

Hotel regulations

Dear Guests,

It is a great pleasure to welcome you to our hotel.

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 neutralizing the odour.

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 12.00 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 12.00 is synonymous to prolonging the stay. If a guest leaves a room between 12.00 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 on 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.