



TERMS & CONDITIONS – HOSAPARTMENTS CITY CENTER

These Terms & Conditions define the rules for using Hosapartments and apply to all Guests staying at the property.

1. Before Arrival

To receive access to the apartment, the following conditions must be met:

- ✓ full payment of the reservation
 - ✓ completion of the online registration form (full name required)
 - ➔ The registration form link is sent after booking
 - ➔ After completing the form, Guests receive:
 - ✓ access to the digital guest guide (with important stay information)
 - ✓ access to the communication system for direct contact with the property
 - ➔ Check-in instructions and access codes are provided via the digital guest guide on the day of arrival
 -  Instructions are typically available shortly before 3:00 PM, unless agreed otherwise
 -  Failure to complete the above requirements may result in delayed or denied access to the apartment
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2. Check-in and Check-out

- ✓ Check-in: from 3:00 PM
 - ✓ Check-out: until 10:00 AM
 - ✓ The property operates with a self check-in system (no on-site reception)
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Early Check-in

Early check-in is available as a paid additional service:


- ✓ 100 PLN – if requested and paid at least 1 day before arrival
 - ➔ guaranteed access to the apartment no later than 12:00 PM
 - ✓ 150 PLN – if requested on the day of arrival (subject to availability)
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Late Check-out


Late check-out is available as a paid additional service:

- ✓ 100 PLN – if requested and paid at least 1 day before departure
 - ➔ allows staying in the apartment until 2:00 PM
 - ✓ 150 PLN – if requested on the day of departure (subject to availability)
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Important Conditions for Additional Services

 All additional services (early check-in / late check-out):

- ✓ are subject to availability
- ✓ require prior request and approval
- ✓ must be confirmed by the property
- ✓ must be paid in advance


 Individual arrangements (e.g. extended hours) may be possible for an additional fee and require prior approval

Late Check-out Without Approval

If the apartment is not vacated by the check-out time without prior agreement:


- ✓ 150 PLN – up to 1 hour delay
- ✓ 200 PLN – more than 1 hour delay

 Staying beyond check-out time without approval is considered a violation of the stay conditions

 Any delay disrupts cleaning operations and preparation for incoming Guests

3. Luggage

The property does not provide luggage storage.

 Leaving luggage without prior arrangement is not permitted


 If luggage is left without notice:

- ✓ 100 PLN – handling and relocation fee
- ✓ 50 PLN / day – storage fee


 Charges apply from the moment the stay ends (no free period)


4. Left Items

- ✓ free storage up to 7 days
- ✓ 10 PLN / day after that
- ✓ maximum storage period: 30 days

 Items may be disposed of after this period

 Shipping is available via InPost only (at the Guest's expense)

 Handling fee: 30 PLN

 These rules apply only to items left unintentionally and do not apply to luggage

5. Keys and Locks

! Failure to return keys is treated as loss

→ In case of loss of the apartment key:

✓ 1000 PLN – weekdays (10:00 AM – 5:00 PM)

✓ 1500 PLN – outside these hours, weekends and holidays

→ Other items:

✓ electronic key / fob – 50 PLN

✓ building key – 50 PLN

✓ parking card – 200 PLN

→ Fees are cumulative if multiple items are lost

! Guests are strictly prohibited from attempting to resolve lock issues on their own, including calling a locksmith

6. House Rules

The apartment may be used for accommodation purposes only.

Quiet Hours

✓ Quiet hours apply from 10:00 PM to 6:00 AM

! Disturbing the peace or other residents is strictly prohibited

→ In case of violation:

✗ the stay may be terminated immediately

✗ without any refund

Prohibited Activities

- smoking (including e-cigarettes)
 - use of candles, incense or open fire
 - organizing parties or gatherings
 - exceeding the number of Guests in the reservation
 - disturbing neighbors or residents
 - changing settings of devices (e.g. TV, systems)
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Penalties

- ✓ smoking / use of fire – 500 PLN
 - ✓ parties – 1000 PLN
 - ✓ device reset / settings change – 200 PLN
 - Violations are treated as serious breaches of the stay conditions
 - The property reserves the right to terminate the stay immediately without refund
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7. Number of Guests

- ✓ All Guests must be declared in the reservation
 - In case of discrepancy:
 - ✓ 50 PLN / person / night – if declared before arrival
 - ✓ 100 PLN / person / night – if declared during the stay
 - ✓ 200 PLN / person / night – if not declared
 - Exceeding the maximum occupancy may result in immediate termination of the stay
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8. Damages and Additional Charges

Guests are fully responsible for any damage caused:

- ✓ inside the apartment
 - ✓ in common areas of the building
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Additional Cleaning

- The apartment must be left in a condition suitable for standard cleaning
 - ! If additional cleaning is required:
 - an extra cleaning fee will be charged (based on the scope of work)
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Damages and Replacement Costs


In case of damage or permanent staining:


- Guests are required to cover repair or replacement costs


Example costs:

- small towel – 30 PLN
- large towel – 50 PLN
- bath mat – 25 PLN
- blanket – 60 PLN

- duvet cover – 100 PLN
 - pillowcase – 20 PLN
 - bed sheet – 70 PLN
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 Charges may be applied after the stay

 The property reserves the right to pursue claims legally

 Costs may also include loss of income resulting from the inability to rent the apartment

9. Acceptance of Terms

By making a reservation, the Guest confirms that they have read, understood and accepted these Terms & Conditions and agree to comply with them.