

REGULATIONS FOR THE VISTULA HOTEL***

§ 1 SUBJECT TERMS

1. The regulations define rules for providing services, describing responsibilities and stay in the Hotel and its area, which at the same time is the integral part of the agreement made by signing the Registration Card, as well as while booking and making an advance payment, or covering the whole sum of money for the stay in the Hotel. By doing so, the guest confirms that (s)he knows and accepts the terms and conditions of the Regulations.
2. The regulations apply to all guests staying in the VISTULA Hotel.
3. The regulations are available to read at the Reception Desk, in each room, and on the website of the Hotel.

§ 2 HOTEL DAY

1. A room in the Hotel is booked according to check-in and check-out time.
2. Check-in and check-out time is from 2 p.m. to 10 a.m. the next day.
3. The extension of the check-out time is possible only by a prior permission of the Hotel Reception.
4. If the guest does not specify the length of a stay in the Hotel it is assumed that the room is booked only for one day.

§ 3 BOOKING AND CHECK-IN

1. In order to check-in to the Hotel, the guest is obliged to present to the employee of the Reception Desk the valid ID card with a visible photo, as well as to sign the Registration Card.
2. The Hotel guests are not allowed to transfer a rented room to another person, even if the already paid period of stay has not expired yet.
3. Those not registered in the Hotel may visit a guest in the room between 2 p.m. and 10 p.m.
4. The Hotel may refuse to accept guests who during their previous visit grossly violated its Regulations, especially by causing damages to the property or another guests in the Hotel.
5. In case of a cancellation of a stay during a hotel-day, the Hotel does not pay back for the reserved day.
6. The reservation is called guaranteed if the advanced payment, in the amount of 30 percent of a price, is received by the Hotel in time no longer than 2 days after the booking. No payment results in the cancellation of the reservation.
7. In case the guest will not cancel the reservation before 10 a.m. in the day of an arrival or will not arrive to the Hotel when the planned stay, the Hotel does not pay back the advanced payment back.

§ 4 SERVICES

1. The Hotel provides services according to its category and standard. If any remarks regarding the quality of services, the guest is asked to immediately report them to the Reception.
2. The Hotel is obliged to provide: - conditions for full and comfortable stay, - safe stay, including protection of personal data, - professional and polite services, - cleaning and necessary repairs in the room while the absence of the guest or if wished in the presence of the guest, - technically efficient service; in case of defects which cannot be removed, the Hotel will do its best to alleviate the inconvenience.
3. On request of the guest, the Hotel provides the following services free of charge: - information about the stay and travel, - wake-up call at the requested time, - luggage storage (only at the Reception Desk) during the guest's stay in the Hotel, - taxi order.

§ 5 GUESTS RESPONSIBILITY

1. The Hotel guests are fully responsible for any damages and destructions of equipment and technical facilities in the Hotel arising from the guest fault or the fault of his/her visitor.
2. A price list for the damages to the equipment of the Hotel is available at the Reception Desk. The Hotel reserves the right to charge the guest's credit card for the caused damages, after the guest departure.
3. In case of violation of the Hotel's Regulations, the Hotel may refuse to provide services to a person who violates the rules. Such a person is obliged to immediately comply with the demands of the Hotel, pay for the provided services and damages, and to leave the Hotel.
4. For the safety reasons, guests leaving the room are obliged to switch off TV, turn off the lights, turn off the tap, and to lock the door. The key must be left at the Reception Desk.
4. In case of no payment for the provided services, the Hotel has a statutory right to take in pledge items brought by the guest to the Hotel.
5. Children under the age of 12 should be staying in the Hotel only under the constant supervision of parents or guardians.
6. Parents or legal guardians are fully responsible for the acts of destructions and damages in the Hotel and its area, caused by children under their care, on the basis mentioned in §5.

§6 HOTEL RESPONSIBILITIES

1. The Hotel is liable for the loss or damage of the items brought to the Hotel by the guest, which is defined by the Civil Code in Poland. The guest should inform the Reception Desk about the loss or damage immediately after it has been discovered.
2. The Hotel is liable for the loss or damage of money, securities, valuables and objects having scientific or artistic value only if the items were left in the Hotel's deposit for safe keeping.
3. The Hotel has the right to refuse to keep in deposit high-value items, large amounts of money, items that threaten the safety, and bulky things that cannot be put in the deposit.
4. There is no guarded car park in the Hotel. The Hotel is not liable for damages or loss of the guest's vehicle, as well as items left in it, when the vehicle was left in the car park or the area of the Hotel and outside it.

§7 ROOM

1. Guests may not do any changes in the Hotel rooms and to its equipment, except for a small rearranging of the furniture and equipment, in a way that will not affect their functionality and safety.
2. For safety reasons, the use of heaters, irons, kettles and other similar devices that are not a part of the room's equipment, is forbidden in the Hotel.
3. In the room there is a hotel card with current services provided by the Hotel.

§8 RETURN OF ITEMS LEFT

1. Personal belongings left in the hotel room after the departure will be sent back to the given address at the expense of a guest.
2. If the guest will not express a wish to send the left in the Hotel items back, the Hotel will store these items at the expense of the owner for a period of three months. After this time, the items will become the property of the Hotel. Food will be kept for 24 hours.

§9 QUIET HOURS

1. Quiet hours in the VISTULA Hotel*** are from 10 p.m. to 6 a.m.
2. The Hotel may refuse further services to a person who violates the rule of the quiet hours.

§10 COMPLAINTS

1. Guests have the right to file a complaint when noticing the omissions in the quality of the services.
2. The complaint should be reported to the Reception Desk, in writing, immediately after the omissions in the provided services have been noticed.
3. The complaint will be examined within two weeks time from the date of receipt.

§11 THE RULES FOR PROCESSING PERSONAL DATA OF GUESTS OF THE VISTULA HOTEL

1. The rules for processing personal data of Guests of the VISTULA Hotel are set out in Annex No 1 to this Regulation. This Annex is an integral part of the Rules of Procedure

§11 ADDITIONAL REGULATIONS

1. The Hotel is non-smoking. Smoking area is separated in front of the Hotel. In case of violation of the non-smoking ban, the guest will be charged for the renewal of a room in the amount of 400 PLN. In case a fire brigade will come to the Hotel because of the violation of the non-smoking rule, the guest will be ordered to cover the costs of an intervention.
2. The Hotel accepts pets for an additional fee. The pets are allowed to stay in the Hotel only under the care of the carer. The guest is obliged to keep the pet in a way that does not threaten other guest staying in the Hotel and the area. The guest is obliged to remove any dirt left by the pet in the Hotel and to cover the costs of the damages.
3. In the room there is a ban to keep any explosive charge — weapons, ammunition, and flammable/explosive/illumination materials.
4. It is forbidden to make any noise, cause unpleasant smells, or other things that may disturb, damage and annoy the other Hotel guests.
5. In case of the violation of the rules, the Hotel is entitled to ask the guest to leave the Hotel. Before leaving, the guest is obliged to regulate the costs of all ordered services and damages caused by the guest in the Hotel and its area.
6. Those visitors who disrupt the peace and behave inappropriately in the Hotel Restaurant or the Ball and Conference Hall will be asked to leave the object immediately.

HOTEL VISTULA* MANAGEMENT**

Annex:

- 1) The rules for processing personal data of Guests of the VISTULA Hotel***