk as soon as possible. The Hotel will consider requests to extend the stay to the extent possible.
6. The Hotel reserves the right to refuse to extend the Guest's stay in the Hotel while previous stay is not organized and paid in a properly way.

& 3. RESERVATION AND CHECK-IN

7. The basis for checking in a Guest is to present a photo ID to the Reception employee and fill out a registration card.
8. The Hotel reserves the right to pre-authorize a credit card or collect a cash deposit in the amount of the entire stay upon check-in.
9. If the Guest's stay at the Hotel was to take place on trade fair dates, the Hotel will have the right to charge the Guest for the entire planned stay - which will be in accordance with the terms of reservation and cancellation for that date.

& 4. SERVICES

10. The hotel provides services in accordance with its category and standard. In the situation of any comments with reference to reservations or regarding the quality of services, please report them to the reception as soon as possible, which will enable immediate reaction.
11. The hotel is obliged to provide its Guests with:
 - * conditions for full and unrestricted rest,
 - * safety of stay, including maintaining the confidentiality of information about the Guest,
 - * professional and courteous service,
 - * cleaning the room and performing necessary repairs to devices during the Guest's absence, and in the event of his presence only when he expresses consent and request,
 - * to the extent possible, another room or otherwise alleviate the inconvenience when the faults occurring in the room cannot be removed.

12. Additionally, at the Guest's request, the Hotel provides the following services free of charge:

- * providing information related to the stay and travel,
- * waking up at a specified time,
- * storing money and valuables in a safe during the Guest's stay at the hotel,
- * storing luggage of Guests registered at the hotel,
- * ordering a taxi.

& 5. STAY WITH ANIMALS

13. Taking into account the comfort and peace of our hotel Guests - the stay of animals in our Hotel is not accepted.

14. The Management provides for minor exceptions - established with exceptions and with official consent. An exception may be miniature dogs, properly prepared and secured for the stay in the hotel, after paying the indicated fee.

15. Animals are not allowed in restaurants and catering outlets and the Wellness & Spa zone. They cannot disturb the stay of Guests or the functioning of the hotel.

The Guest is obliged to remove any waste left by the animal on the hotel premises.

16. Animals staying on the hotel premises cannot disturb other Guests staying on the hotel premises.

17. If due to the presence of an animal in the hotel there is a need for additional cleaning of the room or other hotel premises, the Guest is obliged to cover the costs of such cleaning.

18. It is prohibited to use hotel accessories, including bed linen and towels, for the needs of animals.

19. All damages caused by the animal in the hotel or to other hotel guests will be charged to the owner of the animal after an individual valuation.

20. Cleaning of the room of guests staying with animals takes place only during the guests' stay in the room or when they are absent with the animals.

21. Possession of a vaccination booklet and completion of an appropriate document declaring full responsibility for the animal in the facility is mandatory.

The fee per day, for an animal in the room is PLN 120 and will be added to your bill according to the reservation instructions.

22. All disputes and discussions are resolved on site with the facility management.

& 6. GUEST LIABILITY

23. The hotel guest is financially liable for any damage or destruction of the hotel's equipment and technical devices caused by his fault or the fault of people visiting him.

Any observed defects must be reported immediately to the reception on the day of arrival. The lack of comments from the Guest regarding the above damage within 3 hours from the moment of receiving the room card means that the Guest has no objections to the room, the facility, and all devices and furniture are in good condition. Failure to report will result in a financial charge for repairing the defect. Everything is valued after consultation with the conservator and acceptance by the Management.

24. A fee of PLN 50 applies for losing the card/room key.

25. On the premises of the Hotel, including hotel rooms, in accordance with the Act of 8 April 2010 amending the Act on the protection of health against the effects of using tobacco and tobacco products and the Act on the State Sanitary Inspection (Journal of Laws No. 81, item 529), there is a totally forbidden on smoking cigarettes and tobacco products. This ban also applies to the use of any substances, including medicinal ones, that require heating or smoking. In the event of a breach of the ban on smoking cigarettes and tobacco products, the Guest will be charged a fine of PLN 500 gross.

In the event that a Guest's violation of the smoking ban triggers a fire alarm, which results in the intervention of the fire brigade, the Hotel will impose a penalty on the Guest related to covering the costs of the fire brigade's intervention and the costs of evacuation. The Hotel does not rule out the necessity of additional compensation claims in court.

The Hotel clearly indicates places where smoking is permitted.

26. There is totally forbidden for all of Us on possession and use of narcotics prohibited by law. If a violation of this ban is detected, this fact will be reported to the Police, and the Guest will have to leave the Hotel immediately without the right to reimbursement of costs resulting from the shortening of the stay at the Hotel.

27. The Hotel may refuse to accept a Guest who, during their previous stay(s), grossly violated the Hotel Regulations, in particular by causing damage to the property of the Hotel or Guests, personal injury to Guests, Hotel employees, or other persons staying at the Hotel. Such violations also include alcohol intoxication, property damage, or vulgar and inappropriate behavior towards other people and places.

In the event of a gross violation of the Regulations, the Hotel may refuse to continue providing services to the person who violates them. Such a person is obligated to immediately comply with the instructions of the Hotel representative, settle the amount due for the services provided to date, pay for any damages, and leave the Hotel.

The hotel is a recreational facility. Therefore, the hotel's quiet hours are from 10:00 PM to 6:00 AM the following day. Guests should use the hotel's services in a manner that does not violate the quiet hours and respects the right of other guests to peaceful rest. Guests should immediately report any disturbances of the quiet hours by other guests to the Reception Desk to allow the hotel staff to respond. The hotel may refuse to provide further hotel services to guests who persistently violate the quiet hours despite the intervention of hotel staff. Such persons are obligated to immediately comply with the hotel's requests, settle the amount due for the services provided, pay for any damages, and leave the hotel. If, due to the inconvenience caused by a Guest's violation of the quiet hours, the hotel reduces the price of the stay for other Guests as a result of their complaints, the hotel, acting under and within the limits of generally applicable law, may seek compensation or recourse from the Guest who violated the quiet hours.

RESTAURANT

Generally accepted rules of social conduct apply in the hotel's dining facilities.

The staff, management, and personnel have the right to refuse service to any person if it is determined that doing so may affect the safety or comfort of other guests. Refusal of service for the above-mentioned reason will result in the immediate removal of the person refused service from the restaurant premises.

28. Each time the Guest leaves the room for safety reasons, they should check if the door is locked, turn off the TV, turn off the lights, and close the taps.

29. Persons not registered at the Hotel may stay in the hotel room as guests from 7:00 a.m. to 10:00 p.m.

30. The Hotel Guest may not transfer the room to third parties, even if the period for which they paid the fee for the stay has not expired.

31. The Hotel has a statutory lien on items brought by the Guest to the Hotel in the event of a delay in settling payment for the stay or failure to settle the amount due for services provided.

& 7. HOTEL LIABILITY

32. The Hotel is liable for the loss or damage of items brought to the facility and stored in accordance with the regulations - i.e. deposited in the hotel safe - to the extent specified in the provisions of the Civil Code.

33. The Guest should notify the hotel reception of the occurrence of damage immediately after it is discovered.

34. The hotel is liable for the loss or damage of money, securities, valuables or items of scientific or artistic value to a limited extent, only if these items have been deposited at the reception for safekeeping.

35. During their stay, the Guest may use the safe at the reception free of charge. The hotel reserves the right to refuse to accept high-value items, significant amounts of money, items that pose a threat to safety and bulky items that cannot be placed in the safe.

36. The hotel is not liable for damage to or loss of a car or other vehicle belonging to the Guest.

37. Due to fire safety, it is forbidden to use heaters and other similar devices in the rooms that are not part of the hotel room equipment. There is a fire extinguisher in a visible place in the hotel, which should be used in the event of a fire and the receptionist should be informed immediately. For unjustified use of the fire extinguisher, the hotel Guest will be charged PLN 500.

& 8. RETURN OF LEFT ITEMS

38. Personal items left by a departing Guest in the hotel room will be sent to the address indicated by the Guest at his/her expense. In the event of not receiving such an instruction, the hotel will store these items for 3 months.

& 9. NIGHT QUIET

39. In order to ensure the safety and peaceful stay of all Guests, night quiet is in effect from 10:00 p.m. to 6:00 a.m.

& 10. COMPLAINTS

40. Guests have the right to file complaints in the event of noticing deficiencies in the quality of the services provided. A complaint should be filed immediately after noticing deficiencies in the standard of the services provided.

41. All complaints are accepted by the Reception.

We wish you a pleasant stay

Hotel Management