

# Hotel regulations

Dear Guests,

It is a great pleasure to welcome you Topacz Castle Resort & Art Spa.

Along with ensuring the highest possible standards of luxury, we will take care of every single detail, so that you can enjoy your free time and commune with nature.

**In order to ensure our guests stay is as comfortable as possible, we would like to inform you that smoking is forbidden on the hotel's premises, especially in the hotel rooms. Failure to observe this regulation will result in a charge of 1000.00 PLN to cover the cost of ozone treatment.**

The hotel management would appreciate your cooperation regarding compliance with these terms and conditions to ensure all our guests have a safe and peaceful stay.

## §1

The check-in time begins at 15.00 and ends at 11.00 of the following day. If a guest renting a room did not state the length of his/her stay at the time of booking, it is assumed that the room is rented for one day.

Staying in a given room after 11.00 is synonymous to prolonging the stay. If a guest leaves a room between 11.00 and 18.00, a half-day charge is incurred.

## §2

Upon check-in, the guest is obligated to show an identity document, i.e. ID card or passport, and signing the registration form.

## §3

Upon check-in, the guest is obliged to pay a fee for the stay or leave a cash or credit card deposit.

To open a hotel credit, preauthorization of the 150 / day / room is needed, in case of cash deposit, it is double the value of the stay.

## §4

A request to prolong the stay beyond the period agreed on entering the hotel should be given to reception by 10.00 on the last day of renting the room. The hotel will accept the request whenever possible. If a guest has not left a room by the end of the rental period and has not informed reception about his/her intention to check-out at a later date, the hotel staff might pack the guest's things in a supervised manner and put them in a safe place.

## §5

A hotel guest cannot hand a room over to other people, even within a rental period, which has previously been paid for. Individuals unregistered in the hotel may stay in a hotel room from 7.00 to 22.00 of the same day. The hotel can refuse to let in a guest who has breached any of these terms and conditions during a previous stay, e.g. damaged hotel property, harmed other guests, the hotel personnel or people on the hotel's premises, or in any other way disturbed the other guests' peace or the hotel's operation.

## §6

The hotel provides services in accordance with its classification and standard. In case of any reservations concerning the quality of service, guests are asked to report them to the reception as fast as possible, which will enable the hotel staff to undertake immediate action. The hotel is obliged to: provide full and unreserved leisure for all guests, ensure safety during their stay (including guest data confidentiality), provide professional and polite service from all hotel employees, perform cleaning, maintenance and repairs in guests' rooms while they are empty (although these may be done during guests' presence if such a request is made). Should there be any faults that cannot be rectified, the hotel will make every effort to provide an alternative room or in any other way eliminate the inconvenience, whenever possible.

## §7

The hotel, at a guest's request, provides the following free services: giving information associated with their stay and travel, wake-up calls at a given hour, storing luggage. The hotel might refuse to store luggage at dates, which differ from a guest's rental period and possessions other than personal baggage. Storage of valuables during a guest's stay is performed on his/her clear request with the use of a safe deposit box located in the reception.

§8

The hotel is liable for loss of or damage to things carried into its premises by persons using its services within the scope determined by Article 846-852 of the Civil Code. Such a loss should be reported to the hotel's reception within 24 hours of the occurrence. The hotel will not consider losses disclosed later than 24 hours after the occurrence. The hotel has no liability for loss of or damage to possessions left in its public places.

§9

The hotel has no liability for loss of or damage to cars or any other vehicle belonging to guests. The hotel has no liability arising from loss of or damage to banknotes, securities, valuables or any other valuable things or items or things of scientific or artistic value if they are not deposited in the reception. The hotel is not liable for any injury to underage persons supervised by minders in accordance with Article 427 of the Civil Code.

§10

The hotel's curfew lasts from 22.00 to 7.00 of the following day. Behaviour of the guests and persons using the hotel's services should not disturb the other guests. The hotel might refuse to provide further services to a person violating this rule.

§11

Every time a guest leaves a room, he/she should check that the door is locked. The reception gives out a key card for a room on the production of a registration card. Guests of the hotel take full material responsibility for all damage to or destruction of the hotel's equipment and technical devices if it is his or her fault, or if it is caused by underage persons supervised by minders in accordance with Article 427 of the Civil Code or by his/her visitors. In case of any breach of the provisions of these terms and conditions, the hotel might refuse to provide services for a person responsible for such a breach. This person is then immediately obliged to comply with the hotel's demands, especially with the payment for all damages and injuries, as well as leaving the hotel's premises. Using immersion heaters, electric irons and similar devices not belonging to the hotel room's fittings is forbidden on account of fire safety.

§12

Personal belongings left in a hotel room by a departing guest will be sent back to the address given by the guest and at his expense. In case of no such order, the hotel will store these items for three months after check out and then it will hand them over for charity or public use.

§13

Please send the claims concerning the stay, reservation process or payment to the following e-mail address: [opinie@zamektopacz.pl](mailto:opinie@zamektopacz.pl)

ZAMEK TOPACZ  
resort & spa

# Parking regulations

Unguarded, monitored parking, open 24h per day, 7 days per week.

The parking is managed by Topacz Investments sp. z o.o., Templariuszy 1, 55-040 Ślęza.

1. The vehicle's driver agrees for the conditions presented in the Regulations by driving into the parking's area and obliges to strictly observe the Regulation's provisions.
2. The Parking is unguarded, paid parking, dedicated to motorbikes, cars, delivery cars and trucks with the maximum permissible mass of 3,5 t. Entry of other vehicles is forbidden, unless a prior permission is granted by the Parking's Manager.
3. The condition for using a parking lot is a correct scanning of the registration number by the parking system. The scanned registration number is displayed on the information board which is the part of the entry barrier. In case of incorrect readout of the registration plate please contact the hotel staff in the Hotel Reception located in the Castle building.
4. The Parking is paid for all days in the year, 24 hours per day.
5. The amount of parking fees and other fees not mentioned in the parking regulations are specified by the price list placed before the entry to the parking area, in a manner that allows to familiarize oneself with its contents.
6. The fee for parking according to a hourly system is paid before exiting the Parking through a payment terminal placed on the post placed directly by the Parking exit.
7. After paying the fee you should leave the parking in 15 min. Exceeding the established time for exiting results in incurring an additional fee according to the price list. The time spent due to the vehicle staying at the Parking due to such causes as malfunction or incorrect functioning of the vehicle, an inspection conducted by the police or other authorities is not grounds for decreasing the fee by that time or incurring a smaller fee.
8. Provisions of the Road Traffic Act apply to the parking's area (Journal of Laws of 2012, item 1137 with amendments). The maximum allowed vehicle speed at the parking's area is **15 km/h**.
9. The vehicles may only stop at designated parking lots, with exception of reserved (numbered) lots and lots dedicated for disabled persons.
10. The driver who has a parking card for a disabled person is obliged to place it in a visible place behind the front wind shield of the vehicle while entering the Parking in a manner that allows to inspect and identify the card's holder.
11. For an unauthorized vehicle taking up the reserved (numbered) parking lot the vehicle's driver will be penalised with a punitive fee of 100.00 PLN that is charged by the parking staff.
12. It is forbidden to park at entries, exits, lanes, pavements, green areas or other areas not designated as parking lots.
13. Incorrectly parked vehicles or vehicles endangering the traffic safety will be transported or moved, and drivers of such vehicles will incur a handling fee of **150,00 PLN** + the cost of hauling or moving.
14. In event of damage of the barrier or other parking devices attributable to the driver, the driver will incur the full cost of repair or replacement of the damaged equipment.
15. Only the vehicle itself and its factory equipment are the subject of storage at the parkig.
16. The driver is obliged to secure the vehicle against entry of unauthorized persons and to use security systems installed in the vehicle.
17. The Manager is not responsible for damages caused inside the vehicle during the parking.

18. The vehicle's driver is obliged to obey instructions of the parking staff.
19. The vehicle's driver is responsible for all damages to the vehicles of other persons caused at the parking's area that are attributable to the driver or their companions.
20. The vehicle's driver is obliged to report to the parking staff all damages to other vehicles incurred by the driver during manoeuvring at the parking.
21. The damaged vehicle's driver is obliged to immediately inform the parking staff about the damage's occurrence, no later than before leaving the parking.
22. The Manager is not held responsible for damages caused by an act of God and in result of the Driver not observing the provisions of the regulations.
23. In event of losing vehicle keys, attempts to enter the inside of the vehicle may be undertaken after showing the vehicle's registration and the driver's identification document to the parking staff, at its cost and risk.
24. It is permitted for vehicles carrying easily flammable, corrosive, explosive and other substances threatening people's life and health, as well as threatening other vehicles parked at the parking.
25. The Manager is entitled to remove the vehicle from the parking in event of sudden and justified reason (e.g. risk of damaging a parked vehicle).
26. It is forbidden to repair vehicles at the parking, as well as to carry out servicing and care activities.
27. It is forbidden to use open flame at the parking.
28. Complaints, motions and claims related to using the parking should be reported to the Parking Manager's address:

Topacz Investments sp. z o.o., ul. Templariuszy 1, 55-040 Śleza

The Regulations are effective since 17.10.2025.

Alarm phone: 783 783 032