

HOTEL RULES

Saltic Resort & SPA

1. Rooms are rented per night. Check-in starts at 3:00 pm, and check-out is by 11:00 am the following day.
2. At the end of the stay, the Guest is required to return the issued key/card to the Reception.
3. If the Guest did not specify the length of stay when renting a room, it is assumed the room was rented for one night.
4. A request to extend the stay should be reported to the Reception by 9:00 am on the day of departure. The stay may be extended subject to availability and vacant rooms.
5. Quiet hours apply from 10:00 pm to 7:00 am.
6. The reservation remains valid on the scheduled arrival day until 6:00 pm. After this time, if the Guest has not contacted the Hotel and a later arrival has not been agreed, the Hotel reserves the right to cancel the reservation. Information regarding cancellation, no-show, or shortening of the stay is included in the reservation confirmation.
7. Every Guest using accommodation services is required to complete the check-in procedure.
8. Unregistered visitors may stay in the Guest's hotel room from 7:00 am to 10:00 pm, provided this is reported in advance to the Hotel Reception.
9. The Guest may not transfer the room to third parties.
10. The Hotel does not provide any third parties with information about Guests' personal data.
11. The Hotel provides services in accordance with its category and standard. If you have any concerns regarding service quality, please report them to the Reception as soon as possible so that our staff can respond promptly.
12. The Guest should notify the Reception of any damage immediately after it is discovered.
13. The Guest is financially liable for any damage to or destruction of the Hotel's furnishings, equipment, or technical devices caused by the Guest or by visitors of the Guest.
14. Wearing a bathrobe is not permitted in dining outlets.
15. For safety reasons, whenever leaving the room, the Guest should ensure that doors and windows are closed.
16. The Hotel is obliged to provide:
 - conditions for full, undisturbed rest,
 - confidentiality and protection of Guest information,
 - professional and courteous service within the scope of all services provided by the Hotel.
17. At the Guest's request, the Hotel provides the following free-of-charge services:
 - information related to the stay and travel,
 - wake-up calls at the requested time,
 - luggage storage for Guests staying at the Hotel.
18. For fire safety reasons, it is prohibited to use devices that may pose a hazard in hotel rooms (in particular heaters, electric irons, and other high-power devices) that are not part of the room's standard equipment.
19. Personal items left in the hotel room by a departing Guest will be sent at the Guest's expense to the address indicated by the Guest. If no such instructions are received, the Hotel will store these items for a period of 3 months.
20. A total smoking ban applies throughout the Hotel (except in designated areas). A breach of the smoking ban results in a cleaning/penalty charge equal to the value of one night's stay, based on the standard rate list applicable for the given season.
21. Towels and bathrobes are standard room amenities. Please leave the complete set of hotel linen in the room on the day of departure. Any missing items will be charged to the room account at the purchase price (price list available at the main Reception).
22. Hotel bicycles may be rented at the main Reception in accordance with the price list.
23. The Hotel applies child protection standards, in particular verifying the identity of a minor and the minor's relationship with the accompanying adult (Act of 13 May 2016 on Counteracting Threats of Sexual Offences and the Protection of Minors).
24. In the event of a breach of these rules, the Hotel may refuse to continue providing services to the person in breach. Such person is obliged to comply immediately forcefully with the Hotel's requests, settle all charges for services provided so far, pay for any damage or destruction caused, and leave the Hotel premises.
25. Entry number in the register of accommodation facilities kept by the competent authority for the location of the facility: CWOH/3208042/2022/12/3606.
26. Contact details of the person responsible in the event of a breach of safety rules (in particular regarding minors) and public order: Bartosz Gzyl, tel. +48 507 041 928, Anna Szalińska, tel. +48 734 185 866
27. These Hotel Rules apply to all hotel Guests and visitors.
28. If you have any complaints or remarks regarding the services provided, please contact us by email at: reklamacje@saltic.pl



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