



## WARMIŃSKI HOTEL&CONFERENCE OLSZTYN - RULES AND REGULATIONS

### §1 SUBJECT OF RULES AND REGULATIONS

1. These Rules and Regulations determine the terms of service, liability and stay in the Hotel and form an integral part of the contract entered into upon signing the registration card or by making a booking or paying the advance or the whole fee. By making one of the above, the Guest confirms having read and accepted the terms and conditions hereof.
2. The Rules and Regulations are binding for all Guests staying at the Hotel premises.
3. The Rules and Regulations are issued by "Mazur-Tourist" Sp. z o.o., ul. Kolobrzaska 1, 10-442 Olsztyn, entered in the register of entrepreneurs of the National Court Register under entry number 0000062630, REGON (Statistical Identification Number): 510027381, NIP (Tax Identification Number): 7390200330 – Hotel owner.

### §2 CHECK-IN AND CHECK-OUT

1. Rooms are rented on a per-day basis.
2. Check-in begins at 2:00 p.m. and ends at noon the next day.
3. Any request to extend the stay should be reported by the Guests at reception as soon as possible. The Hotel may refuse the request to extend the stay if the Hotel is fully booked or if the Guest failed to adhere to the binding Rules and Regulations.

### §3 BOOKING AND REGISTRATION

1. Guests are registered upon presenting a photo identification document at reception and upon signing a registration card. A photo identification document is required to enter into a service provision contract as specified in article 1.3 and, in particular, to assure the safety of our Guests.
2. People who have not checked-in may stay in our Hotel as visitors from 7:00 a.m. to 10:00 p.m.
3. The Hotel may refuse to admit a Guest who, during their previous stay, seriously breached these Rules and Regulations, in particular by damaging the Hotel's or other Guest's property, injuring a Guest, Hotel staff or other people staying in the Hotel.
4. The Hotel hereby reserves the right to pre-authorise the credit card or require a cash deposit amounting to the total fee. In the event of refusal to comply, the receptionist may refuse to issue the room card/key.
5. If meals in the hotel have been purchased, the Guest is eligible to one breakfast, lunch or dinner per each day of stay for which the fee covering this scope of service had been made.  
Guests are not allowed to take any food out of the restaurant, patio, or the bar.

6. In the event of failure to cancel a booking until 6:00 p.m. on the day of arrival or in the event of a no-show within the scheduled time, the Hotel reserves the right to charge the Guest with the fee for the first night or entire stay, in line with the terms and conditions of specific booking.
7. Should a Guest cancel their stay after check-in, the Hotel shall not refund the fee for the specific day.

### §4 SERVICES

1. The Hotel provides services in line with its category and standard.
2. In case of any complaints as regards the quality of service, the Guests are asked to report them immediately to Reception to improve the situation.
3. The Hotel is required to provide the Guests with:
  - conditions allowing full and unfettered rest,
  - safe stay, including the protection of the Guest's data,
  - professional and kind service,
  - cleaning the room and making any necessary repairs to equipment during the Guest's absence, and at their presence only if requested.
4. In addition, upon the Guest's request, the Hotel may provide the following services free of charge:
  - provide information regarding the sat and travel,
  - wake-up service at the appointed hour,
  - safety deposit for cash and valuables during the Guest's stay in the Hotel, subject to article 6.4 hereof,
  - storage of the Guest's luggage,
  - calling a taxi.
5. The Hotel provides the Guests with free of charge access to a gym and sauna. Prior to using any of the above services, the Guests must read the rules and regulations regarding the use of the above and sign a relevant statement available at Reception.

### §5 LIABILITY OF GUESTS

1. While in the Hotel, children below 12 years of age should be under constant supervision of their legal guardians. Legal guardians are financially liable for any and all damage made by the children.
2. The Guests are fully financially liable for any and all damage or destruction of the furnishings and technical equipment of the Hotel caused by them or their visitors. The Hotel reserves the right to charge the Guest's credit card for damage after the Guest's check-out.
3. Smoking is prohibited in both the rooms and shared parts of the Hotel, except from designated areas. The Hotel reserves the right to charge a Guest with a PLN 500 fine for non-compliance with the above.



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4. In the event of infringing upon the provisions hereof, the Hotel may refuse the provision of service to any infringing person. Such a person must immediately meet the Hotel's demands, pay any amounts due for services provided to-date and cover any potential damage, as well as leave the Hotel.

### §6 HOTEL'S LIABILITY

1. The Hotel is liable for any loss or damage of property brought by persons using the Hotel's services only in the scope provided for by the Civil Code.
2. The Guest should notify the Reception of damage as soon as it has been noticed.
3. The Hotel is liable for loss of or damage to money, securities, valuables or objects of scientific or artistic value only if such objects were given to the hotel deposit for safekeeping.
4. The Hotel reserves the right to refuse the safekeeping of high value objects, high amounts of money, dangerous and large size objects which do not fit the hotel's safe box.
5. In line with separate regulations of using paid parking space, the Hotel is not liable for any damage or loss of the Guest's car or any other vehicle, any objects or live animals left therein regardless of whether these vehicles were parked on paid parking spaces on Hotel premises or outside.

### §7 RETURN OF LEFT PROPERTY

1. Any personal belongings left in the hotel room by the departing Guest may be sent to the address specified by the Guest at their cost.
2. In absence of any instructions in this regard, the hotel will store these items for three months at the owner's expense and after the expiry of said period the items will become the property of the Hotel. Any food will be stored for 24 hours.

### §8 QUIET HOURS

The Hotel's quiet hours are from 10:00 p.m. to 7:00 a.m. the next day.

### §9 COMPLAINTS

1. Guests may lodge complaints if any service quality deficiencies are noticed.
2. The complaints should be lodged with Reception.
3. Any complaints should be filed as soon as any deficiency is detected.

### §10 ADDITIONAL PROVISIONS

1. The Hotel allows pets. Pets are allowed in the Hotel at an additional fee. Pet owners must keep them in such manner as to avoid posing any threat any other Hotel Guests and staff. Guests must remove any faeces from the Hotel's premises.
2. Smoking is forbidden both in the Hotel and its immediate vicinity, except from specially designated areas.
3. It is forbidden to store any dangerous items in the room, including weapons and ammunition, flammable and explosive material and illuminations.
4. Any sales activities are not allowed on the Hotel's premises.
5. No excess noise, unpleasant odours, or any other activities that may disturb, harm or irritate other Guests are allowed.
6. Guests must not modify the hotel rooms and furnishings in any way, apart from slightly moving the furniture and equipment, without altering their functionality or safety of use.
7. Due to fire safety, no open fire in any form may be used on the Hotel's premises.
8. For fire safety considerations, it is not allowed to use any heaters, electric irons or any other devices not included in the room.