

Hotel rules

Beginning the stay at the hotel means acceptance of the rules principles by the Guest. The Hotel Management will highly appreciate Guests cooperation in respecting the rules, which are here for ensuring the peaceful and safe stay to all hotel's Guests.

- 1. Hotel room is rented on a daily basis. If the Guest has not clarified the length of stay while checking-in, it is assumed that the room is rented for one hotel's day.*
- 2. Hotel day (check-in) begins at 2 pm on the arrival day & ends at noon of the following day. If the Guest wishes to extend the stay (or a hotel day) beyond the length of stay indicated on the arrival day, a Guest should inform the reception. The hotel will confirm the extension of stay upon room availability.*
- 3. The hotel Guest may not transfer the room to other people. Staying of unregistered people in the hotel is permitted between 7:00 am to 22:00 pm. After 22:00 pm additional people staying in the room should be registered. In this situation additional fee may apply.*
- 4. Hotel may refuse to accept the arrival of the Guest, who while previous stay grossly offended against the hotel rules, caused a damage to hotel property or to other Guests or harmed the other Guests, hotel's employees or other people staying in the hotel, or otherwise disturbed the calm stay of Guests or hotel functioning.*
- 5. The hotel renders services according to its category and standard. Should the Guest wish to complain about the service quality, the Guest is requested to notify such complaints to the reception at the earliest possible moment which allows the hotel's staff to react immediately.*
- 6. The Guest bears the material and legal responsibility for any damage or destruction of hotel's equipment or facilities caused by the Guest's fault or by fault of the people visiting the Guest. The Guest is requested to inform the reception of the damage immediately after the damage has occurred.*
- 7. Under age Guests, living in hotel, must be under constant care and supervision of adults. The legal children's guardians are responsible for children's behaviour and for any damage children made.*
- 8. In case of faults that cannot be repaired, the hotel will make every effort – whenever possible – to change the room or otherwise mitigate the inconvenience.*
- 9. The hotel accepts responsibility for the loss or damage of the staff brought to the hotel by person using its services, according to the provisions set out in article 846-852 of the Civil Code, unless the parties has agreed otherwise. All valuable things the Guest is asked to keep closed in the room safe.*
- 10. In the hotel it is obligatory to keep silent from 22:00 pm until 07:00 am the next day. The behaviour of the Guest and other person using the hotel's services should not disturb the peaceful stay of other Guests. The hotel may immediately refuse providing the services to a person who offends against this rule.*
- 11. Whenever the Guest leaves the room, a Guest should check the proper lock of a room's door and the room's windows.*

12. *With regard to fire safety it is forbidden to use in the hotel's room electric heaters, flatirons and other similar item not being the room equipment.*
13. *In the hotel, including the hotel's rooms - according to the law dated from 08th of April 2010 amending the Act on Health Protection against the consequences of using the cigarettes & tobacco products and the Act of the State Sanitary Inspection (Law Journal, No 81, item 529) – it is forbidden to smoke cigarettes & tobacco products. The Guest or other person who offends against this rule agrees to cover the costs of room disinfection in the amount of 500 PLN.*
14. *Articles of personal property left by the Guest in the hotel's room will be sent to the post address indicated by the Guest and on Guest cost. Should such disposal not have been left the hotel will store left articles for 3 months. The hotel is not responsible for the articles left by Guest.*
15. *In case of rules violation the hotel may refuse providing the services to a person who violates them. This person is obliged to follow the requests of the hotel's staff immediately, to settle the outstanding services and possible damages and to leave the area of the hotel.*

We wish you a pleasant stay at Wolne Miasto Hotel!



WOLNE
MIASTO
