

HOTEL 500

STRYKÓW

REGULATIONS

Hotel 500 in Stryków

Marketing authorisation holder
J.W. Construction Holding S.A.
Ul. Radzywińska 326, 05-091 Ząbki
125-00-28-307

The Regulations define the rules of providing services, responsibility and staying on the premises of the facility and is a part of the contract, which is concluded by signing a registration card, making a reservation, paying an advance payment or the entire amount due for the stay in Hotel 500 in Stryków. By doing the above-mentioned activities, the Guest confirms that he/she has read and accepts the terms of the Regulations. The Regulations are available for viewing at the hotel reception, www.hotel500.com.pl and in each room.

1. Guest rooms are rented by the night. Check-in starts at 14:00 and check-out is at 12:00 on the following day.
2. A request to extend the stay beyond the period indicated on the day of arrival should be submitted to reception by 10:00 on the day when the period of stay expires.
3. Hotel 500 takes into account guests' wishes to extend their stay subject to room availability. The fee for the next night's stay will be calculated according to the applicable price for the stay on a given night.
4. If a guest fails to check out by 10:00 on the day when the period of stay expires, it is treated as an extension of the stay for another night. The fee for the next night's stay will be calculated according to the applicable price for the stay on a given night.
5. Hotel 500 reserves the right to enter the room, when the guest has not checked out by 10:00 on the day when the stay expires or he/she has left and they are unable to contact him/her - their things will be packed and stored until the arrival of the guest. The guest's belongings will be stored for 3 months, after which date they will be disposed of.
6. The room is cleaned before the arrival and after the guest's departure. Additional cleaning during the guest's stay is possible for an additional fee of PLN 50.00.
7. The basis for registering a guest is the presentation of an identity document with a photo to the receptionist, confirmation of reservation and signing the registration card, where the guest confirms the receipt of the key/card.
8. By providing your credit card details, you agree to be debited from your account up to the amount due for the service purchased.
9. The guest is not allowed to make the room available to third parties, even if the period for which they paid for the stay has not elapsed. Persons not checked in at the reception desk may stay in the room from 8:00 to 22:00 (no more than two people in one room).
10. The reservation can be canceled free of charge until 15:00 on the day preceding the start of the stay indicated in the reservation. Failure to cancel the reservation within the specified time, or failure to show up will result in the charge of payment from the credit card specified in the reservation.
11. Hotel 500 may refuse to accept the guest who, during their previous stay at the Hotel, grossly violated the provisions of these Regulations, in particular by causing damage to the property of the Hotel and the property of other guests.
12. Hotel 500 in Stryków reserves the right not to hand over the keys to a person under the influence of alcohol, intoxicants, behaving aggressively and thus posing a direct threat to people and property.
13. In case of any complaints regarding the quality of service, the guest is asked to immediately report them to the reception, which will allow the hotel staff to improve the standard of services provided.

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14. Each time they leave the room, the guest should check that the windows and entrance doors to the room are closed, otherwise they will be fully liable for any damage caused by their failure to do so.

15. Children under 12 years old should be placed on the premises under permanent supervision of legal guardians. Legal guardians are fully financially liable for any damage caused by children under their care.

16. Hotel 500 in Stryków shall not be liable to guests for loss of or damage to objects of material and non-material value brought into the room, cars left on the premises of the facility and items left in it. The guest should notify the reception about the occurrence of the damage immediately after it has been found, in order to take appropriate action.

17. Personal items left in the Hotel by the guest will be returned to the address indicated by the guest. If the instruction is not received to send items which have been left behind, Hotel 500 will store the above items for a period of three months, and after this period the items will be liquidated. Food and underwear will not be stored.

18. In the event of defects identified in the apartment, the guest is obliged to immediately notify the reception staff. If the defect cannot be removed, Hotel 500 will make every effort to mitigate the inconvenience as far as possible or provide a room of a similar standard.

19. There is a curfew in the rooms from 22:00 to 6:00 of the following day. The behaviour of guests beyond the quiet hours should not disturb the peaceful stay of other guests.

20. For disturbing order and silence at night, a penalty of 1000 PLN and PLN 1000 will be charged for each call of security or police. The guest will also be charged with the costs of any claims made to Hotel 500 by other guests in connection with disturbances of order and night silence caused by the guest or persons introduced to the room, i.e. the cost of their disrupted stay at the Hotel.

21. The reservation of the above-mentioned penalties does not exclude the possibility of Hotel 500 seeking compensation on general terms, in an amount exceeding the amount of penalties charged by Hotel 500, pursuant to applicable law.

22. Due to fire safety, it is forbidden to use one's own heaters, electric irons and other similar devices that are room the equipment in the hotel rooms.

23. The above provision does not apply to devices such as charger, power supply and computers.

24. The guest is responsible for all persons staying in the room during their stay at Hotel 500 in Stryków

25. Guests are fully responsible for any damage or destruction of equipment and technical devices to hotel 500 caused by their or their visitors' fault.

26. In case of damage caused by the guest or their visitors to the property, which will result in the inability to use the property temporarily, the guest bears the full fee for the number of days of exclusion from use in accordance with the price list and covers the cost of the damage incurred.

27. Hotel 500 in Stryków may refuse to continue providing services to a person who violates the regulations. Guests who violate the regulations are obliged to immediately comply with the employees' demands for payment for possible damage and destruction, as well as to leave the facility area immediately.

28. The guest agrees to the processing of personal data for the purposes of registration and placement of guest data in the database *X* Studio in accordance with the Act of 29.10.1997. on the protection of personal data. (the Polish Journal of Laws No. 133 of 1997, item 883 as amended) Guests have the right to access their personal data and to amend them.

29. The currency unit is the Polish zloty (PLN).

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30. The guest agrees to issue VAT invoices without their signature. A prerequisite for receiving VAT invoices is informing the receptionist before issuing the fiscal receipt.

31. Smoking in the hotel rooms is not allowed. The penalty for smoking in a room is PLN 500.00 for each breach of this prohibition.

32. Pets are allowed at Hotel 500 in Stryków and their stay is associated with an additional fee of PLN 30 per day. Each time the hotel must agree to an animal staying on the premises. The hotel, in particular, has the right to refuse to accept animals commonly considered dangerous or aggressive, including: reptiles, arachnids and dogs of the following breeds: American Pit Bull Terrier, Majorca Dog, American Bulldog, Argentine Dog, Canary Dog, Tosa, Rottweiler, Akbash dog, Anatolian karabash, Moscow watchdog, Caucasian Shepherd Dog.

33. The stay of the animal is conditioned by the possession and presentation of its health booklet with current vaccinations (especially against rabies) and a certificate of deworming at the time of accommodation.

34. The animal cannot stay outside the room without the care of the owner. While outside the room, the animal must have a leash, collar, muzzle, or possibly a cage - depending on the species of animal.

35. It is forbidden to bring animals to the catering point (restaurant) on the premises of the hotel.

36. The animal staying on the premises of the hotel must not disturb other guests staying on the premises. Please make sure that your pet does not make noise, especially at night.

37. In the event of repeated complaints from other guests, we reserve the right to remove the animal from the property at the expense of its owner.

38. If the Hotel employees have reasonable suspicions that the animal left in the room disturbs the stay of other guests, destroys property or may cause a threat to themselves or to other guests, the Hotel Management will attempt to contact the owner to solve the problem. When contact is impossible, the Hotel Staff will have the right to enter the guest's room, including with possible assistance from appropriate services, and remove the animal from the Hotel. All costs resulting from the above actions are covered by the owner of the animal.

39. The owner of the animal is responsible for its cleanliness - it is obliged to clean up the impurities left by it on the premises and in the hotel's surroundings - in the room, public areas, as well as in the area surrounding the hotel.

40. The pet owner is responsible for any damage and contamination caused by his/her animal and is obliged to cover any costs resulting from such damage.

41. The guest bears an additional cost of 100.00 PLN for each security intervention in case of disturbance of night silence.

42. If it is found that there are more people in the premises than reported, a fee of PLN 200.00 per each additional person will be charged.

43. It is forbidden to organize events in the rooms. For organizing an event in a room, Hotel 500 will fine the guest PLN 1,000.00.

44. Publication of photographs or other multimedia materials in which the room or part thereof may be identified shall be forbidden if said photographs may possibly endanger the good reputation of Hotel 500 in Stryków.

45. The Hotel is not responsible for damage and loss of a car or other vehicle belonging to the Guest, items left in it and live animals left in it, regardless of whether these vehicles have been parked in the hotel car park or outside the premises of the Hotel.

46. Hotel 500 in Stryków reserves the right to amend these Regulations.

We wish you a pleasant stay!