



DEAR GUESTS!

Welcome to our hotel.

Here is some useful information to make you feel at home from the first moment of your stay with us.

We sincerely hope you have a pleasant stay at our hotel, one that you will remember.

It is our very great pleasure to be of service to you.

The Hotel Management



HOTEL SERVICES

BABY CRIBS

Baby cribs are available upon request. Please contact reception.

BAGGAGE

Lockers are available in the hall. Please contact reception.

BIKES

Bike rentals are available by request. For more information, please contact reception.

BREAKFAST

Breakfast is served in the restaurant between 6:30 AM and 10:00 AM.

CHECK-IN / CHECK-OUT

Check-in starts at 3:00 PM. Check-out at 11:00 AM. If you wish to check out later than 11:00 AM, or intend to prolong your stay, please contact reception by 9:00 AM.

CLOSED DOOR POLICY

Please keep the door shut when you are inside and when you leave.

CREDIT CARDS

We accept the following credit cards: American Express, MasterCard, Maestro, Visa, Visa Electron.

ELECTRICAL SAFETY

To avoid fire hazards, please do not use heaters, irons or other electrical appliances not provided by the hotel.

RESTAURANT

Our Restaurant works daily from 5pm until 10pm. The bar is open 24/7.

EXTRA BEDCLOTHES

Please contact reception or floor service.

FAX

Please contact reception.

FIRE ALARMS

In the case of a fire alarm, or any other alarm, please leave your room immediately and head towards the emergency exits located at the end of the hall. Elevators are disabled during alarms.

FIRST AID KIT

First Aid Kits are available at the reception desk.

FUNCTION ROOMS

We provide two conference rooms with a capacity up to 30 people. Contact the reception desk for more information.

INTERNET ACCESS

- High-speed Internet connection – free of charge – network cable available at the reception desk,
- Wireless Internet – free of charge – password hotelfaros

IRONING

If you need to iron your clothes, we provide a ironing board and iron. For more information please contact reception.

LAUNDRY

Fee charged – please contact the reception. Laundry is collected before 9.00 AM and returned on the same day. Please leave the laundry bag at the reception.

ROOM SERVICE

Hotel rooms are cleaned from 9:00 AM till 2:00 PM and by request. If you do not wish to have the room cleaned, please leave the “Do not disturb” sign on the door.

SEWING ACCESSORIES

Please contact reception.

TAXI

Please contact reception.

THE HOTEL SAFE

The hotel is not responsible for any valuables left in the room. We recommend that you deposit (free of charge) all valuables in the safe located at the reception.

WAKE-UP CALL

To arrange a wake-up call please contact reception.

IN CASE OF FIRE

- Immediately inform the hotel staff of the room number and provide a description of the incident.
- Please follow the instructions of the hotel staff who are trained for fire emergencies.
- Please use the emergency exit routes only. The emergency exit routes are posted in the corridor or by the exit door of each room.
- Do not use the elevators.

Dear Guest, we kindly ask you to:
Observe Quiet Hours from 10:00 PM to 6:00 AM.
Avoid receiving non-hotel guests after 10:00 PM.
Avoid using electrical appliances such as heaters.



»» **THE MOST IMPORTANT TELEPHONE NUMBERS** ««

RECEPTION	100
RESTAURANT	120
ROOMS 11–18	numbers 011–018
ROOMS 101–111	numbers 101–111
ROOMS 201–211	numbers 201–211



»» HOTEL REGULATIONS ««

The Management of Hotel Faros would appreciate you complying with the following regulations to ensure our guests a peaceful and safe stay at our hotel.

&1.

1. The housing premises at the hotel, hereinafter referred to as “rooms”, are rented on a 24-hour basis.
2. The hotel day begins at 1 p.m. and ends at 11 a.m. the following day.
3. While renting a room, the tenant, hereinafter referred to as the “hotel guest”, shall specify the time of his/her stay in the hotel and if he does not do so, it is assumed that the room was rented for 24 hours.

&2.

1. The hotel guest should report any wish to extend a stay beyond the period specified on the day of arrival at the reception desk before 9 a.m. on the day on which the period of rent of the hotel room terminates.
2. The hotel shall consider a request to extend a stay if it is within its capacity.

&3.

1. The hotel guest may not give the room to other persons, even if the period for which she/he has paid the amount due is not over.
2. Persons who have not checked in at the hotel may stay at the hotel room from 7 a.m. to 10.p.m.
3. The hotel reserves the right not to accept a guest who, during his/her previous stay, grossly violated the hotel regulations causing damage to hotel property or personal damage to other guests, hotel employees or other persons staying at the hotel, or otherwise disturbed the peaceful stay of guests or functioning of the hotel.

&4.

1. The hotel furnishes services up to a standard appropriate to its category. Should guests have any complaints about the quality of services, they are requested to immediately report them at the reception desk so as to
2. enable the hotel personnel to respond promptly
The hotel will ensure:
 - a) full comfort accommodation for the guest.
 - b) safety of stay, including the assurance of confidentiality of information about the hotel guest.
 - c) professional and kind provision of all the hotel services.
 - d) cleaning of the room and any necessary repairs of equipment at the time of the guest's absence or in his/her presence only with the consent of the hotel guest.
 - e) technically prompt resolution of defects and if there are defects which cannot be removed the hotel shall make every effort to exchange the room, if possible, or otherwise reduce the inconvenience.

&5.

1. At the request of guests, the following free services are provided:
 - a) the provision of information related to the stay and travel,
 - b) a wakeup call at any specified time,
 - c) the deposit of money and valuables for the duration of the hotel stay and the hotel safe can be only used to

deposit money and valuables whose total values is no more than a hundred times higher than the price of the room.
d) the storage of baggage: the hotel, may refuse to accept baggage for storage at times other than the guest's date of stay or items not constituting personal baggage.

&6.

1. The hotel shall be liable for any loss or removal of items brought into the hotel by persons using its services to the extent specified in the provisions of Art. 845-849 of the Civil Code, unless the parties have agreed otherwise.
2. Guests should report any damage to their property immediately on discovery at reception.

&7.

1. The responsibility of the hotel for the loss of or damage to money, securities, jewellery, or objects of scientific or artistic value is limited unless such items are deposited at the hotel deposit.
2. In the event of a loss of or damage to the above-mentioned items, the compensation shall not exceed the amount specified according to the provisions of the Minister of Justice dated 14 November 1964 in the matter of limiting the responsibility of persons keeping hotels or other similar establishments (Journey of Laws of 1965, No. 1, it. 2 as amended). In the event of a loss of or damage to the above-mentioned items constituting an appendix to these regulations, called "The rules of using safe-deposit boxes at the hotel safe", shall be applicable.

&8.

The hotel does not take responsibility for damage to or theft of a car or other vehicle belonging to a hotel guest.

&9.

1. Between 10 p.m. and 7 a.m. guests are requested to avoid making excessive noise.
2. Violation of the curfew will result in a charge of PLN 500 to the Guest's account.
3. Guests and persons using the hotel services should behave in such a way that they do not disturb the peaceful stay of other guests. The hotel reserves the right to require a guest to leave if she/he breaks this rule.

&10.

1. Hotel guests should check whether the door is locked after leaving their rooms and leave the keys at the reception desk.
2. Hotel guests are liable for any damage to or destruction of hotel furnishings and technical equipment of rooms is expressly forbidden.
3. The entire hotel is a non-smoking area, including all rooms and bathrooms. Any violation will result in a compulsory fee to the amount of PLN 500 (in words: five hundred Polish Złoty).

&11.

Personal belongings left behind by checking out of a hotel room shall be sent to the address provided by him/her. In the absence of such information, the hotel will store these objects for three months and subsequently dispose of them.

The Hotel Management