

## REGULATION OF KURACYJNY HOTEL

Thank you for reading the hotel regulations and for its compliance, which serves to ensure a peaceful and safe stay for our guests. For information and assistance, please contact Reception 301 on the room phone.

### § 1

1. The Regulations define the rules for the provision of services, liability and staying on the premises of the Hotel and is an integral part of the contract, which is concluded by signing the hotel card as well as making a reservation or payment of the advance payment or the entire payment for staying at the Hotel. Making the above activities, the Guest confirms that he has read and accepts the terms of the Regulations.
2. The Regulations apply to all guests staying at the Hotel Kuracyjny, as well as companies renting conference rooms.
3. The Regulations are available for viewing at the hotel reception desk, in every hotel room, as well as on the Hotel website: [www.hotelkuracyjny.pl](http://www.hotelkuracyjny.pl)

### § 2

1. A hotel room is rented for a day.
2. The hotel day starts at 14:00 on the day of arrival, ends at 12:00 on the day of departure.
3. If the Guest does not specify the time of stay by renting a room, it is assumed that the room has been rented for one day.
4. The conference room is rented according to the offer accepted by the contractor based on the correspondence and the order to provide the service.

### § 3

1. The wish to extend the stay beyond the period indicated on the day of arrival, the hotel guest should report at the reception until 10:00 on the day of the rental deadline.
2. The hotel will take into account the wish to extend the stay as far as possible.
3. In case of a desire to shorten the stay, the information must be reported to the hotel reception until 12:00, otherwise the next hotel day is considered to have begun.
4. If the Guest does not leave the room until 12:00 on the day of departure, the reception may charge a fee for at least half a day of renting a hotel room according to the daily price applicable on a given day.

### § 4

1. Guests have the right to submit complaints in case of noticing the deficiencies in the quality of services provided. The complaint should be lodged at the Reception Desk immediately after noticing the weaknesses in the standard of services provided.
2. The hotel is obliged to respond immediately to the comments and reservations regarding the level of services, the functioning of hotel facilities and cleanliness at the hotel, by taking steps to immediately remove defects and deficiencies.

### § 5

1. At the Guest's request, the hotel provides the following services:
  - a) providing information related to stay and travel;
  - b) wake up at a specified time;
  - c) storage of valuables in the safe during the Guest's stay at the hotel; luggage storage (the hotel may refuse to accept luggage for storage on dates other than the dates of the Guest's stay and refuse to accept items that do not have the characteristics of personal luggage)

### § 6

1. The hotel is liable for loss or damage of items brought by persons using the services to the extent specified in the relevant provisions of the Civil Code, unless the parties have agreed otherwise.
2. The guest should notify the hotel reception about the occurrence of damage immediately after its detection.
3. The hotel guest can not transfer the room to other people, even if the period for which he paid the fee is not expired.

4. Persons not registered at the Hotel may stay in a hotel room from 7:00 to 24:00. After 24:00, guests visiting the hotel should leave the hotel or check in and pay for the stay according to standard prices.

#### § 7

1. The hotel requires keeping quiet at night from 22:00 to hours 7:00.
2. The behavior of guests and people using the services of the hotel should not interfere with the peaceful stay of other guests. The hotel may refuse to continue providing services to a person who violates this rule.

#### § 8

1. The Guest has the duty to duly secure the room or rented conference room so that access to it by third parties is not possible. The windows and doors must remain closed during the Guest's absence.
2. The hotel guest is required to familiarize themselves with the equipment of the room or rented conference room and keep them intact.
3. The hotel guest bears full financial responsibility for any damage or destruction of the Hotel's technical equipment and facilities caused by his fault, due to the fault of people visiting him or animals that are with him. The hotel reserves the right to charge the guest's credit card for any damage done after departure.
4. Claims for the remedy of the justified damage shall be determined as follows:
  - a) removing the damage by repairing things,
  - b) payment of the whole damaged item,
  - c) purchase of things with similar properties as damaged items,
5. Each time a Guest leaving the room, for safety reasons, should turn off the TV, turn off the light, turn off the taps and close the door with a key.
6. Smoking is prohibited on the premises of the Hotel, except for designated places. For the breach of the ban on smoking in the Hotel, the guest will be charged PLN 500.
7. The fee for additional cleaning of a room or a conference room related to atypical soiling is PLN 300 - 500.
8. In case of breaking the regulations, the Hotel may refuse to provide services. Such a person is obliged to immediately comply with the recommendations of the Hotel, pay for the services she has used, pay for damages and leave the Hotel.
9. The hotel has a statutory lien on items brought by the Guest to the Hotel in the event of a delay in settling the payment for the stay or failure to pay for the services rendered.
10. Children under 10 must stay under the constant care and supervision of their parents or guardians throughout the stay. Legal guardians bear full financial responsibility for any damage caused as a result of children's actions.

#### § 9

1. Items left in rooms by departing guests, with their consent will be sent (at the expense of the recipient) to the address indicated. In the absence of such a disposal, the hotel will store these items for a period of 3 months. After this period, they will be transferred for public or social purposes.

#### § 10

1. The hotel accepts the presence of animals. Pets are allowed on the premises of the hotel for an additional fee. However, the owner of the animal is obliged to keep it in such a way that it does not pose a threat to other guests and staff. The guest is obliged to remove all impurities left by the animal on the premises of the Hotel.
2. In hazardous rooms - weapons and ammunition, flammable, explosive and illumination materials - can not be stored in hotel rooms or other rooms.
3. Due to fire safety, it is forbidden to use in the rooms heaters, irons, electric and other similar devices that do not belong to the hotel room.
4. It is forbidden to make excessive noise on the premises of the Hotel, causing unpleasant odors or other things that interfere with, harm or irritate other Hotel Guests.
5. Guests are not allowed to make any changes to the hotel rooms and their equipment, except for a slight rearrangement of furniture and equipment, not compromising their functionality and safety of use