



Hotel Regulations

1. Beginning of the stay at the Hotel is tantamount to accepting the content of these Regulations by the person booking the room, hereinafter referred to as the Guest.
2. In order to register for the stay at the Hotel, the Guest is obliged to: a) fill in the Guest Card, b) show a document with a photo to the reception desk employee so that the Guest's identity can be confirmed, c) pay for the ordered services in advance.
3. The Receptionist is obliged to refuse to hand over the room access card if: a) the Guest refuses to show a document with a photo so that registration for the stay is possible, b) the Guest refuses to pay for the ordered services in advance.
4. The Guest receives the room card at the Reception Desk after completing the formalities described in point 2 and gives it back at the Reception Desk before departure, after the stay. The charge for destroying, losing, or failing to give the room card back is PLN 50 payable by the Guest without notice.
5. In order to charge additional services ordered at the Hotel to the room i.e. in the form of the hotel bill payable at the Reception Desk on departure – the customer is obliged to authorise the payment card for at least PLN 500 or post deposit in cash for the same amount at the Reception Desk on the arrival day.
6. The rooms at the Hotel are booked for hotel nights. The stay price is charged at the Guest's check-in at the Hotel. If the Guest shortens their stay at the Hotel, the price charged by the Hotel will not be refunded.
7. The hotel night lasts from 3 p.m. on the booking day to 11 a.m. on the next day.
8. If the Guest does not specify the stay duration when booking the room, it is assumed that the room was booked for one night.
9. The Guest should express their wish to prolong the stay at the Hotel beyond the period indicated on the arrival day at the Reception Desk until 9 a.m. on the last day of the stay at the latest. However, this does not bind the Hotel. The Hotel will take the wish to prolong the stay in consideration if any vacant rooms are available.
10. Remaining in the room or leaving belongings beyond the check-out hour is considered the prolongation of the stay. If the Guest leaves the room after the check-out hour, the software of the Reception Desk will charge the fee for another night according to full prices.
11. If the prolongation of the Guest's stay is impossible, the Hotel personnel will remove all the Guest's belongings in the room and deposit them until the Guest collects them in accordance with point 29.
12. The booker must not transfer the room to other persons, even if the night paid by them did not elapse.
13. The persons unregistered for the stay at the Hotel may be in the room between 8 a.m. and 10 p.m.
14. The unregistered persons may remain at the Hotel only upon the consent of the Hotel personnel.
15. If the unregistered persons remain in the Guest's room after 10 p.m., this is tantamount to the booker's consent to paid quartering of these persons in their room. Quartering of every person will be charged according to the current price of an additional bed for an adult in the price list available at the Reception Desk.
16. Children under thirteen must be under constant supervision of adults during the entire stay at the Hotel. The guardians of the children are responsible for their behaviour, including damage caused by them.
17. The breakfast, which is included in the room price, is available only in the indicated dining room.
18. Breakfast is mostly buffet-style served. The Guest may order breakfast to the room. Please this order at the Reception Desk at least one day before the service is to be provided. Breakfast served in the room is an extra chargeable service.
19. At the Hotel, including: in the windows, in the rooms and the bathrooms, as well as on the balconies and terraces – in accordance with the Act of April 8, 2010 on amendment of the act on health protection against consequences of using tobacco and tobacco goods and the act on the National Sanitary Inspection (Journal of Laws No. 81, Item 529) – smoking cigarettes and tobacco goods as well as e-cigarettes is strictly forbidden.
20. The fine for breaching the ban of point 19 is PLN 500 for each claimed case payable by the Guest without notice after claiming of such a fact by the personnel of the Hotel.



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21. At the Hotel and on its premises, there are quiet hours between 11 p.m. and 7 a.m. the next day. a) at the quiet hours, the Guests and persons using the hotel services are obliged to behave in such a manner that does not disturb other persons' night rest; b) disturbance of the other guests' night rest and well-being is subject to a charge of PLN 500 per each person disturbing the quiet hours payable by the Guest without notice; c) the Hotel may refuse to provide further services for a person breaching the quiet hours. This person is obliged to leave the premises of the Hotel without delay.
22. The Guest booking the room is obliged to familiarise themselves with the furnishings of the room and to maintain it intact. It is forbidden to take the furniture and the furnishings out of the room. The Guest bears full material responsibility and liability for any damage to or destruction of the equipment and devices of the Hotel caused by them or their visitors.
23. A stay with a dog on the Hotel premises requires the Hotel personnel's consent. The consent is granted at the booking stage. The cost of staying with a dog in a room is PLN 100/night. The terms and conditions of staying with a dog are in a separate policy available at the Reception Desk and the website: www.hotelmoran.pl.
24. Due to fire safety, it is forbidden to use the following devices in the rooms, on the terraces and other interiors of the Hotel: a) heaters and other electrical devices that are not included in the equipment of these rooms. The aforementioned does not apply to TV and PC chargers and power boxes, b) an open fire in any form.
25. In case of a fire alarm resulting from the Guest's activity and its consequences in the form of e.g. evacuation of the building, the Guest will cover the costs of the evacuation, restoring the building of the Hotel to the state before the evacuation, as well as the costs of claims of third parties if these claims emerge in relation to the fire alarm and its consequences.
26. The Guest is obliged to lock the doors and windows and to make sure that they are locked so that third parties cannot access the room whenever they leave the room.
27. The Hotel does not bear responsibility for damage to or loss of the belongings resulting from leaving an unlocked window or an incorrectly locked room door.
28. The provisions of Articles 846-849 of the Civil Code regulate the responsibility of the Hotel in relation to the loss of or damage to the belongings brought by the Guest to the Hotel. This responsibility is limited if these belongings are not deposited at the Reception Desk. The Hotel has the right to refuse to deposit money, securities, and valuable items, especially valuables and items of scientific or artistic value if they threaten the safety or their value is too high in relation to the size or standard of the Hotel, or they occupy too much space.
29. Upon the departing Guest's request, their items of personal use left in the room will be prepared for shipment and sent back at their expense, to the address provided by them. The Guest orders a courier. If the Hotel does not receive such an instruction, the Hotel will store those objects for not longer than two months. Then, they will give them to charity or make them available for public use.
30. In case of breaching of the provisions of these Regulations, the Hotel may refuse to provide further services for a person breaching them. Such a person is obliged to comply with the following personnel's demands: to settle the payments for the services provided so far and to pay for any damages, as well as to leave the Hotel and the Hotel area.
31. The Hotel will refuse to accommodate the Guest who breached the Regulations during the previous stay, as a result of which they damaged the property of the Hotel or the Guests, or hurt the Guests, the Hotel employees or other persons in the Hotel or disturbed the peace and quiet in the Hotel in other way.