

# Hotel Beskidian\*\*\* Terms and Conditions

## §1 SUBJECT

1. The Terms and Conditions define the rules for the provision of services, responsibility and stay in the property and are an integral part of the contract concluded by the signing of the registration card as well as by making a reservation or payment of the deposit or full payment for the stay. By doing so, Guest acknowledges that he acquaints and accepts the Terms and Conditions.
2. The rules apply to all guests staying in the Beskidian Hotel.
3. The Terms and Conditions are available for inspection at the Reception and in each hotel room.

## §2 HOTEL DAY

1. Hotel rooms are rented for hotel days.
2. A hotel day starts at 3:00 p.m. on the day of arrival and ends at 11:00 a.m. of the following day. Failure to check out by 11:00 a.m. will result in an additional fee for extending a hotel day. Request to extend hotel day guest should report at reception desk as soon as possible. The Hotel may not take into account your extended stay if all accommodations are booked.
3. The hotel reserves the right to pre-authorize your credit card upon check-in or collect a fee for the entire stay in the form of a cash deposit.

## §3 RESERVATION AND CHECK-IN

1. The guest's registration is to show the Reception Desk employee an identification card with a photo or a passport and sign the registration card.
2. The hotel guest cannot hand over a room to third persons, even if the period for which the guest paid has not yet expired.
3. Persons who are not checked in the hotel may stay in a hotel room from 07:00 a.m. till 10:00 p.m. Persons staying in a room after 10:00 p.m. must check in the hotel.
4. The hotel may refuse to accept the guests who grossly violated the Hotel Rules and Conditions during the last stay by damaging the hotel's or guests' property or by inflicting damage on other guests, hotel employees or

other persons staying in the hotel or in other way violated the stay of other guests or the functioning of the hotel.

5. The hotel accepts guests traveling with pets. Only one pet is allowed per room for an extra charge and the guest bears full responsibility for any damage caused by their pet. Pets must be leashed in common areas. Due to hygienic reasons, pets are not allowed in the hotel restaurant.
6. Booking is guaranteed if 30% prepayment is made within 3 days after booking. No deposit may result in cancellation. The deposit is non-refundable.
7. In case of cancellation of stay during the hotel day, the resort does not refund the fee for the given hotel night.

## §4 SERVICES

1. The hotel renders services in accordance with its category and standard. Guests are requested to submit any complaints regarding the quality of services at the reception desk as soon as possible, thus allowing for the hotel's immediate reaction.
2. The hotel is obliged to ensure:
  - A) conditions for full and undisturbed rest of the guest
  - B) safety of stay and privacy. Every guest provides its consent to processing their personal information for the purposes of checking in and placing its data in the hotel database as per the Personal Data Protection Act of 29.10.1997. (Journal of Laws of 1997, no. 133, item 883 as later amended). The guest has the right to review and correct its personal data.
  - C) professional and polite service in respect of all services rendered by the hotel
  - D) cleaning of the room and performing necessary repairs of equipment during the guest's absence or in their presence is so requested by the guest
  - E) in case of any defects which could not be repaired, the hotel shall make every effort to, where possible, change the room or in any other way redress the inconvenience.

## **§5 SERVICES**

1. At the guest's request, the hotel renders the following free-of-charge services:

- A) information concerning the guest's stay and travel
- B) wake-up call at a time specified
- C) storage of money and valuable belongings during the stay
- D) storage of luggage; the hotel may refuse to store luggage at times other than during the guest's stay at the hotel or if the belongings are not of a personal kind
- E) access to a swimming pool, sauna, jacuzzi during hours of availability and pursuant to Rules and Regulations applicable in the above places. The Rules and Regulations are available at the Reception Desk.

## **§6 HOTEL'S RESPONSIBILITY**

1. The hotel's liability for any loss or damage of items brought in by guests to the hotel is regulated by provisions of articles 846-849 of the Civil Code. The hotel's liability shall be limited if such items are not deposited at the reception. The hotel has the right to refuse to store money, securities and valuable belongings, especially valuables and items of scientific or artistic value if they pose a threat to safety or their value exceeds the standard of the hotel or if they take up too much space.
2. The guest should notify the hotel's reception desk immediately upon noticing any damage.
3. The hotel shall not be liable for any damage or loss of the car or other vehicle belonging to the Guest, objects left in it and live animals, regardless of whether the vehicles are parked in the hotel car park or outside the hotel premises.
4. The hotel has OC insurance on the premises of the car park, for vehicles using it. You must provide your vehicle registration number at check-in for this insurance upon check-in

## **§7 GUEST'S RESPONSIBILITY**

1. The lights-out period starts at 10:00 p.m. and ends at 07:00 a.m. of the following day.
2. Conduct of guests and persons using services of the hotel should not disturb the peaceful stay of other guests. The hotel may refuse to render services to a person violating the above rule.

3. Children under the age of 12 should be located in the Hotel under the constant supervision of legal guardians. Legal guardians are liable for any damage caused by children.

## **§8 OTHER REGULATIONS**

1. When leaving the room, guests are expected to check whether the door is properly locked. Loss of a room key is subject to an extra charge of PLN 70.00.
2. The hotel guest bears financial liability for damaging or destroying the hotel's equipment and technical devices due to their fault or due to the fault of their visitors.
3. Room heaters, electric irons and other similar devices which are not a part of the hotel room equipment are not allowed to be used inside the rooms due to the fire safety.
4. Smoking in hotel rooms, corridor, staircase, restaurant, bar, spa&wellness zone, cloak rooms, gym and reception hall is prohibited. Violation of the prohibition is subject to a fine of PLN 1000.00.
5. It is prohibited to consume foodstuffs bought outside the hotel in the common area.
6. Personal belongings left by guests in the hotel room upon leaving shall be sent to the address indicated by the guest at their expense.
7. If no instructions are left, belongings will be stored by the hotel for 3 months.
8. The Guest agrees to store and process personal data in accordance with the Personal Data Protection Act (Journal of Laws of 2002, No. 101, item 926, as amended) by the Hotel Beskidian \*\*\* with its registered office in Węgieńska Górka ul. 3 Maja 12 for the needs necessary to make a guest stay in the Hotel, use of other services provided by the Hotel. The visitor has the right to access and correct their personal data.
9. It is forbidden to operate on the premises of the Acquisition and Sale.
10. There is no excessive noise in the Hotel, causing unpleasant odors or other things that interfere with, harm or irritate other guests of the Hotel.
11. Guests are not allowed to make any changes to hotel rooms or equipment.