

## **HOTEL RULES AND REGULATIONS – PLATINO MARE RESORT & SPA**

Based on the Announcement of the Minister of Economy dated 24 January 2006 regarding the unified text of the Regulation on hotel facilities and other establishments providing hotel services (Journal of Laws 2006 No. 22, item 169), and in order to ensure safety, order and comfort for all guests of Platino Mare Resort & Spa (hereinafter: "Hotel"), the following rules apply.

### **§1 Subject of the Regulations**

1. These Regulations define the terms of hotel services, responsibilities of the parties, and rules of stay on the Hotel premises. They form an integral part of the contract concluded through reservation, payment of a deposit or full stay fee, or signing the registration card. By performing these actions, the Guest confirms acceptance of the Regulations.
2. The Regulations apply to all persons staying on the Hotel premises.
3. Information regarding the processing of Guests' personal data is available in the Hotel's Privacy Policy. The Hotel premises are monitored for safety purposes.

### **§2 Hotel Stay / Check-in and Check-out**

1. Rooms are rented on a daily basis.
2. The hotel day begins at 3:00 PM on the arrival day and ends at 11:00 AM on the departure day.
3. There is a possibility of early check-in between 8:00 AM and 3:00 PM, provided the room is already available and prepared for the Guest. This service is offered depending on the Hotel's operational capacity and may be subject to an additional fee according to the current price list. We encourage Guests to contact the Reception prior to arrival to confirm room availability.
4. The Guest specifies the length of stay during check-in. If not specified, the stay is considered to be one night.
5. Requests to extend the stay should be made at the Reception by 11:00 AM on the departure day. The Hotel may refuse an extension due to lack of availability or unpaid charges.
6. Payment for the stay is collected on the arrival day.
7. The local tourist tax per person per day is not included in the room rate. It is collected in cash at the Reception and transferred to the City of Świnoujście.
8. The Hotel may refuse to extend the stay if the Guest has not settled previous charges or violates the Regulations.
9. The Hotel may refuse accommodation to Guests who previously violated the Regulations or caused damage.
10. If the Guest resigns from the stay after the hotel day has begun, during its duration, or after entering the room, the fee for the commenced hotel day is non-refundable and remains payable.

### **§3 Reservation and Registration**

1. Registration requires presenting a valid photo ID.
2. All persons staying in the room must be registered and provide necessary data.
3. The Guest may not transfer the room to third parties.
4. Unregistered persons may visit the room between 7:00 AM and 10:00 PM.
5. The Hotel reserves the right to verify the credit card provided for reservation guarantee.
6. Failure to cancel the reservation by 11:59 PM on the day before arrival or failure to arrive will result in charges according to the reservation terms (first night or full stay for non-refundable bookings).

### **§4 Hotel Services**

1. The Hotel provides services according to its category and standard.
2. Any concerns regarding service quality should be reported immediately to the Reception.
3. The Hotel ensures:
  - conditions for peaceful rest,
  - safety and protection of personal data,
  - professional and courteous service,
  - cleaning and necessary repairs (in the Guest's presence only with consent),
  - assistance in case of technical issues, including room change if possible.
4. The Hotel provides free of charge:
  - information related to stay and travel,
  - wake-up service,
  - luggage storage for registered Guests or Guests with reservations,
  - taxi ordering.
5. A baby cot is available upon request for an additional fee.
6. The Hotel may charge the Guest's credit card for unpaid services or damages after informing the Guest.

### **§5 Guest Responsibility**

1. Children under 12 must remain under adult supervision.
2. Guardians are responsible for damages caused by children.
3. Minors cannot check in without an adult.
4. Minors may use the pool and elevators only under adult supervision.
5. The Guest is responsible for any damage caused by themselves or persons under their care.
6. Violation of the Regulations may result in refusal of further services and immediate departure.
7. Before leaving the room, Guests should turn off electrical devices, lights, close taps, and lock the door.
8. The Hotel has a statutory lien on items brought by the Guest in case of unpaid charges.

### **§6 Hotel Responsibility**

1. The Hotel is responsible for items brought by Guests according to the Civil Code.
2. The Hotel is not responsible for unattended items left in public areas.
3. Damages must be reported immediately to the Reception.
4. Parking is unguarded but monitored. The Hotel is not responsible for vehicles or items left inside.
5. The Hotel may terminate the contract immediately if the Guest grossly violates the Regulations.
6. For fire safety reasons, candles and electrical devices such as heaters, immersion heaters, or irons are prohibited. Chargers, laptops, and game consoles are allowed.

### **§7 Lost and Found**

Items left in the room will be sent to the address indicated by the Guest at their expense. Without instructions, items are stored for three months and then disposed of.

### **§8 Night Quiet Hours**

Quiet hours apply from 10:00 PM to 7:00 AM. Guests disturbing peace or being intoxicated will not be served.

### **§9 Complaints**

1. Guests may submit complaints regarding service quality.
2. Complaints are accepted at the Reception or by the Manager on Duty.
3. Complaints are processed within 14 days.

### **§10 Additional Provisions**

1. Animals are not allowed in the Hotel, except as described below. Violation results in a fee of 500 PLN.
2. Damages caused by animals are subject to individual assessment.
3. Animals are not allowed in dining or conference areas.
4. A Guest with a disability has the right to stay in the room with an assistance dog, as defined by applicable law. The stay of the assistance dog may involve an additional fee related to ensuring appropriate conditions and additional cleaning. The Hotel strives to ensure a comfortable and safe stay for both the Guest and the assistance dog.
5. Smoking, including electronic cigarettes, is prohibited. Violation results in a fee of 1000 PLN.
6. Dangerous materials may not be stored in the Hotel.
7. The Hotel does not store Guests' food.
8. The Hotel does not provide medication.
9. Intoxicated Guests are not served.
10. Discounts cannot be combined.

- 11.The Hotel does not exchange currency. Payments in foreign currency are accepted at the Reception's daily rate.
- 12.Guests may not alter room furnishings except for minor repositioning of furniture.
- 13.Solicitation, door-to-door sales, and gambling are prohibited.
- 14.Internal Hotel procedures and applicable law apply to matters not regulated herein.