

THE
BONEROWSKI
PALACE A.D. 1514

BOUTIQUE HOTEL

With great pleasure we'd like to welcome you to The Bonerowski Palace.

We are very pleased to host you in our hotel. Please read and comply with these regulations, as they're intended to ensure a safe and comfortable stay for all of our Guests.

HOTEL REGULATIONS

1. These regulations define the rules and provision of services by the hotel, liability and staying on the premises of the hotel and its facilities and regulated spaces, including the accommodation facility. The regulations are an integral part of the agreement that is concluded by these following actions:
 - a) Signing the hotel registration form (that includes providing the email address, home address, number of the ID of the guest and the signature)
 - b) Making the reservation
 - c) Paying for the reservation in instalments, making a prepayment of the whole amount or paying for the use of provided services in the hotel.After following the steps mentioned above, the Guest confirms that he has read and accepts the terms of the hotel regulations on behalf of himself and all the other people with whom he stays at the facility. The management team would be very grateful for your cooperation in complying to these regulations which are created to ensure a peaceful and safe stay at Bonerowski Palace*****.
2. The hotel regulations apply to all of our Guests that are currently staying in our hotel. They are available to see in various places like our hotel website, the booklet provided in the room and at the reception.
3. The Guest is obligated to comply with these regulations and all the Safety Policies.
4. Bonerowski Palace is a year-round facility and is providing services 24 hours a day, 7 days a week.
5. The hotel is working accordance the category to which it was classified – 5* which resulted in a certain standard of services.
6. The reception in The Bonerowski Palace works as an adviser providing all the necessary information during the stay.
7. In case of any problems regarding the quality of the services provided, the Guest is kindly asked to report them to the Reception Desk as soon as possible. This gives the manager and the staff the ability to react with an immediate effect to provide the highest quality services.
8. The hotel is obligated to provide:
 - a) Appropriate conditions for a fully comfortable stay of our Guests. That includes also maintaining the rules of confidentiality of the information about the Guest, unless the authorities provide the official warrant regarding the disclosure of the data of the person staying at the hotel.
 - b) Professional and courteous service in the scope of all services provided by the Hotel.

- c) Cleaning service and the performance of necessary repair of all devices during the Guest's absence or in his presence, only if he consents and wishes.
- d) Efficient service of our hotel technician. In the event of the defects that cannot be repaired as soon as possible, the Hotel will make every effort to resolve the situation. That includes the room change or other ways to mitigate the inconvenience.
- 9. At the Guest's request, the Hotel provides the following services, not related to the ones available in the facility, free of charge:
 - a) Providing the information related to the stay and all the additional attractions available in the region
 - b) Wake up calls at the time requested by the Guest the previous night
 - c) Storing of the luggage (the Hotel can refuse to store the luggage during the dates other than the ones related to Guest's stay and items that don't have the features of the personal luggage)
 - d) Ordering taxis, booking transfers to various places (including the airport shuttle), booking the tickets for cultural events and the guided tours to many beautiful places in Poland.
 - e) Storing valuable items in a hotel's safe or the reception's deposit box.
- 10. The Hotel is providing the help with the organisation of various services in cooperation with external companies. The hotel is constantly verifying the quality of these services but is not holding the responsibility for an inconvenience caused during their implementation. The Hotel's reception is obligated to accept and forward any form of complaint to the selected external company.
- 11. The rooms in Bonerowski Palace are booked per hotel day.
- 12. The hotel day lasts from 15:00 (3:00 p.m.) on the day of the arrival till 12:00 on the next day.
- 13. Overstaying the check out time is treated as an extension of the stay which is associated with the additional fee.
- 14. The Guest is obligated to report the extension of the stay beyond the check out time directly to the Reception Desk the night before the intended check out date.
- 15. When it comes to the extension of the stay, the Hotel firstly takes into consideration the current room availability.
- 16. The Guest of the hotel is not allowed to hand over the occupancy of the room to any person from outside the facility.
- 17. Guests from outside the hotel that are not checked in by the Reception Desk can stay inside the facility from 7:00 in the morning until 22:00 (10:00 p.m.). The Hotel is not liable for any damage or injury made by an unregistered person during the stay. Employees, management team and other authorised people may take appropriate actions to avoid these situations. The Guest shall be obligated to report any additional people staying in the room until 22:00 (10:00 p.m.). If this has not been fulfilled, the Guest is taking full responsibility for failing the registration obligation. Checking in or failing to report the additional person staying in the room causes the Guest to comply with additional charges for the following person, in accordance with the applicable price list.
- 18. The Hotel keeps the ability to refuse to accept a booking from a guest that violated the hotel regulations during the previous stay. That includes causing damage to the property of the hotel or other Guests, personal injuries to other visitors, hotel employees, people currently staying at the facility or otherwise disturbed the peace in the hotel in any other way.
- 19. The Hotel provides services in accordance with its category and standard. In case of any problem regarding the quality of these services, please report them to the reception desk as soon as possible. It will allow us to react with immediate effect.
- 20. The hotel is completely smoke-free. If the Guest disobeys this rule, the hotel is eligible to charge the Guest a fine of 1000 PLN.

21. Valuable items shall be left by the Guest in the reception desk's safe to store or reception deposit, otherwise the Hotel shall not be liable for their release, breaking or loss.
22. The Hotel has the right to refuse to accept money, securities or valuable items (in particular valuables or items of scientific and artistic value) in the reception's safe if they threaten the security or have too much value for their size or standard or take up too much space to store.
23. The Hotel is not taking responsibility for any damage or lost items left in a vehicle that belongs to the Guest and is left in the hotel parking spaces, regardless of where it was left (hotel parking, external parking lot or on the street) and regardless of whether the Hotel charges fees for these services. Parking spaces in front of the hotel are unguarded, although they can be monitored by the camera system.
24. The Hotel keeps the right to collect a cash deposit in the amount of the price for the entire stay. The prepayment may be collected by the Hotel in cash, in form of pre-authorization on the payment card indicated by the person making the reservation, or by transfer directly to the bank account indicated by the Hotel. If the Guest chooses to refuse the above-mentioned forms of payment, the Hotel has the right to refuse to make the reservation.
25. Early departure of the Guest due to reasons beyond Hotel's control (illness of the Guest or any accompanying people staying in the facility, illness of a family member accommodated in a different place than the Hotel, or any other random events that forces the Guest to leave the Hotel earlier), does not entitle the Guest to receive a refund for any unused services.
26. The hotel is not liable for any loss or damage of money, securities, valuables or items of scientific or artistic value.
27. The Guest of the Hotel is financially responsible for any damage or destruction of items, equipment and any other devices that belongs to the Hotel caused by his fault or the fault of people visiting the facility with him. If the Guest does not report the fact of using the items or services upon departure, the Hotel reserves the right to charge the payment card provided by the Guest as a guarantee of the reservation/payment for the stay.
28. The Guest should notify the Hotel's reception of the damage with immediate effect after finding it.
29. After leaving the room, the Guest shall check if the door is closed and leave the key at the reception.
30. The Hotel reserves the rights to a controlled entry to the room if the reception could not contact the Guest within 24 hours. In that case, Hotel's service employee has the right to enter the room in the presence of the other person.
31. The Hotel's public areas are monitored with cameras to ensure the safety of the Guests, Hotel employees and the property covered by the monitoring system.
32. Quiet hours in the Hotel are valid from 22:00 (10:00 p.m.) till 7:00. During these hours, the people using the Hotel services are obligated to behave in such a manner as not to disturb the peace of other guests.
33. Due to fire safety, it is forbidden to use heaters or any other similar devices in the rooms that are not part of the Hotel's equipment. This does not apply to chargers and power supplies or any computer devices.
34. Personal belongings left in the room by the departed Guest will be sent to the address indicated by the Guest during the registration upon arrival. In the events of refusal to provide this information, the Hotel stores lost items for up to 3 months after departure.

35. The Hotel's Guest has the right to stay in the hotel room with an animal. Fee related with this and cleaning of the room before the arrival of the next Guests is 250 PLN.
36. It is forbidden to bring animals that may pose a threat to human life or health, in particular poisonous animals, to the facility.
37. The Guest bears all financial and legal responsibility for damage caused by an animal staying in the facility.
38. Owners of dogs and other animals are obligated to clean up the waste left by them on the premises of the hotel and its surroundings.
39. In the event of the Guest disturbing the peace in the facility, the Hotel reserves the right to discontinue the provision of accommodation services that may have been already paid. Interruption of the Guest stay in this case does not entitle the Guest to any refund.
40. A Guest using the Pool Zone (outdoor and indoor) and Wellness & SPA facility should wear rubber (anti-slip) slippers and appropriate clothing and obey the safety rules. The Hotel is not liable for any damages related to any injuries. Guests using saunas, swimming pools, cryo chambers bear full responsibility for their safety in the event of non-compliance with the regulations regarding the functioning of these zones or using a deviation from the accepted rules "at their own request".
41. A Guest who is intoxicated by any substances, has been consuming alcohol or been under influence of any substance with effects similar to a drug or alcohol is forbidden from using the Wellness Area as well as sports and recreation infrastructure. Hotel is not liable for any events involving such a person.
42. It is forbidden in open airspace (above the Hotel premises) and in closed premises (large rooms such as: hall, patio, conference hall, sports hall, restaurant, etc.) to release drones and other similar unmanned, remotely controlled models and devices without obtaining the consent of the Hotel.
43. It is forbidden to enter any inaccessible area, not intended for the Guest's use, in particular the back-up area, technical zone, construction site, repair removal area, etc.
44. The Hotel is not responsible for the behaviour and damage caused by the Guest in relation to another Guest, people and entities staying at the Hotel.
45. The Hotel is not liable for the behaviour and damage caused by its employee or any other person entrusted by the Hotel with the performance of services on its behalf, when the behaviour or damage caused by them are not related to the performance of their work or the services entrusted by them. In particular when the employee is not performing their duties, but during their stay at the Hotel before or after performing work/services, for accommodation, leisure, recreation, private or business purposes.
46. The hotel may refuse to check in minors.

ANNEX TO THE HOTEL REGULATIONS

Price list of hotel fines

For each one-off:

- Smoking in prohibited areas - 1000,00 PLN
- Staying with an animal in prohibited places - 800,00 PLN
- Disturbing the peace during curfew - 1000,00 PLN
- Unjustified activation of the alarm - 1000,00 PLN
- Parking in front of the Hotel for more than 30 minutes - 500,00 PLN
- Parking in unauthorized places - 300,00 PLN
- Entrance to the outside pool or the fenced adjacent area, outside the working hours of the swimming pool - 500,00 PLN
- Cleaning up vomit or other physiological impurities - 2000,00 PLN

Note: If the financial penalty imposed on the Guest does not cover the damage incurred in the Hotel for which the Guest is responsible, or if there is no financial penalty in a given situation/event causing the damage, the Hotel has the right to charge the Guest with compensation up to the amount of the damage caused.