

“U STEFANIAKÓW” HOTEL RULES AND REGULATIONS

INTRODUCTION

1. The following regulations define the provisions of the services as well as the rules operating within the hotel area. The regulations are an integrative part of the agreement concluded at the moment of booking, check-in or while paying for one's stay in the Hotel.
2. By booking the room, checking-in, paying for the reservation or staying within the Hotel area, a Guest or a Visitor confirms that they became acquainted and they accepted all the conditions of the hereby regulations.

PAYMENTS

1. The full payment is being charged during the check-in stage at the latest.
2. While checking-in, the payment can be made by means of cash, payment card or credit card.
3. Paying by means of bank transfer is possible only as a form of advance payment before the check-in (on the basis of a pro-forma invoice).
4. Polish Zloty is an acceptable currency however, the hotel can but does not have to accept the payments in foreign currency as well.

CHECK-IN

1. During the check-in process, the Hotel receives the Guest personal details via the record form obligatorily signed by the Guest.
2. The Hotel reserves itself a right to the refuse the provision of services if the person does not agree to conduct the check-in process. Simultaneously, one is informed that in some circumstances it is possible to commence the stay without the necessity of carrying out the check-in process.

BOOKING

1. The Hotel reserves itself the right to pre-authorize the payment or credit card, to charge the cash advance (electronically as well), or to issue a pro-forma invoice while booking.
2. Depending on the conditions and booking method, the advance payment can be non-returnable however, one is acknowledged about this before making a booking.
3. There is a possibility to cancel the booking three days before the arrival.
4. In the case of later cancellation, the Hotel reserves itself the right to charge the client with the equivalent of 50% of the full booking payment. In the event of lack of cancellation, the Hotel reserves itself the right to charge the client with the full payment for the booking.

THE RULES OF ACCOMMODATION

1. The room is booked for hotel days.
2. Simultaneously with receiving the key, the client is charged with the payment for the full hotel day regardless the time one uses the room.
3. The hotel day starts at 2.00 pm and ends at 11.00 am the next day.
4. There is a possibility to extend the hotel day for a fee (1 hour – 20 PLN, 2 hours – 50 PLN).
5. If a Guest stays in the room for longer than 3 hours, the full payment for the hotel day is charged.
6. The Hotel reserves itself a right to refuse the hotel day extension.
7. Non-registered visitors can stay at the Reception and other public areas only (excluding the Guests' rooms). The visits are possible only within the Reception working hours.
8. The hotel Guest must not hand over the room to the third parties under no circumstances.
9. The lights-out period starts at 10.00 pm and ends at 6.00 am. During this period it is forbidden to behave in a loud or cumbersome way.

10. Due to the fact that the Hotel is of family character and because of all Guests comfort, one is asked to behave quietly before and after the lights-out period as well.
11. The hotel Guests are provided with free parking spaces outside the Hotel. The Hotel does not guarantee parking space availability, so the beforehand information is necessary during the booking stage.

PROHIBITIONS

1. In accordance to the Act passed on 8th April 2010 (Journal of Law, no 81, item 529) one must not smoke within the whole hotel area including the Guests' rooms and public area. Smoking is allowed only outside the building and within the areas intended if they are available.
2. If breaking of the smoking ban is detected by the electronic detector, hotel staff or by the people staying in the hotel area, the Hotel reserves itself a right to charge the Guest with an additional 500 PLN fee for the de aromatization of the room that will be added to the bill.
3. Drinking alcohol is prohibited within all public areas.
4. If breaking of the drinking ban is detected by the monitoring devices, hotel staff or by the people staying in the hotel area, the Hotel reserves itself a right to cease the provision of the services and to check-out the Guest immediately without the possibility of the refund.

SAFETY

1. The Hotel does not take responsibility for any items left in a room and for the vehicles parked at the outside parking or outside the hotel area. Simultaneously, the Hotel is obliged to provide the Guests with the highest level of security.
2. There is a possibility to store the valuable items at the Reception and to leave one's luggage in the left luggage room. However, the Hotel reserves itself a right to refuse keeping the items of an outstanding value at the hotel deposit.
3. The Guest is materially responsible for the damages in the Hotel, room or to the equipment done during one's stay in the Hotel. This responsibility includes the damages done by the Guest's visitors.
4. It is forbidden to keep any dangerous or illegal items in the room.
5. Every time one leaves the room, one is obliged to switch off the TV and the lights, turn off the tap and to close the doors. When leaving the Hotel, the Guest is obliged to leave the room key at the Reception.
6. For safety reasons, the main entrance is closed at night. However, the Guests have possibility to enter or go out of the hotel at any time convenient, simply informing gatekeeper before.

OTHER

1. The Hotel accepts the presence of children remaining under adult custody.
2. The Hotel conditionally accepts the presence of animals. Particular arrangements should be made only at the booking stage.
3. In the event of breaking any of the hereby regulations, non-compliance with the staff instructions, improper or cumbersome behaviour, the Hotel reserves itself a right to cease the provision of the services and to check-out the Guest immediately without the possibility of the refund.
4. Items left in the hotel room can be collected personally at the Reception desk. The items are being kept for one month (excluding the food products).
5. By accepting the regulations, the Guest agrees for processing the following personal information, in accordance to applicable law, strictly for the procedures concerning the Guest's stay in the Hotel.
6. The Hotel reserves itself a right to implement any changes to these regulations. An updated version of the Rules and Regulations is always available at the Reception desk.

THESE REGULATIONS GOES INTO EFFECT ON 31ST MARCH 2016