



## **PINEA RESORT POBIEROWO RULES AND REGULATIONS**

### **§1 SUBJECT MATTER OF THESE RULES AND REGULATIONS**

- These Terms and Conditions set forth the rules governing the provision of services by the Resort. These Terms and Conditions are an integral part of the agreement under which a room is rented at the Facility and the Resort's services are used. The Terms and Conditions are available for review at the Facility's front desk and apply to all persons on the premises. By choosing to use the Facility's services, the Guest confirms that they have read and accept the terms of these Terms and Conditions.

#### **§ 2 HOTEL DAY**

- Rooms at the Resort are rented on a hotel-day basis. A hotel day begins at 4:00 p.m. on the day of arrival and ends at 11:00 a.m. the following day.
- A hotel guest should specify the length of their stay; if no such specification is provided, it is assumed that the room has been rented for one night.
- Hotel guests wishing to extend their stay beyond the period specified upon arrival must notify the hotel front desk by 9:00 a.m. on the day their room reservation expires. The resort will accommodate requests to extend the stay subject to room availability. The resort reserves the right to refuse an extension of stay if full payment for the current stay has not been made in advance or in the event of a gross violation of the resort's rules and regulations.
- Remaining in the room or leaving belongings in the room after 11:00 a.m. is considered an extension of the stay and is subject to a charge at the daily rate; if the Resort has no available rooms, any belongings left in the room will be collected by a committee and stored in the Guest's absence.

#### **§ 3 RESERVATIONS AND CHECK-IN**

- To check in at the Property, guests must present a valid photo ID to a reception desk employee and sign the check-in form.
- A guest may not transfer the room to a third party, even if the period for which the guest has paid the applicable fee has not yet expired.
- The front desk issues a key card each time upon presentation of a document confirming the registered guest's identity. For security reasons, guests should immediately notify the front desk if they lose their key card or room key.
- Guests who are not registered at the Hotel may visit a hotel room between 7:00 a.m. and 10:00 p.m. The presence of unregistered guests in a Guest's resort room after 10:00 p.m. is deemed to constitute the room occupant's consent to the paid accommodation of additional guests in the room. Accommodation for each additional person will be charged according to the Resort's price list.
- The Property may refuse to admit a Guest who is under the influence of alcohol or intoxicating substances, who exhibits verbal or physical aggression, who significantly violates the Property's safety rules and sanitation procedures, or who flagrantly violated the Property's Rules and Regulations during a previous stay. The Facility reserves the right to shorten the stay of a Guest who fails to comply with the Rules and Regulations, acts to the detriment of the Facility, or disrupts the stay of other Guests (including by smoking e-cigarettes or other prohibited scented or tar-containing substances).
- The property reserves the right to pre-authorize a credit card or collect a cash deposit at check-in in the amount of the total cost of the stay, plus an additional amount to cover any expenses incurred under the hotel credit line. The fee for the stay is charged in advance, unless otherwise specified in the terms of the agreement.



- The guest is fully responsible for settling all payments related to their stay. At the same time, the guest authorizes the hotel to charge their credit or debit card for any hotel services used but not yet paid for.
- The facility has a statutory lien on items brought onto the premises by the Guest in the event of a delay in payment for the stay or failure to pay the full amount due for additional services provided.
- If a guest cancels a prepaid stay during the stay, the property will not refund the fee for the remaining nights.

#### **§ 4 SERVICES**

- If you have any concerns regarding the quality of our services, please report them to the front desk staff as soon as possible so that we can address them immediately.
- The facility is required to provide guests with:
  - conditions for a full and unrestricted vacation (while respecting the rights of other guests),
  - safety during the stay, including maintaining the confidentiality of information about guests,
  - professional service in the areas we cover,
  - cleaning the room and performing necessary repairs to equipment while the Guest is absent; in the Guest's presence, such work will be performed only if the Guest requests it or if it is necessary to resolve a malfunction (e.g., flooding of the room).
- Upon request, the facility provides the following services:
  - luggage storage; however, the Facility may refuse to accept luggage for storage outside the Guest's dates of stay, as well as items that do not qualify as personal luggage,
  - waking up at a specific time,
  - ordering taxis.

#### **§ 5 LIABILITY OF THE FACILITY**

- The facility is liable for the loss of or damage to items brought in by guests using its services to the extent specified in Articles 846–849 of the Civil Code. Guests should notify the facility's front desk of any damage immediately upon discovery. The hotel's liability for the loss or damage of money, securities, or items of scientific or artistic value is limited if such items are not placed in a safe deposit box. The Resort may refuse to accept the above items for safekeeping if they pose a safety hazard, if their value is too high relative to the size or standard of the Resort (exceeding 50,000 zlotys), or if they take up too much space.
- The property has a parking lot. There is a fee for using the parking lot on the resort grounds. The parking lot rules apply to any vehicle left there.
- The facility is equipped with video surveillance to ensure the safety of guests and employees.

#### **§ 6 GUEST LIABILITY**



- Children under 12 years of age must be under the constant supervision of their parents or guardians. Minors may not check in at the Facility without the presence and confirmed registration of an adult or legal guardian.
- Legal guardians are financially liable for any damages caused by the children's actions.
- The guest bears full financial and legal responsibility for any damage or destruction to the facility's furnishings and technical equipment caused by the guest, persons under the guest's care (in particular children), or visitors to the guest. The hotel reserves the right to charge the guest's credit or debit card for any damage caused, even after the guest's departure. The guest should notify the resort's front desk of any damage immediately upon discovery.
- Guests are required to use their rooms, as well as the furnishings and equipment in their rooms and throughout the property, in accordance with their intended purpose. Making changes to hotel rooms and their furnishings is prohibited.
- Each time a guest leaves the room, they should make sure that the front door and windows are closed and, for safety reasons, should turn off the TV, turn off the lights, and turn off the faucets.
- For fire safety reasons, the following items are prohibited in hotel rooms: candles, space heaters, and other devices not provided as part of the room's standard furnishings. This does not apply to chargers or computer power supplies.
- Dangerous goods, including weapons and ammunition, flammable materials, explosives, and fireworks, may not be stored in hotel rooms.
- For health and safety reasons, the resort's dining facilities do not store guests' food, and resort staff do not dispense medication to guests.
- In the event of an unjustified activation of the fire alarm—for example, by breaking the ROP alarm glass—resulting in the arrival of fire department crews, the person responsible shall cover all costs associated with the response. This also applies to the amount of any fine issued by the commander of the fire department unit that responded to the Facility as a result of actions provoked by the Guest.

#### **§ 7 RETURN OF LOST PROPERTY**

- Personal belongings left in the room by a Guest will be returned, at the Guest's request and expense, to the address provided, after the Guest's identity has been verified. If no such instructions are received, the hotel will store the items left behind for 3 months, and after this period has elapsed, will donate them to charity or make them available for public use. The hotel does not store food items or medications left behind—they will be disposed of immediately.

#### **§ 8 CURFEW**

- A quiet hours policy is in effect at the Facility from 10:00 p.m. to 6:00 a.m. the following day. The behavior of Guests and individuals using the Facility's services must not disturb the peaceful stay of other Guests.
- The venue reserves the right to host special events, which may also take place at night.

#### **§ 9 ADDITIONAL PROVISIONS**

- The property allows pets in select rooms. A daily fee applies, as listed in the price list. Pets are not permitted in the playroom, fitness room, pool area, or spa. The pet owner is responsible for any damage or soiling caused by the pet. The pet owner is required to keep the pet under control so that it does not pose a threat to other guests or staff. Guests are required to clean up any waste left by their pet on the resort grounds.



- Smoking is strictly prohibited in the resort room and on the premises. Violation of the ban on smoking cigarettes, e-cigarettes, and other tobacco products is tantamount to the guest agreeing to cover the cost of deodorization in the amount of 1,000 PLN. Smoking is permitted only in designated outdoor areas.
- On the premises of the Facility, with the exception of guest rooms, guests may consume alcohol purchased exclusively at the hotel restaurant and bar.
- Door-to-door sales and solicitation are prohibited on the premises of the Facility
- Bicycles and scooters are prohibited from being brought inside the facility, including public areas, apartments, and balconies.
- The following are prohibited on the lounge terrace: consuming alcohol, holding loud social gatherings, lighting a grill, climbing onto the roof, and climbing over the railings.
- The guest agrees that, when using the Internet service on public data networks, he or she will not violate applicable laws, in particular by infringing on the personal rights of others, violating copyrights, or disseminating content prohibited by law. The guest is specifically required to:
  - to use the online service for its intended purpose,
  - refraining from taking any actions that could disrupt the proper functioning of the facility's infrastructure, as well as actions that could have negative consequences for other users of telecommunications networks,
  - to 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.
- If a Guest violates the provisions of these Rules and Regulations, the Facility has the right to terminate the agreement before the end of the term for which it was entered into. The Guest is required to immediately comply with the requests of the Facility's staff, settle any outstanding charges for services rendered to date, pay for any damage or destruction caused, and leave the Facility's premises.

Director  
Pinea Resort Pobierowo