

Welcome!

Platinum Adults is an enclave of peace and relaxation created exclusively for adults, located in the heart of Szklarska Poręba. Here, in a unique atmosphere of tranquility, you can experience the holistic rest offered by our resort – Platinum Mountain Hotel & SPA.

For your utmost comfort, we have prepared a comprehensive hotel guide containing all essential information about our property and the services we provide.

We will make every effort to ensure that your stay at **Platinum Adults** meets your expectations and remains a beautiful memory long after your departure. We hope that our hotel will become a place you will wish to return to time and time again.

Thank you for choosing us!

— *The Platinum Adults Team*

The online guide is also available in the following language versions:



Online
hotelinformationen



Online informace
o hotelu



About us

For years, by creating **#PlatinumMoments** for our Guests, we have continuously strived to make Platinum Mountain Hotel & SPA a family-friendly place – full of attractions for children and adults alike, with a rich program of animations, activities, musical evenings, and exquisite cuisine.

At the same time, with those Guests in mind for whom relaxation means tranquility, peace, and self-care, we have expanded our concept to include a new dimension of rest.

Platinum Adults, a separate part of the Platinum Mountain Hotel & SPA resort, is a boutique enclave of silence and calm designed **exclusively for adults (18+)**. It is the perfect place for Guests who wish to spend their holiday in an atmosphere of relaxation, without the presence of children – fully focusing on themselves and their own comfort.



Useful information

All opening hours and the offers presented in this guide are subject to change.

The current hours and all up-to-date information are always available at the Reception.

Main Reception

Open 24 hours

+48 756 299 902

Free Wi-Fi

Login: Platinum

Password: platynowe.chwile

Contact Numbers

Hotel

SPA Reception +48 756 299 904

Piatti Restaurant +48 694 123 123

Guest Experience +48 664 909 900

Emergency

Police 997

Fire Department 998

Ambulance 999

Emergency number 112

Hotel Regulations and Documents

Get to know the hotel regulations, infrastructure guidelines, and the rules regarding your stay throughout the entire Platinum Mountain Hotel & SPA resort.



Fire Safety Procedures

In case of fire or if you notice smoke:

- Stay calm.
- Immediately inform the hotel staff by calling +48 756 299 902 or contact the Fire Department (998) directly.
- Follow all instructions given by the staff or the fire brigade.

PLEASE DO NOT USE THE ELEVATORS.

Hotel Information

Check-in & Check-out

The hotel day begins at 4:00 PM and ends at 11:00 AM on the following day.

Late check-out is available for an additional fee and subject to room availability.

Please contact the Reception by 9:00 AM if you wish to extend your stay.

Quiet Hours

Quiet hours in the apartments are from 10:00 PM to 7:00 AM.

We kindly ask you to familiarize yourself with the hotel regulations attached to this guide.

Parking

Platinum Adults offers both an outdoor parking area and an underground garage.

Garage spaces must be reserved in advance at the time of booking.

The outdoor parking fee is 40 PLN per night, and the garage fee is 100 PLN per night. The parking regulations are included in this Hotel Guide.

Cleaning Service

Guests of Platinum Adults may order a full cleaning service during their stay for 150 PLN (gross). The Room Service includes:

- Replacement of towels left on the floor.
- Removal of garbage.
- Replenishment of toiletries and toilet paper.
- Bed making.
- Vacuuming.

Ironing of clothes

An ironing set (ironing board + iron) is available in the corridor of each apartment building.

Gastronomy

Breakfast and Dinner

Breakfast for Platinum Adults Guests is served from 7:00 AM to 10:30 AM, and on weekends until 11:00 AM. Dinner is served at the Regionalne Talerze Restaurant (main building of Platinum Mountain Hotel & SPA) from 4:00 PM to 7:00 PM.

For packages without meals included, breakfast and dinner **can be purchased at the main reception** of Platinum Mountain Hotel & SPA according to the current price list.

Meal hours may vary depending on the type of stay and special offers.

Restaurant Piatti & Piatti Bistro

Piatti is an à la carte restaurant serving Italian cuisine, located by the outdoor summer pool.

Open daily, it offers a wide selection of pasta, pizza, and seasonal dishes. Guests may also order pizza delivery directly to their apartment.

Table reservations: +48 694 123 123.

Piatti Bistro is open seasonally.



Lobby Bar

The atmospheric Lobby Bar is the perfect spot for a morning coffee in the sunshine or an evening filled with entertainment. On selected days, live concerts and artistic performances take place here. The bar offers a wide range of cocktails and carefully selected spirits. **Open daily from 10:00 AM to 12:00 AM.**

Wellness & SPA Zone

Dr Irena Eris Beauty Partner SPA

The treatment rooms are located within the Platinum Mountain Hotel & SPA.

Available to Guests daily at the following hours:

Monday – Friday: 10:00–21:00

Saturday – Sunday: 9:00–21:00

Our SPA was created out of a passion for beauty — a place designed for those who are aware of their own needs. The Dr Irena Eris Beauty Partner brand guarantees the highest quality of products and services. We offer two beauty treatment rooms, eight massage rooms, and a quiet relaxation zone. The SPA regulations are included in the Guest Information Guide.



Treatments can be booked at the SPA Reception (tel. +48 756 299 904) or via our **website**. Our professional team of cosmetologists will be happy to advise you in choosing the right treatment.



Check the list
of treatments



Book your treatment
online

Wellness Zone

Located in the main building, the wellness zone is open Sunday to Thursday from 9:00 to 21:00 and Friday and Saturday from 9:00 to 22:00. From 20:00, the area is reserved for adults only.

The Wellness Zone features three heated indoor pools: a recreational pool, a swimming pool, and a children's paddling pool. Guests can also enjoy a jacuzzi complex and floating pool – a basin filled with warm, saline water in a tranquil setting. In a separate adult relaxation area, guests have access to Infrared, Finnish, steam, and bio saunas. The atmospheric lighting and soothing music enhance complete relaxation.

Pool towels and locker wristbands are available at the Pool Reception.

Saunas are also available in the Platinum Adults building daily from 16:00 to 22:00. To use them, please inform the reception at least one hour in advance to allow for preheating.



Outdoor Pool

Located in the central part of the resort, the outdoor pool operates during the summer season, depending on weather conditions, from 10:00 to 20:00. It is available to all resort guests. Towels are provided by the lifeguards at the summer pool.

Recreation

Our resort offers a wide range of attractions for guests, organized according to the current schedule. Among them, you will find fitness classes (registration available via the PlatinumStay app), sauna rituals, guided tours, and evening performances by artists. The current schedule is available at the hotel concierge desk, on our website, and in the app.

Gym

The gym is located in the main building of the Platinum Mountain Hotel & SPA and is open daily, 24 hours a day.

Game Room and Teen Zone

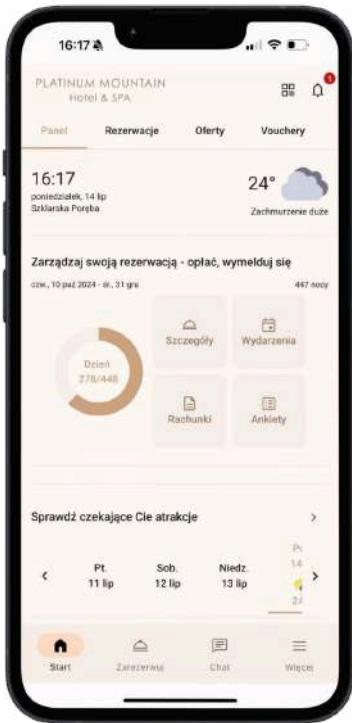
These areas are located on level -1, next to the parking garage of the Platinum Mountain Hotel & SPA. They are open daily from 7:00 to 23:00.



Bike and Winter Equipment Rental

The sports equipment rental is located in front of the hotel's main entrance. We offer mountain and electric bikes, as well as ski and snowboard rental and service. Both rental points operate seasonally. Current opening hours and price lists are available at the reception and on our website.

Additional Information



PlatinumStay Hotel App

We encourage you to download our hotel application, which allows you to book SPA treatments, open your room, and enjoy a faster and more convenient check-in. The app also provides information about daily attractions and events taking place throughout the resort.



Download the app on [Google Play](#) and [the App Store](#).

Stay with Pets

Pets are welcome in designated areas of the property for an additional fee.

The owner is responsible for keeping the pet under control to ensure the safety of other Guests and staff. Please familiarize yourself with the pet policy, included in the Guest Information Guide. **We also offer a dog walking service provided by our staff.**

Resort Map

To make it easier to navigate our resort, we encourage you to check the Platinum Mountain Hotel & SPA resort map, available at the main hotel reception.

Attractions at the Hotel

Fitness Classes

As part of our activities for Guests, we offer fitness classes according to the attractions schedule. Our activity plan includes Pilates, Yoga, Aqua Aerobics, Latino Dance Solo, as well as Flat Belly and Healthy Spine sessions. Bookings can be made at the Platinum Mountain Hotel & SPA reception (tel. +48 756 299 902) or through the hotel app.

Artistic Performances

To make your stay even more enjoyable, we organize artistic performances on selected evenings. You can most often listen to live music at the Lobby Bar located in the hotel building.

Guided Tours

Together with our guide, you will explore picturesque trails, mountain shelters, and the largest waterfalls of the Polish and Czech Karkonosze Mountains. You are welcome to join the tours with your four-legged friends. The tours take place twice a week – every Wednesday and Saturday at 10:00, all year round. The route depends on weather conditions. On Wednesdays, we hike to the Łabski Szczyt Shelter and the Kamieńczyk Waterfall; on Saturdays, we visit the Szklarka Waterfall and Golden View (Złoty Widok).

Sauna Rituals

In our sauna zone, sessions are conducted by a professional Sauna Master. A visit to the sauna helps reduce stress, improve joint mobility, firm the skin, boost immunity, and increase body endurance.

Up-to-date information about the attraction schedule is available at the main hotel reception (in print) or online on our website and in the mobile app.

Business Offer

Platinum Mountain Hotel & SPA offers extensive conference facilities, ideal for hosting a variety of business meetings and events. Our Guests have access to 4 conference rooms, allowing for the organization of both intimate and large-scale gatherings.



Amethyst Room

The modular Amethyst Room has an area of 310 m² and can be divided into four independent sections. It can accommodate up to 300 participants.



Emerald Room

126 m², up to 80 people

Sapphire Room

89 m², up to 70 people

Ruby Room

35 m², up to 20 people



Each room is equipped with full multimedia facilities, air conditioning, natural daylight access, and high-speed Wi-Fi. Our staff also provides organizational and technical support at every stage of the event.

For more information, please contact our MICE Department:

mice@platinum-mountain.pl

+48 888 660 000

+48 734 768 377



Discover the full offer

Guest Experience – Our Special Offers

Birthday, engagement, or honeymoon? Discover our special offers designed to make your stay unforgettable!

Romantic Dinner for Two

We invite you to Piatti Restaurant for a unique dining experience. The package includes table decoration, menu selection up to 300 PLN, and a glass of wine per adult. **Price:** 360 PLN



Room Decoration

Romantic decoration with rose petals, swan towel arrangements, and a bottle of wine.

Price: 200 PLN

Custom Cakes

- Chocolate & Cherry Cake
- Cream & Fruit Cake

1 kg – 170 PLN | 2 kg – 340 PLN

Additional decoration available upon request (extra charge).

Balloon Arrangement

Includes 2 large balloons (e.g., letters) and 10 smaller helium balloons.

Price: 450 PLN

Flower Bouquet

Price depends on bouquet size and type of flowers:

- Small Bouquet (7 red roses + greenery) – 230 PLN
- Large Bouquet (15 red roses + greenery) – 380 PLN

Fruit Arrangement

Prepared for 2 persons. The selection may vary depending on the season and availability, but each arrangement is guaranteed to be fresh, elegant, and up to hotel standards. **Price:** 80 PLN

Wine

Our offer includes a selection of exquisite wines.

Standard

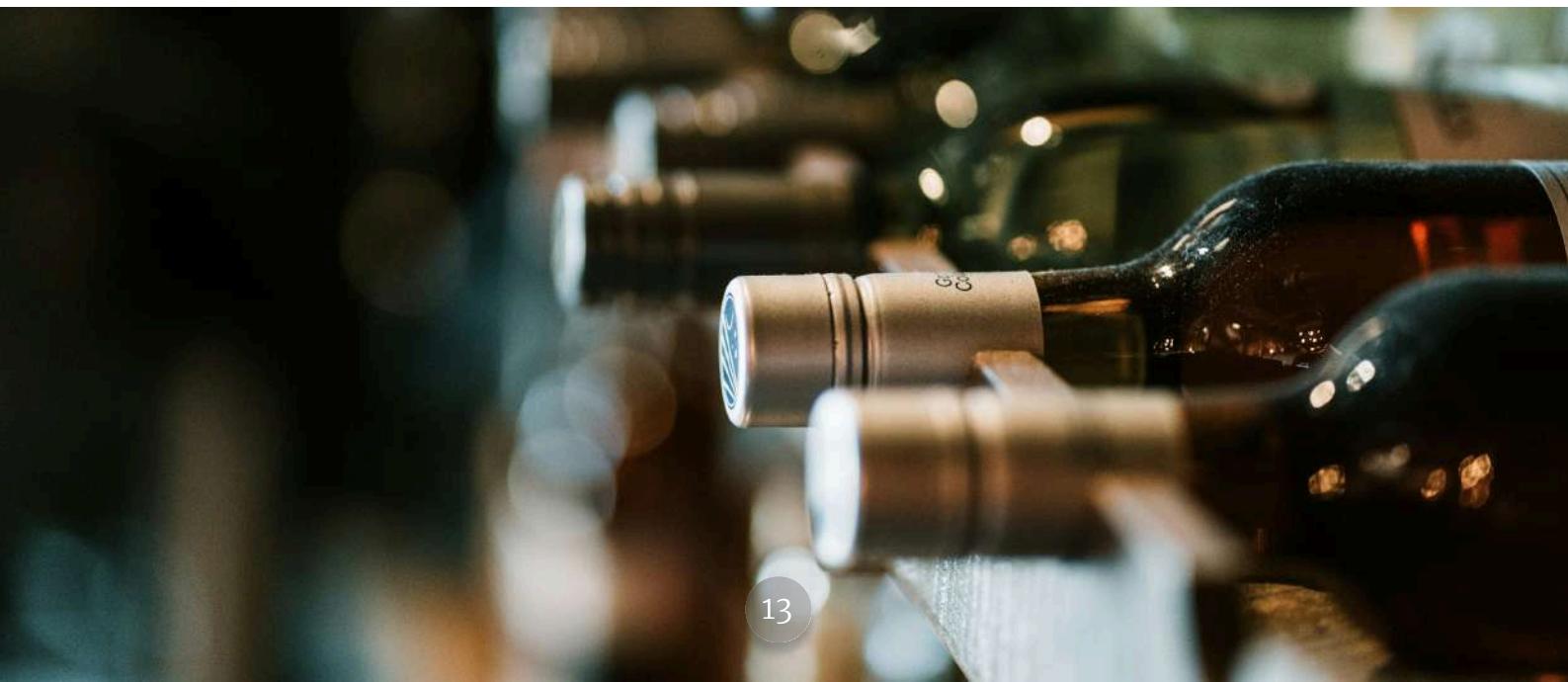
- White Wine – Corte Magna, Trebbiano, Italy – 80.00 PLN
- Red Wine – Corte Magna, Sangiovese, Italy – 80.00 PLN
- Sparkling Wine / Prosecco – Monforte, Brut, Italy – 120.00 PLN

Premium

- White Wine – Weingut Lindenhof, Riesling Trocken, Palatinate, Germany – 169.00 PLN
- Red Wine – Lopez de Haro, Crianza, Rioja, Spain – 159.00 PLN
- Sparkling Wine / Prosecco – Borgo Gritti, Extra Dry Millesimato, Italy – 140.00 PLN

Important Information

Please note that special service orders should be placed at least 24 to 48 hours before arrival to ensure proper preparation and the highest service quality. Cancellations of special services are accepted only according to the hotel's cancellation policy, available in the hotel regulations. We kindly ask you to review it before confirming your booking.



Mountain routes in the area

The Karkonosze region is an ideal place for those who enjoy close contact with nature. Here are our suggested trails and locations situated nearby.

Śnieżne Kotły

Śnieżne Kotły is an excellent viewpoint offering a panorama of the Sudetes peaks. These glacial cirques consist of two parts: the Small Śnieżne Kotły to the west and the Great Śnieżne Kotły to the east, separated by a rocky ridge.

Szrenica

Leaving our hotel, you are practically already on the trail to the highest peak of Szklarska Poręba – Szrenica, which provides a perfect viewpoint over the Jelenia Góra Valley and the Izera Mountains. From Szrenica you can continue your hike toward Śnieżne Kotły or to the rock formation known as Trzy Świnki on the Polish–Czech border.

Schronisko pod Łabskim Szczytem

We encourage you to take a trip toward Łabski Szczyt, visiting along the way the charming mountain hut that serves as a stop for many travellers in the Karkonosze. The hut is located close to both Śnieżne Kotły and Łabski Szczyt.

Polana Jakuszycka

The glade offers wide open space for walks and picnics among picturesque views and a unique microclimate. Jakuszyce is also home to the Cross-Country Skiing Centre, offering more than 100 km of trails of various difficulty levels, whose layout and location allow many route combinations.

Chatka Górzystów

A trip to Chatka Górzystów is considered easy and pleasant, and the tourist trail leading to the Izera Meadow allows for a peaceful walk surrounded by nature and the landscapes of the Izera Mountains. Chatka Górzystów can be reached not only on foot but also by bike. Besides beautiful views, the hut is famous for its delicious, fluffy pancakes with cheese and Izera blueberries.

Ski Slopes

The nearest ski slope is Ski Arena Szrenica, located less than one kilometre from Platinum Adults. The Czech resort of Harrachov is a complex of slopes offering diverse runs suitable for both beginners and advanced skiers. The advantage of this centre is its close distance from Szklarska Poręba – only 14 km by car.

Szklarka Waterfall

The 13.3-metre cascade of the Szklarka stream narrows at the bottom, forming a circular pothole. It is picturesquely located within the Karkonosze National Park, at an altitude of 520 m above sea level, in the central part of the Szklarka Gorge. On the left bank of the rocky threshold there are impressive potholes. According to legend, the waterfall is connected to the spirit Karkonosz and the glassmaker's daughter, Szklara, whose name the stream bears today. The waterfall lies within the National Park, and an entrance fee applies.

Kamieńczyk Waterfall

The Kamieńczyk Waterfall consists of three cascades with a total height of 27 metres. It flows into the picturesque Kamieńczyk Gorge, which is about 100 metres long, with rocky vertical walls of 20–30 metres and a width in some places of less than 4 metres. Beneath the middle cascade lies a small cave, the “Golden Cave”, partly carved artificially by Walloons. A small entrance fee is charged.

Local attractions

The Karkonosze region is an ideal place for those who enjoy close contact with nature. Here are our suggestions for trails and nearby locations.

Valley of Palaces and Gardens

The Valley of Palaces and Gardens at the foot of the Karkonosze Mountains is a unique complex of 30 beautiful sites – castles, palaces and manor houses, including such remarkable places as: Pałac w Staniszowie, Pałac na Wodzie in Staniszów Dolny, Pałac w Wojanowie, Pałac w Łomnicy, Zamek w Karwikach, Pałac w Pakoszowie and Pałac Spiż in Miłków.

Siruwia Japanese Garden

The highest-located Japanese garden in Poland (600 m a.s.l.). The garden combines the landscape and vegetation of the Karkonosze with oriental plants and Eastern motifs in harmony with feng shui principles. Siruwia Gardens are famous for their impressive collection of rhododendrons and enchant with both harmony and the richness of their ornamental flora.

Miniature Park of Lower Silesian Monuments

Heritage enthusiasts are invited to visit the Miniature Park of Lower Silesian Monuments, where the most important and beautiful landmarks of the Lower Silesia region await, including Zamek Czocha, the palace in Mysłakowice, and the characteristic mountain-top observatory on Śnieżka.

SkyWalk

The viewing platform is located in nearby Świeradów-Zdrój. From the top of the tower, there is a beautiful view of the spa town and the mountain landscape. The return from SkyWalk can be made easier thanks to a 105-metre slide, and a bit of adrenaline is provided by the droplet-shaped net and the glass walkway.

Huta Szkła Julia

When visiting our hotel, you may notice crystal masterpieces from the regional Julia Crystal Glassworks. During the tour, you can learn the fascinating history of the glassworks, admire the glass-making process, and take part in workshops to discover the secrets of the craft.

Chojnik Castle

Chojnik Castle was built in the 14th century by Duke Bolko II as part of the border fortifications of the duchy. Visitors can listen to local legends, including the story of Kunegunda, see the pillory, try crossbow shooting, and climb the tower to enjoy a beautiful panorama of the Karkonosze Mountains and the Jelenia Góra Valley.

GeoPark

In the St. John mine, zinc and cobalt ore adits operated from the 16th to the 19th century. The site can be visited by following the educational tourist route "In the Footsteps of Old Ore Mining". Along the 8 km trail, there are 12 surface points and an underground route 350 metres long.

Wang Church

The medieval wooden Wang Temple in Karpacz was built in the 12th century in Vang, in southern Norway, and transferred to Karpacz in the 19th century. Its architecture combines Romanesque art with Nordic folk style. The church is made of Norwegian pine, whose resin-rich wood is exceptionally durable.

Czocha Castle

Built as a border stronghold on the Silesian–Lusatian frontier between 1241 and 1247. This defensive border castle is located in the village of Sucha, above Lake Leśniański on the Kwisa River, in the Polish part of Upper Lusatia.

TV channels and radio stations

We encourage you to use the televisions available in the apartments.

The list of available channels and stations is provided below.

TV channels

1. Canal+ Film*
2. Canal+ Sport*
3. Canal+ Sport 2
4. Planete+ HD
5. TVN 24 BiŚ HD
6. TVN 24 HD*
7. TVN HD*
8. HGTV HD
9. TVN Turbo HD
10. TVN Style HD
11. TVP1 HD*
12. TVP2 HD*
13. TVP ABC*
14. TVP Rozrywka
15. TVP Historia
16. TVP Info HD
17. TVP Kultura HD
18. TVP Polonia HD
19. TVP HD
20. TVP Seriale
21. TVP Sport HD
22. Deutsche Welle
(English)

Radio stations

23. Disney Channel HD*
- Euronews (English)
24. Euronews (German)
25. Euronews (French)
26. Eurosport 1 HD
27. Eurosport 2 HD
28. France 24 HD
(French)
29. Nickelodeon
30. TVP World (English)
31. TV Puls HD
32. 4FUN.TV
33. Adventure HD
34. Power TV HD*
35. Top Kids HD
36. Kabel 1 (German)
37. TVE Internacional
(Spanish)
39. Radio Chilli ZET
40. Radio Meloradio
41. Polskie Radio Trójka
42. Radio RMF Classic
43. Radio Zet

**Critical channels covered by quality guarantee.*

Additional Information

Credit and Payment Cards

Platinum Mountain Hotel & SPA accepts all payment cards except Diners Club.

Booking Another Stay

To make another reservation, please contact our Reservations Department by phone at **+48 75 629 99 01** or by email at **rezerwacja.online@platinum-mountain.pl**.

Thank you for choosing Platinum Adults.



Platinum Adults



@platinum_adults

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www.platinum-mountain.pl

