

## **HOTEL VISTULA\*\*\* REGULATIONS**

### **§1 SUBJECT OF THE REGULATIONS**

1. The Regulations define the rules for the services delivery, responsibility of the visitors during their accommodation at the Hotel and are the main part of the contract, which is concluded by signing the registration card as well as by making a reservation or paying an advance or the entire amount for the Hotel accommodation. Completing the listed above activities also counted as confirmation that the Guest has read and accepted Hotel Regulations.
2. The Regulations are necessary to all Guests staying at the Hotel
3. The Regulations can be found at the Hotel Reception and in the each hotel room, as well as on the Hotel's website

### **§2 HOTEL DAY**

1. A room in the Hotel is rented for days.
2. The hotel day lasts from 14:00 to 10:00 the next day.
3. Prolongation of the hotel day is possible only after prior agreement with the hotel reception. The hotel may refuse to extend the day in the absence of free rooms or missing payment for the current one.
4. If the Guest has not specified the duration of accommodation at the Hotel, it can be assumed as one day room rent.

### **§3 BOOKING AND CHECK-IN**

1. Necessary requirement for the Guest's check-in is the presentation of an ID document with a photo to the hotel receptionist and sign up the check-in card.
2. The hotel guest is not allowed to transfer the room to third parties, even if the prepaid period has not expired.
3. Guest's visitors can stay at the hotel room from 14:00 to 22:00.
4. The Hotel may refuse to accept a Guest who had violated the Regulations during the previous stay by causing damage to hotel property or the hotel Guests/Visitors.
5. In case of the Guest's resignation from the stay during the hotel day, the Hotel does not refund recent payment for accommodation.

## **§4 SERVICES**

1. The hotel provides accommodation and catering services in accordance with its category and standard. In case of any concerns or recommendations regarding the quality of the services, the Guest is asked to immediately report them at the Reception.
2. The cost of the service is indicated during the reservation process at the same moment and date.
3. The hotel is obliged to provide: - conditions for full and unrestricted rest of the Guest, - safe stay, including the security of keeping the confidentiality of information about the Guest, - professional and courteous service in the scope of all services provided at the Hotel, - cleaning the room and performing necessary repairs of the hotel stuff during the Guest's absence, and in his presence only if he expresses such a wish, - technically efficient service; in the event of defects that cannot be removed, the hotel will mitigate the inconvenience as far as possible.
4. Per the Guest's request, the Hotel provides the following services free of charge: - providing information related to the stay and travel, - waking up at a scheduled time, - luggage storage (only at the Hotel Reception) during the Guest's stay at the Hotel, - ordering a taxi.

## **§ 5 PAYMENT METHODS**

1. By cash - only during the working hours of the hotel reception.
2. By transfer to the company's bank account Kolejowy Klub Wodny 1929 Sp. z o. o.
  - a. in Polish zlotys to the account number: PL 87 1240 1444 1111 0010 2265 2934 before arrival as the confirmation of reservation.
  - b. in Euro to the account number: IBAN rachunku: PL52 1240 1444 1978 0010 2296 9696, Code BIC of the Bank is Pekao SA.: PKOPPLPW
3. Using a phone assigned payment card or application.
4. Using the PayU system before arrival as the confirmation of reservation.

## **§6 GUEST RESPONSIBILITIES**

1. The Hotel Guest is fully liable for any damage or destruction of the equipment and technical devices of the Hotel, which occurred through his fault or through the fault of persons visiting him.
2. The price list for damage of hotel equipment is available on the Hotel's website. We reserve the right to charge the Guest's credit card after his departure for damage caused.
3. In case of violation of Hotel Regulations, the Hotel may refuse to provide further services. Such a person is obliged to immediately comply with the Hotel's requests, pay for the services provided so far, pay for damages and leave the hotel.
4. A guest leaving the room is obliged to turn off the TV set, turn off the light, turn off the tap and close the door for security reasons. The key should be left at the hotel reception.

5. In case of the missing payment for the services provided, the hotel has a statute to deposit the things brought by the Guest.
6. Children under the age of 12 must stay in the Hotel under the constant supervision of legal representatives.
7. The legal representatives are fully financially responsible for the acts or omissions of the children staying under their care at the Hotel based on the conditions mentioned in paragraph 6.

## **§7 HOTEL LIABILITY**

1. The hotel is responsible for the loss or damage of things brought by Guests using its services, within the limits established by the regulations of the Civil Code. The guest must notify the Administration of the occurrence of damage immediately after its noticing.
2. The hotel is liable for the loss or damage of money, securities, valuables or items of scientific or artistic value only if these items have been deposited in the hotel's deposit.
3. The hotel reserves the right to refuse to accept items of high value, significant amounts of money, items that threaten security, as well as large items that cannot be placed at the reception.
4. The car park at the hotel is not secured. The Hotel is not responsible for damage or loss of the Guest's vehicle or the things left in it, both when the Guest's vehicle is left in the parking lot at the Hotel, on the territory of the Hotel, and outside it.

## **§8 HOTEL ROOM**

1. Guests are not allowed to make any changes in the hotel rooms and their equipment, except for a slight rearrangement of furniture and equipment, which does not affect their functionality and safety of use.
2. For safety reasons, it is forbidden to use heaters, irons, electric kettles and other similar devices in hotel rooms, which are not part of the hotel equipment.
3. In the hotel room there is a hotel card with current services provided by the Hotel.

## **§9 RETURN OF LEFT ITEMS**

1. Personal items left in the room by the departing Guest will be sent to the address specified by the Guest at his expense.
2. If the Guest does not share a send back address for the left items, the Hotel will store the above items at the owner's expense for a period of three months, and after this period, these items will become the property of the Hotel. Groceries are stored for 24 hours only.

## **§10 QUIET HOURS**

1. The hotel has a quiet hours from 22:00 to 6:00
2. The hotel may refuse to continue providing services to a person who has violated quiet hours.

## **§11 COMPLAINTS**

1. Guests have the right to file a complaint if they notice any shortcomings in the quality of the services provided.
2. The complaint should be submitted in writing form after noticing the defect in the services provided by the Hotel. The Guest submits the complaint at the hotel reception.
3. The complaint will be considered within 2 weeks from the date of its receipt by the Hotel.

## **§12 PRINCIPLES OF PROCESSING PERSONAL DATA OF VISTULA HOTEL \*\*\* GUESTS**

1. The principles for the processing of personal data of Hotel VISTULA\*\*\* Guests are set out in Appendix 1 to these Regulations. This appendix is an integral part of the Regulations.

## **§13 ADDITIONAL REGULATIONS**

1. The hotel is considered a completely non-smoking area. There is a special smoking area in front of the hotel. In case of violating these regulations, you will be charged for PLN 400 for refreshing and cleaning the room. In addition, you will be charged the costs of the intervention of the fire brigade in a situation where the fire brigade appears at the hotel as a result of the Guest's violation of the smoking ban.
2. Dangerous goods - weapons and ammunition, flammable, explosive and illumination materials cannot be stored in hotel rooms.
3. It is forbidden to make excessive noise on the territory of the Hotel, create unpleasant odors or other things that interfere, harm or annoy other Guests of the Hotel.
4. In case of non-compliance with the provided regulations, the Hotel has the right to immediately evict the Guest from the Hotel, after committing payment for all the services that were ordered and provided and compensation for damage caused to the premises.
5. Persons disturbing the peace and behaving inappropriately in the hotel restaurant or in the conference and ballroom will be asked to leave the Hotel and its territory immediately.

## **Management of the Hotel VISTULA\*\*\***

### **Attachments:**

#### **1)PRINCIPLES OF PROCESSING PERSONAL DATA OF VISTULA HOTEL\*\*\* GUESTS**