

## First-aid kit/ doctor

Please contact Reception. The first-aid kit is available at the main reception.

## Wake-up call

Please contact Reception

## Fax machine/photocopier

Both the fax machine and the photocopier are available at the reception desk round the clock.

Sending/copying one page costs PLN 2.

## Opening hours

A'la carte Restaurant (16.09 - 14.06) Sunday - Thursday: 2:00 PM - 9:00 PM  
Friday - Saturday: 2:00 PM - 10:00 PM

A'la carte Restaurant (15.06 - 15.09 summer season) every day: 1:00 PM - 11:00 PM

Cafe Bar (16.09 - 14.06) Sunday - Thursday: 12:00 PM - 11:00 PM  
Friday - Saturday: 12:00 PM - 00:00 PM

Cafe Bar (15.06 - 15.09 summer season) every day: 12:00 PM - 00:00 PM

## Meal times

Breakfast (16.09 - 14.06) every day: 7:30 AM - 10:30 AM

Breakfast (15.06 - 15.09 summer season) every day: 7:30 AM - 11:30 AM

Dinner (16.09 - 14.06) every day: 5:30 PM - 7:30 PM

Dinner (15.06 - 15.09 summer season) every day: 4:30 PM - 7:30 PM

## Pool and SPA

SPA reception 9:00 AM - 10:00 PM

Pool 9:00 AM - 10:00 PM

(Adults-only hours 8:00 PM - 10:00 PM)

Sauna 9:00 PM - 10:00 PM

## Internet

On the premises of the entire hotel, there is free WiFi provided. In order to log in to the Internet, please:

- Connect to the network: SALTIC
- Use the access data: Login: hotel, password: salticvibes

Should you have any problems with the Internet access, please call Reception: ext. 100 or 111.

## Gym

Located in Building F on level -1 (access with your room card, entry via the stairwell). The gym is equipped with cardio machines and a free weights area. Open from 08:00 to 22:00.

## Dry cleaner's

If you wish to have your clothes dry-cleaned, please put them into the bag intended for the purpose. They shall be collected either by the maid during the room service or on request. Please report the need to the reception by 10:00 am.

The service is provided in accordance with the price list being currently in force. You will find both the bag and the price list in the wardrobe.

## Ironing Room

In the stairwell on the first floor of the B-building, there is a special room where you shall find an ironing board as well as an iron and any other accessories necessary.

## Toiletries

If you have forgotten any hygiene items (toothbrush, toothpaste, etc.), please contact the hotel reception.

## Amenities for children

Our Guests can enjoy a wide palette of useful accessories for children all throughout their stay, such as: baby cot (at extra cost), bottle warmer, bathroom stool, chamber pot, children's toilet seat, baby bathtub. At the restaurant, there are highchairs provided, and in the universally available toilet rooms, you'll find changing tables.

## Playroom

Located on the 1st floor of the A-building. The animation programme for our youngest Guests is conducted according to a weekly schedule available at the reception during the summer and winter holidays as well as within the special package periods.

## Minibar

Our minibar offers a wide palette of drinks and snacks. It is replenished every day. The mini bar bill is available in the hotel rooms and must be presented at the check-out.

## Room Service

Meals can be served to your room from 7:30 am to 10:00 pm as well as from 1:00 pm to 10:30 pm. The service is provided in accordance with the price list being currently in force (at extra cost: PLN 40).

## Lost items / items left behind

Please contact Reception. The Hotel reserves the right to store these items for 3 months of having found them.

## Sports equipment rental

Offers bicycles for adults and children alike. The price list and rules of the rental are available at the reception. Furthermore, at the SPA reception, you can rent Nordic Walking poles (at extra cost).

## Safe

There is a private safe available in every room. You can find it in the wardrobe. The Hotel is not liable for the loss of or damage to the money, securities, valuables or items of scientific or artistic value if these items are not deposited at the reception. Safe Usage Instructions:

1. Lock the safe using your private code:
  - close the door,
  - enter 3-6-digit code and press the button „#“.
2. How to open the safe:
  - enter the saved code,
  - open the safe door.

If you repeatedly enter the wrong code, the safe will get blocked for 15 minutes. The following message displayed: BATT-L means that the battery needs to be replaced. Before checking out of the hotel, please take your belongings from the safe and leave it open.

Should you have any problems with using the safe, please contact Reception.

## Room cleaning

Performed every day up until 6:00 pm by the House Keeping. The bed clothes are changed on request. If you need new hand and bath towels or bathrobes, please leave the old ones on the bathroom floor.

In the room, there is the door hanger "Please Do Not Disturb" / "Please Clean The Room" provided. Hang it on your external door handle if need be.

## CURRENT

In order to activate the sockets, please put the key card into the energy saving switch located at the room door.

## Taxi

The taxi transport can be ordered on request and at extra cost. Please contact Reception.

## Payment cards

At the hotel, cash and the following credit cards are accepted: Visa, MasterCard, American Express, Diners,

## Telephone extension numbers

|                             |         |
|-----------------------------|---------|
| Reception                   | 100/111 |
| Restaurant/Room Service     | 333     |
| SPA                         | 555     |
| Emergency telephone numbers | 112     |
| Fire brigade                | 998     |
| Police                      | 997     |
| Ambulance service           | 999     |

## Television

There is a wide palette of Polish and foreign TV channels to choose from (01-29 Polish channels, then, foreign channels).

# Fire Safety Regulations

The fire alarm is indicated by a proper sound signal. This alarm is triggered automatically when a fire is detected by the fire alarm system.

### If you notice fire and/or smoke, please:

- remain calm,
- immediately notify the hotel staff of the place where the fire/smoke occurred and describe the event in detail (Reception: tel. 100/111 or +48 94 713 66 00),
- follow the instructions given by the hotel staff who are properly trained in this area.

In case of evacuation, use only staircases and go down to level 0 (reception). The evacuation plan can be found on the room door.

### General evacuation procedures:

1. If you hear an alarm, just get up and head for the emergency exit. Do not come back to collect your personal belongings.
2. The emergency route is marked on the walls all throughout the Hotel – follow the route and go to the nearest exit.
3. Always use the stairway – never the lift!

4. Do not run, but move fast!
5. Warn everyone about the immediate danger!
6. Inform all the people on your way about the emergency route!
7. Crawl if there is smoke and use a wet cloth to protect your mouth – it will be easier to breathe this way!
8. Make sure the door is not hot before you open it – there may be fire outside the door!
9. Close the door behind you to stop the fire!
10. Close the windows!
11. Go to the assembly point and stay there!
12. Do not come back to the building unless you are absolutely sure it is safe!
13. Check if all the group members are with you – if not, report it!
14. The evacuation is complete once all the Guests and group members have been ticked off at the assembly point!

# Hotel Rules and Regulations

1. The hotel rooms are rented for the hotel days. The hotel day begins at 3:00 pm and ends at 11:00 pm.
2. Once the stay has expired, the Guest is obliged to return the key card to the reception.
3. If the Guest did not define the length of their stay at the check-in, it is assumed the room is rented for one hotel day.
4. Should the Guest wish to extend their stay, they should report it at the reception by 9:00 am on their original departure day. The wish shall be granted, provided that it is possible and that the current hotel occupancy allows it.
5. The quiet hours at the Hotel last from 10:00 pm to 7:00 am.
6. The stay booking is valid until 6:00 pm on the planned arrival day. Afterwards, the booking is cancelled. All the information on the cancellation policy, the no show at the Hotel or shortening of the stay are given in the booking confirmation.
7. Each Guest using the accommodation services is obliged to check in to the Hotel.
8. Non-resident visitors may stay in the hotel rooms from 7:00 am until 10:00 pm, provided that it has been reported in advance at the hotel reception.
9. The Guest may not hand their room over to third parties.
10. We keep the personal data of our Guests strictly confidential.
11. The Hotel provides services in accordance with its categorisation and standard. Any reservations concerning the service quality should be reported at the hotel reception so that the staff can quickly react to the problem.
12. The Guest should inform the reception about any damage caused immediately after having found it.
13. The Guest is liable for any damage to the equipment elements and technical devices at the Hotel caused either by them or by their visitors.
14. It is forbidden to enter the restaurants dressed in bathrobes.
15. For safety reasons, when leaving the room, the Guest is always obliged to check and make sure that the windows have been closed and the door locked.
16. The Hotel is obliged to provide:
  - the Guest with conditions for a full and unrestricted stay,
  - confidentiality of information about the Guest,
  - professional and courteous service.
17. On request, the Hotel provides the following services free of charge:
  - information on the stay and journey,
  - wake-up call at the requested hour, storing the luggage
  - belonging to the resident Guests.
18. For reasons of fire safety, it is forbidden to use heaters, electric irons and other devices which are not elements of the room equipment.
19. Personal belonging left behind by a departing Guest shall be sent back at their expense to the address given by them. If no such instructions are given, the Hotel will store these items for 3 months.
20. Smoking is strictly forbidden at the Hotel (excluding the areas intended for the purpose). Breaking the ban is punishable by a fine amounting to the fee charged for one hotel day in the rented room, in accordance with the price list being in force within the current season.
21. Hand and bath towels as well as bathrobes are elements of the room fixture. When leaving our facility, please leave the hotel linen in the room. If something is missing, we shall add its purchase cost to your hotel bill (the price list is available at the main reception).
22. You can rent hotel bikes at the main reception (according to a price list).
23. The hotel is obliged to apply the child protection standards, in particular to establish the identity of the child and his/her relationship with the adult with whom he/she is staying in the facility. (Act of 13 May 2016 on Counteracting the Threat of Sexual Offences and Protection of Minors).
24. The Hotel may refuse further service provision to a person who violates these Rules and Regulations. Such a person is then obliged to obey the hotel demands, pay for the services provided so far as well as for any possible damage caused and finally, to leave the Hotel.
25. All the Guests and their visitors are obliged to comply with these Rules and Regulations.
26. In case of any complaints or comments regarding the services provided, please contact us via email at: reklamacje@saltic.pl

# Pet Rules and Regulations

1. The Hotel accepts pets, yet this fact must be each time reported at the reception.
2. The pet fee is charged in accordance with the price list being currently in force.
3. Outside the room, pets must be under the care of their owners.
4. Pets must be walked on leash and wear muzzles. Only chosen hotel areas are accessible for pets.
5. Bringing pets into the hotel restaurant is not allowed.
6. Using hotel hand and bath towels for the needs of pets is forbidden. Pets may not sit or sleep in the beds or on the sofas as well as urinate and defecate on the hotel premises (indoors and on the green areas around it). Breaking the ban is charged with a fine of PLN 200.
7. The owner may not leave their pet in the hotel room alone (unless there is a special playpen provided).
8. If the pet is alone in the room, the Guest is obliged to hang a proper door hanger on the external door handle. You will find the hanger on a hook on the wardrobe door.
9. The owner is liable for any damage to the hotel and private property caused by their pet.

# EN Car Park Rules and Regulations

1. The car park constitutes an integral part of the Hotel and is intended for the Hotel Guests.
2. It is unattended, subject to video surveillance and paid for according to the price list being currently in force.
3. The vehicle user consents to the conditions laid down in these Rules and Regulations and undertakes to abide by their provisions absolutely.
4. Only the car itself and the original equipment thereof constitute the subject of the vehicle storage contract.
5. The Hotel is only liable for the loss of or damage to the items other than the original equipment of the car if the person taking the car in storage has been informed about the items left inside the vehicle and not being its original equipment as well as if there are any visible signs of burglary.
6. Entering the car park must be reported at the reception so that the vehicle handover contract can be concluded with the Hotel.
7. Before leaving the car in the car park, the vehicle owner must report any faults of the vehicle as well as any lacking equipment elements and external fittings to the staff.
8. The vehicle user is obliged to protect it from the unauthorised access (check and make sure the car door is locked) as well as to use all the security systems installed in the vehicle.
9. The vehicle user is obliged to report all the vehicle faults without delay, at the latest when leaving the car park.
10. For the sake of our Guests' safety, the staff may refuse to accept or return a car if the driver is in a drunken state or their condition indicates prior alcohol consumption.
11. In the area of the car park, access and internal roads, the provisions of the traffic code as well as the maximum speed up to 10 km/h (6.2 mph) apply.
12. The Hotel does not bear any liability for the consequences of violating these Rules and Regulations.

## Spa & Wellness Regulations

1. Opening hours:  
SPA Reception: 9:00 am–10:00 pm  
Pool: 9:00 am–10:00 pm
  2. Massages and treatments can be booked at the SPA reception, by phone or by email. We recommend booking in advance, especially during peak periods.
  3. Treatments can be cancelled or rescheduled no later than 6 hours before the appointment. In case of a no-show without prior notice, the full fee will be charged (added to the hotel room bill).
  4. Please arrive at least 5 minutes early and take a short shower beforehand. For body care and massage, please come in a bathrobe and slippers. Inform your therapist about any health conditions, contraindications, allergies or pregnancy. Avoid heavy meals 1 hour before; drink water after the treatment.
  5. Please do not bring valuables or jewellery to the SPA. The hotel is not responsible for items left in the treatment area or lost on the SPA premises.
  6. Please arrive without make-up for facial treatments.
  7. The SPA is a relaxation zone — please keep quiet and switch off/silence mobile phones.
  8. SPA treatments are available to adults only (18+). Kids SPA: children 6–14 years with written consent of a parent/guardian.
  9. In case of late arrival, we reserve the right to shorten the treatment time to avoid affecting subsequent appointments.
  10. Treatments are charged to the hotel room bill. The price list is available at the SPA reception and on the hotel website. External guests: 100% prepayment is required to confirm a booking. Promotions cannot be combined with other offers or discounts.
  11. Please submit comments and complaints during the treatment, immediately afterwards, or no later than the same day. Complaints submitted later will not be considered.
  12. Staff may refuse a treatment due to health contraindications or inappropriate behaviour. Third parties may not enter or look into treatment rooms while sessions are in progress. No animals are allowed in the SPA area.
- Saltic Resort & Spa behält sich das Recht vor, Preise und Öffnungszeiten zu ändern.

# Swimming Pool Regulations

1. Before entering the swimming pool, please make yourself acquainted with the following Rules and Regulations.
2. It is assumed that every person staying on the pool premises has made themselves acquainted with these Rules and Regulations as well as undertakes to abide by their provisions absolutely.
3. The swimming pool is open every from 9:00 am to 10:00 pm.
4. All the pool users are obliged to comply with any instructions given by the lifeguards and swim activity instructors.
5. The persons violating the public order, provisions of these Rules and Regulations as well not complying with the instructions given by the lifeguards and staff may be requested to leave the swimming pool premises:
6. The swimming pool is available to:
  - the Hotel Guests,
  - children and youth under 16 years of age, yet only if accompanied by adults,
  - people with disabilities, requiring direct care as well as people with a tendency to attacks, muscle cramps – however, they may stay on the pool premises only with an adult guardian, a physiotherapist, after prior consultations with their doctor or on their own responsibility.
7. Persons in poor health, fitness or feeling unwell as well as pregnant women must take special care and use both the pool and all of its devices according to their current state of health.
8. The Hotel reserves the right to deny access to the swimming pool to you if:
  - your condition indicates prior alcohol consumption or if you are under the influence of drugs or any other intoxicants,
  - you have external skin injuries, wounds which do not heal well, skin diseases, epilepsy or balance disorders,
  - your behaviour poses a threat to other people,
  - your personal hygiene deviates from the generally accepted norms,
  - your child up to 3 years of age is not wearing waterproof swim nappies.
9. In order to enter the swimming pool area, please change into flip-flops or hotel slippers and swimming costume first.
10. Before entering the water, every pool user is obliged to wash their body carefully in the shower as well as to disinfect their feet.
11. You are obliged to stay calm and silent in the pool zone.
12. All the pool users are strictly prohibited from: taking a run-up and jumping into the water, leaving children unattended by adults, bringing prams and pushchairs in, bringing animals in, consuming alcohol, behaving in such a way that it endangers the safety of other users.
13. On the premises of the swimming pool, bringing in and consuming alcohol or smoking tobacco is absolutely forbidden.
14. For the safety of the individual pool users respecting the Rules and Regulations, the persons being on duty are responsible (lifeguard).
 

The conduct and safety of children using the swimming pool is the responsibility of their parents (guardians).
15. The Hotel is not liable for any accidents or incidents which result from not following the Rules and Regulations.
16. For contaminating the pool, the culprit shall be charged with a fine:
 

|                               |           |
|-------------------------------|-----------|
| • Recreational pool:          | PLN 2 000 |
| • Paddling pool for children: | PLN 500   |
| • Jacuzzi:                    | PLN 500   |
17. Smoking on the swimming pool premises is strictly forbidden.
18. Swimming pool users are liable for any damage caused to the equipment or devices.
19. Should there any dangerous situation or an accident occur on the pool premises, alarm Reception at once.
20. At any given time, a maximum of four people may occupy the jacuzzi.

# Sauna Zone Rules and Regulations

1. The Sauna Zone is open every day from 9:00 am to 10:00 pm.
2. Die Sauna darf ausschließlich von Personen genutzt werden, die das 18. Lebensjahr vollendet haben.
3. Der Gast ist verpflichtet, sich mit den methodischen Richtlinien für die Saunanutzung vertraut zu machen.
 

Der Zutritt zu den Saunen ist nur in geeignetem, sauberem Wechsel-Schuhwerk (z.B. Badeschlappen), im Bademantel und mit einem an der SPA-Rezeption entnommenen Handtuch gestattet.
4. In order to use the sauna correctly, you should respect the rules given below:
  - **When sauning, you should perform cycles consisting of the 3 phases as below at least two or (preferably) three times:**
    - warming the body up (bathing, staying in the sauna),
    - cooling the body down (cold shower, ice),
    - having rest.
  - **Before you enter the sauna:**
    - do not overeat, avoid abundant meals 2 hours before,
    - take care of your physiological needs,
    - take off any jewellery, watches and other ornaments from your body, for they may cause body burns,

wash your body carefully in the shower, using soap and water and wipe it up dry,  
take off your flip-flops.

- **While using the dry sauna:**

choose the best bank for your needs and abilities, starting with the lowest and ending with the highest one,

unfold the towel so that as much of your body as possible is exposed to the temperature and moisture,

sit down and keep your legs at trunk level or lie down on the bank,

put a towel under every part of your body which touches the sauna wood,

control the time in order not to stay in the sauna for more than 15 minutes,

sit up for a while if you were lying.

- **Having left the sauna room:**

-rinse the sweat off your body with warm water,

-take a cold shower to cool your body down. Remember to start with these body parts which are the furthest from the heart, only at the end it is recommended to cool down your head and neck,

-after the shower, use the bowl with ice to cool down your body,

-rest for at least as much time as you spent in the sauna, preferably in the lying position,

-replenish your fluids

5. It is forbidden to use your own fragrance and essential oils as well as any other substances of a similar sort in the sauna cabins.
6. All the elements of the sauna zone should be used in accordance with their intended purpose, exclusively as a form of bioregeneration. Destroying the sauna equipment or contaminating the sauna cabins and showers is prohibited.
7. The hotel staff is obliged and entitled to control the cleanliness and efficiency of the sauna zone devices at any time, even if the Guests are using them at the moment.
8. It is prohibited to bring sharp objects and your own equipment to the sauna zone as well as to consume alcohol and foodstuffs there.
9. A cultural, proper behaviour is required. Respecting and honouring others is a matter of good form.
10. The Guests whose condition indicates prior alcohol consumption or who seem to be under the influence of any intoxicants or performance-enhancing drugs shall be required to leave the sauna zone.
11. After your sauna bath, repose for about 20-30 minutes. It is advised to replenish your fluids by drinking proper amounts of water or juices (approx. 0,5 -1 l).
12. Any physical effort both during and after the sauna bath is contraindicated.
13. The sauna zone is all silence and peace. Please do not bring your mobile phones here, avoid loud conversations.

## Fitness Room Rules

1. Every guest is required to familiarize themselves with and adhere to the fitness room rules.
2. The fitness room is open daily from 8:00 AM to 10:00 PM.
3. Guests are allowed to bring non-alcoholic beverages into the fitness room.
4. Bringing and consuming food in the fitness room is prohibited.
5. Entry to the fitness room is forbidden for persons under the influence of alcohol or drugs.
6. The fitness room is available for hotel guests only.
7. The fitness room is accessible to guests aged 16 and over; younger guests may only use the facilities under the supervision of a legal guardian.
8. Appropriate sportswear and indoor sports shoes are required in the fitness room.
9. Hotel staff do not have medical training. In case of any doubts about your health or physical fitness, guests should consult a physician independently to confirm there are no contraindications for performing specific exercises.
10. Guests must not use the fitness room if they have an infection, contagious disease, or any other condition that may affect others in the room.
11. Guests are required to exercise safely, using weights that they can control independently.
12. If a guest feels unwell during exercise, they must immediately stop exercising and inform the hotel staff.
13. The hotel is not responsible for injuries sustained while using sports equipment.
14. Guests must tidy up after their workout (returning equipment to its proper place) and clean their workout stations (disinfecting the equipment and machines).
15. Guests are financially responsible for any damage or destruction of the fitness room's facilities, equipment, or premises.
16. Guests are liable for any damages to property or injury to others resulting from improper use, damage, or destruction of the fitness room's facilities or equipment.
17. If the hotel staff observes or receives reports from other users about behavior that endangers the safety of others or harms the reputation of the fitness room, particularly due to aggressive or threatening behavior, vandalism, or other socially unacceptable conduct, the hotel staff has the right to ask the guest to leave the fitness room.
18. The hotel is not responsible for injuries related to inappropriate exercises performed due to a guest's health condition or physical fitness.
19. Any malfunctions should be reported to the hotel reception.
20. Removing sports equipment from the fitness room is prohibited.
21. The hotel is not responsible for valuable items left in the fitness room.
22. The hotel staff has the right to ask guests who do not follow the rules to leave.
23. Smoking is prohibited in the fitness room.

## Thank you for complying with these Rules and Regulations.

We hope that you find our hotel book useful. If you need more information, though, our reception is at your disposal round the clock.

We wish you unforgettable time and a pleasant stay.

**The Saltic Hotel Resort & SPA Team**