

§ 1

1. Rooms in the hotel are rented by the day.
2. Check in time is 2 pm and check out is 12 noon.
3. Early check-in is possible between 9 am and 2 pm, without an additional charge, provided that the room is available and prepared for the stay.

§ 2

1. If a Guest does not specify the duration of their stay when checking in, it is assumed that the room was rented for one day.
2. If a Guest wishes to extend their stay beyond the period indicated on the day of arrival, they should notify the reception by 10 am on the original check-out day.
3. The Hotel will process the request to extend the stay subject to room availability.
4. Should a Guest fail to vacate the room by 12 noon, the Hotel reserves the right to consider the next day as commenced and charge the amount corresponding to the price of the next hotel day to the guest's account.

§ 3

1. The Hotel provides services in accordance with its category and standard. In the event of complaints regarding the quality of services, the Guest is requested to report them to the reception as soon as possible, which will enable the Hotel to respond promptly.
2. The Hotel is obliged to provide:
 - conditions for full and uninterrupted relaxation;
 - security of the stay, including confidentiality of guest information;
 - professional and courteous service at all times;
 - cleaning of the room and repairs of the facilities in the absence of the guest, or in their presence if they wish so;
 - technically efficient service; in the event of defects that cannot be remedied, the hotel will endeavour, as far as possible, to change the room or otherwise alleviate the inconvenience to the Guest.

§ 4

At the guest's request, the hotel provides free services:

- provision of information related to the stay and travel;
- wake-up service;
- storage of money and valuables during the guest's stay at the hotel;
- storage of luggage; the hotel may refuse to accept storage of luggage on dates other than dates of the guest's stay or items that do not have the characteristics of personal luggage;
- making reservations at other hotels.

§ 5

1. The hotel shall be liable for loss of or damage to items brought in by persons using its services to the extent specified in provisions 846-852 of the Civil Code.
2. The guest shall notify the hotel reception of the occurrence of the damage immediately upon its discovery.

§ 6

The hotel shall not be liable for damage to or loss of any car or other vehicle belonging to the guest and parked in the vicinity of the hotel, or in the restricted parking bay in front of the hotel.

§ 7

The hotel guest may not hand over a room to third persons, even if the period for which the guest paid has not yet expired.

§ 8

1. Quiet hours in the hotel are between 10 pm and 6 am the following day.
2. Persons who are not checked in the hotel may not stay in the hotel room between 10 pm and 6 am on the following day.
3. Guests and other persons using the services of the hotel are required to behave in such a manner as not to disturb the peaceful stay of other guests. The hotel may refuse to provide further services to any person who violates this rule.

§ 9

1. Upon check-in the receptionist issues a magnetic key card. When leaving the room, guests are expected to check whether the door is properly locked.
2. The guest shall be financially responsible for any damage or destruction of any items of equipment or technical devices at the hotel caused by them or their visitors.
3. For fire safety reasons, the use of heaters, electric irons and other similar devices other than provided in the room by the hotel is prohibited.

§ 10

Personal belongings left in the room by the guest upon departure will be sent back to the address indicated by the guest. If no such instruction is received, the hotel will keep these items for a period of 6 months.

§ 11

The Hotel processes guests' personal data collected by the surveillance system at the hotel in order to ensure the security of hotel guests and other persons staying in the hotel premises.

Fire safety instructions

In order to ensure fire safety in the hotel, all persons staying in the hotel are required to comply with the following fire safety rules:

I. It is prohibited to:

1. Bring into the hotel premises, store or use flammable, toxic or smoke-emitting materials.
2. Use any additional electric heating devices in the hotel rooms that are not included in the room equipment.
3. Leave televisions, radios, portable lamps, chargers, batteries or any other electrical appliances unattended.
4. Use damaged or faulty electrical equipment, i.e. hair dryers, shavers, etc.
5. Leave burning cigarettes within the premises.
6. Empty ashtrays into litter bins.
7. Smoke in rooms where smoking is prohibited.
8. Permanently block the entrance door or obstruct it.
9. Use fire safety and fire alarm equipment for purposes other than intended.

II. In the event of a fire:

1. Sound the alarm by activating the nearest fire alarm device.
2. Notify persons in neighbouring rooms.
3. Notify the hotel reception.
4. If possible, proceed to extinguish the fire with portable fire-fighting equipment according to its intended use.
5. Leave the room and get out of the building along the escape route according to the evacuation signs.
6. Help the injured and disabled persons to evacuate the building.
7. Do not use lifts that are not intended for evacuation purposes.
8. As far as possible, do not open any windows or doors in the premises on fire.

ATTENTION:

Use only the staircase as the escape route.

To ensure fire safety in your room there is a detector at the ceiling.

If you see a fire:

Notify others by pressing a manual call point

Use a fire extinguisher or a fire hydrant – if it is safe to do so

Call the fire brigade on 112 or 998

Head for the emergency exit and close all the doors behind you

Do not use the lift in the event of fire

Do not stop to collect personal belongings

Do not return to the affected building without permission