HOTEL RULES AND REGULATIONS

1. These rules and regulations govern the provision of services, liability and conduct on the premises. They form an integral part of the agreement concluded by signing the registration form or through conduct indicating acceptance, particularly by making a reservation and/or paying a deposit or the full amount due for a stay at Prawdzic Resort&Wellness. By taking any of these actions, the Guest confirms that they have read and accepted these rules and regulations.
2. These rules and regulations apply to all persons on the premises of Prawdzic Resort&Wellness.
3. Hotel Reception is the Guest's point of contact for assistance (tel.: 100).
4. Hotel rooms are rented on a nightly basis.
5. The hotel day begins at 15:00 and ends at 11:00 the following day.
6. Guests wishing to extend their stay beyond the period specified upon arrival should notify Reception at least one day in advance. Extensions are subject to room availability.
7. The property reserves the right to refuse to extend a Guest's stay if payment for the stay to date has not been made in full or if the Guest fails to comply with these rules and regulations.
8. Retaining the room after 12:00 will be treated as an extension of the stay. In such cases, the Guest must pay for an additional full hotel day.

Reservations and Check-in

1. To check in, the Guest must present a photo ID at Reception and sign the registration form.
2. Guests may not transfer their room to another person, even if the period for which they have paid has not yet ended.
3. Visitors who are not registered at the property may visit hotel rooms between 08:00 and 22:00.
4. erty may visit Guests in their rooms between 8:00 a.m. and 10:00 p.m.

1. The property may refuse to accommodate a Guest who, during a previous stay, seriously violated these rules, particularly by damaging hotel property or causing injury to other guests, employees or other persons on the premises.
2. Payment for the stay must be made on the day of arrival, at check-in, for the dates specified in your room reservation.
3. Reservations are subject to separate reservation terms and conditions.

Additional Services

1. The property provides services in accordance with its category and standard.
2. Guests who have concerns about the quality of services are requested to report them to Reception immediately so that the property can respond and improve the standard of the services provided.
3. Concerns or complaints reported after a delay or on the day of departure, which prevent the property from responding, will not be considered.
4. The property is not responsible for inconveniences caused by circumstances beyond its control, such as interruptions to the water or electricity supply, other system failures or disasters.
5. Guests who charge Restaurant purchases to their room are requested to sign the relevant bills, thereby authorising the charges to their hotel account.
6. For fire safety and general safety reasons, Guests must not use immersion heaters, microwave ovens, heaters, gas appliances or any electrically powered items or devices that are not provided as part of the room's equipment. This restriction does not apply to chargers or power adapters for audio, video or computer equipment.

Guest Responsibility

1. Children under the age of 12 must remain under the constant supervision of their legal guardians while on the premises.
2. Legal guardians will be financially responsible for any damage to furnishings, equipment or technical installations caused by children.

1. The Guest bears full financial responsibility for any damage to or destruction of the property's furnishings, equipment or technical installations caused by the Guest or their visitors.
2. The property reserves the right to charge the Guest's credit card for damage caused, including after the Guest's departure.
3. Smoking is strictly prohibited throughout the property. The penalty for violating this prohibition is PLN 500.
4. If these rules and regulations are violated, the property may refuse to provide services to the person responsible. That person must immediately comply with the property's requests, settle all outstanding charges for services provided, pay for any damage caused and leave the premises.
5. The property has a statutory right of lien over items brought onto the premises by the Guest if the Guest delays payment for their stay or fails to pay for services provided.

Property Liability

1. The property is liable for the loss of or damage to items brought onto the premises by Guests to the extent specified in Articles 846–852 of the Polish Civil Code.
2. The Guest should notify Reception immediately upon discovering any loss or damage.
3. The property is liable for the loss of or damage to money, securities, valuables or items of scientific or artistic value only if these items have been deposited for safekeeping at Reception.
4. The property reserves the right to refuse to accept for safekeeping items of high value, substantial sums of money, items that pose a safety risk or bulky items that exceed the capacity of the hotel's safekeeping facilities.

1. The hotel car park is unguarded. The property is not responsible for the loss of any car or other vehicle left in the car park, or for any belongings or live animals left inside it.
2. The property is not responsible for bicycles, pushchairs or similar wheeled items left on the premises and does not provide storage facilities for them.

Return of Items Left Behind

1. Personal belongings left in the room by a departing Guest will be sent to the address provided on the registration form, at the Guest's expense, only upon the Guest's written request. If no such request is received, the items will be stored for one month and then destroyed.

Quiet Hours

1. Quiet hours apply from 22:00 to 07:00 the following day.

Additional Provisions

1. We do not disclose any information about our Guests to third parties.
2. Small dogs are welcome, provided that their stay is declared when making the reservation and the Guest has read the applicable rules and regulations.
3. Hazardous goods, weapons, ammunition, flammable materials and explosives must not be stored in hotel rooms.
4. Bicycles and similar wheeled items must not be brought into hotel rooms. The property does not provide storage facilities for such items.
5. Excessive noise, unpleasant odours escaping from hotel rooms and any other activities that disturb the peace or comfort of other Guests are prohibited on the premises. The property may refuse to provide services to Guests who violate this rule.

1. Guests must not make any changes to hotel rooms or their furnishings, including moving furniture or equipment.
2. The number of occupants must correspond to the room type. Extra beds must be booked and paid for for any additional guests over the age of 3.
3. Formal attire is required at meals. Bathrobes are not permitted.
4. The sauna area is monitored, and swimwear must be worn. The wellness area is for adults only.
5. When entering the breakfast or dinner area, Guests must provide their room number and present their Guest card.
6. Guests must not take food or drinks away from breakfast or other buffets. Otherwise, a charge will apply in accordance with the relevant buffet's price list.
7. Guests may consume their own food and drinks, including alcohol, only in their rooms.
8. Upon check-out, Guests must return their room key or key card to Reception. A fee of PLN 20 applies for a lost room key or key card.

Management
Prawdzic Resort&Wellness