

HOTEL REGULATIONS

The hotel management will be very grateful for your cooperation in observing these regulations, which are intended to ensure peaceful and safe stay of all our guests.

1. A room in the hotel is rented for the day.
2. Check-in time is from 2 p.m. to 11 a.m.
3. If the guest does not specify the length of stay when booking a room, it is assumed that the room is booked for one day.
4. The guest of the hotel is obliged to show to the front desk employee, and provide the data for check-in, a document with a photograph, confirming the identity of the guest.
5. The guest of the hotel shall report their wish to extend the stay beyond the period indicated on the date of arrival at the front desk by 11:00 a.m. of the last booking day.
6. The hotel takes into account the wishes of extending the stay, if possible. Extension of the day until 3 p.m. – 15 PLN/hour. After 3 p.m. a whole day charge is imposed.
7. The hotel provides services in accordance with its category and standard. Objections concerning the quality of services should be reported to the front desk employee as soon as possible for immediate response.
8. In case of booking cancellation or no-show without prior booking cancellation, the guest will be charged with the total booking cost and ordered catering services.
9. The hotel is obliged to provide:
 - conditions for full and unrestricted rest,
 - security, including secrecy of information about the guest,
 - professional and courteous service,
 - room cleaning and necessary repairs of equipment during the absence of the guest, and in case of their absence – only if they express their consent and wish,
 - to provide, to the extent possible, another room or otherwise mitigate the inconvenience if the defects occurring in the room cannot be removed.
10. At request, the hotel shall provide the following services free of charge: information related to the stay and travel and wake-up call at the appointed time.
11. The liability of the hotel for loss of or damage to money, securities, valuables or objects of scientific or artistic value shall be limited.
12. The hotel shall not be liable for damage to or loss of a car or other vehicle belonging to the guest.
13. The guest is financially responsible for any damage to or destruction of equipment and technical devices of the hotel caused by the guest or their visitors.
14. Every time the guest leaves the room, they should check locking the door and leave the key at the front desk.
15. The guest may not transfer the room to a third party, even if the period they paid for has not expired.
16. Persons not registered in the hotel can stay in the hotel room from 7:00 a.m. to 10:00 p.m.

17. The hotel requires silence from 10:00 p.m. to 7:00 a.m.

18. Due to fire safety reasons, it is prohibited to use heaters, electric irons and other similar devices in rooms that are not included in the room equipment. Smoking is strictly prohibited.

19. The hotel may refuse to accept a guest who grossly violated the rules during their previous stay, causing damage to the property of the hotel or guests or damage to the guests, hotel employees or other persons staying at the hotel, or otherwise interfering with the peaceful stay of guests or the operation of the hotel.

20. Personal belongings left by the departing guest shall be sent back to the address indicated by the guest. If such disposition is not received, the hotel will store such items for one month.

21. Smoking cigarettes or other tobacco products is strictly prohibited in the hotel, including hotel rooms.

22. Violation of the ban on smoking cigarettes or other tobacco products in hotel premises is equivalent with the guest's consent to cover the cost of room deodorization in the amount of 100 PLN.