



PLATINUM MOUNTAIN
Hotel & SPA
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Childcare Service Regulations

Platinum Mountain Hotel & Spa, Szklarska Poręba

Effective from July 1, 2025

1. General Information

1. The childcare service is available for children aged 4 and older.
2. Childcare is provided by a qualified animator employed by the hotel.
3. The service is offered on the hotel premises, particularly:
 - in the guest's hotel room,
 - in the Mini Club,
 - in designated public areas of the hotel.
4. The service is available on days and at times agreed upon with the Reception or Recreation Department, by prior reservation.
5. The cost of the service is PLN 70 for each hour started (regardless of the number of children – up to a maximum of 3 children per animator).
6. The maximum number of children per animator is 3. In the case of more children, an additional animator must be arranged (additional cost: PLN 70/hour).

2. Terms of Use

1. Reservations must be made at least 24 hours in advance, in person at the SPA reception or by phone: +48 75 629 99 04.
2. Minimum care time: 1 hour.
3. If the care lasts longer than 1 hour:
 - The parent/legal guardian must prepare a meal for the child or
 - Inform the animator about the child's diet and give consent for the child to eat in the hotel restaurant.
 - The animator may accompany the child to the hotel restaurant only with the parent's express consent; the parent bears the cost of the child's meal.
4. A childcare registration form must be completed, including:
 - child's and guardians' information,
 - health status, allergies, special needs,
 - contact number for guardians during the childcare period.
5. The hotel is not responsible for the personal belongings of the child or parent/guardian left in the room where the service is provided. It is recommended not to give the child any valuable items (e.g., jewelry, electronics, cash) during the care period.



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3. Duties and Responsibilities

1. The animator is responsible for ensuring the child's safety and care during the service.
2. The hotel and animator are not liable for consequences resulting from failure to inform about the child's health condition or needs.
3. Parents/guardians must remain available by phone during the care period.
4. The animator has the right to refuse administering medications or dietary supplements to the child.
5. The animator is not allowed to leave the hotel premises with the child.
6. The animator has the right to refuse childcare in the event of:
 - aggressive or dangerous behavior,
 - signs of illness (fever, vomiting, coughing),
 - lack of parental consent for the registration form.

4. Final Provisions

1. The hotel reserves the right to change the hours and terms of the service.
2. The regulations are available at the hotel reception and on the hotel's website.
3. Use of the service constitutes acceptance of these regulations by the parent/legal guardian.