

## HOTEL REGULATIONS

The Regulations determine rules of providing services, responsibility and staying on the hotel premises and is an integral part of the contract which is concluded by signing a registration card as well as by making reservation or paying a down payment or whole amount for a stay in the hotel. By completing these activities, the Guest confirms that he or she has become acquainted and accepts terms of the Regulations.

The regulations pertain to all Guests staying on the hotel premises.

The Regulations are available for inspection at the hotel reception desk and in each hotel room.

The management of the hotel will be very grateful for your cooperation in respecting the present Regulations which serve to provide tranquillity and safety of everyone's stay.

1. A hotel room is rented for hotel nights.
2. If the Guest does not specify the length of a stay while renting a room, it is assumed that the room is rented for one night.
3. Check in night begins at 2 p.m. and check out finishes at 12 a.m. the next day. There could be a different conditions for group reservations more than 10 rooms.
4. To confirm the identity of a person registering in the Hotel/ prepare correct Invoice/ formalise a contract between the Guest and the Hotel, the Guest is obliged to show an identity card during process of registration. The hotel personnel cannot hand in a key/a card to a room without checking the Guest's identity basis of the identity card.
5. The hotel rooms may be rented only by adult persons. In the hotel room at least one adult person must be registered. All minor persons staying in the hotel must be registered in the hotel by an adult person being a legal guardian of these minor persons.
6. On the basis of documents shown, the Guest or the hotel reception Staff member fills in a registration card which is a confirmation of concluding a contract and the data filled are the bases to make out a VAT Invoice.
7. In case of the Guest refusal to show relevant identification card (identity document, passport, driving licence), the Hotel may refuse to fulfill the terms of a contract, that is to accommodate the Guest.
8. A wish to prolong your stay over the span indicated in the arrival, the Guest should report at the reception desk until 8p.m. at the previous day.
9. The Hotel will take into account a wish to prolong the Guest's stay as much as possible taking into consideration availability of vacancies.
10. The Hotel reserves the right to refuse to prolong the Guest's stay in the Hotel in case the Guest did not make a full payment for the outgoing stay.
11. The ground for check-in the Guest is to show identification card with a photo to the reception Staff member and to sign a registration card.
12. The hotel reserves the right to make pre-authorisation of a credit card or to charge a cash deposit in the amount of a whole stay payment.
13. The lack of a pre-authorisation or a full down payment may result in cancelling reservation.
14. The hotel Guest cannot pass on a room to other persons, even if the span of a stay has not finished for which the Guest paid amount due.
15. Persons not registered in the hotel can stay in a hotel room between 7 am and 10 pm.

16. The hotel provides services in compliance with its category and standard, in case of any objections concerning the quality of services, please report it at the reception desk. It will enable the Staff members to respond forthwith.

17. The Hotel has duty to provide:

- a safe stay, including the guarantee of keeping the Guest personal information secret
- professional and courteous service in the scope of services provided in the Hotel
- housekeeping services in a room and perform necessary repairs of devices during the Guest's absence, and at his or her presence only if a consent and a wish is granted
- in a case of any failures which cannot be troubleshooted, the Hotel will make every endeavour to change the room (as much as possible) or will alleviate the inconveniences in other ways.

18. Upon the Guest request, the Hotel provides following free services:

- providing information related to a stay and a travel
- waking up at the scheduled hour

19. The Hotel is responsible on the score of a loss or a damage of money, securities, valuables as well as objects of a high scientific or artistic value only if these objects were handed over to be kept in the hotel's safe deposit boxes.

20. The Hotel reserves the right to refuse to accept the hotel's safe deposit boxes objects which are of a high value, considerable amount of money, objects which endanger safety or large-sized boxes which cannot be placed in the hotel's safe deposit boxes.

21. The Hotel is not responsible for damages nor loss of a car nor other vehicle belonging to the Guest, objects left in it nor live animals, regardless of where these vehicles were parked- on the hotel parking or beyond the hotel premises.

22. The Guest should inform the hotel reception desk about the damage forthwith after it occurs.

23. The hotel curfew is between 10 pm and 7 am.

24. The behaviour of the Guests and persons who make use of the hotel's service should not disturb a peaceful stay of other Guest. The Hotel may refuse further provision of the services to a person who violates the rule.

25. Each time, while leaving the Hotel, the Guest should check if the doors are locked.

26. The hotel Guest bears material liability soon any kind of failures or damages of equipment objects and technical devices, caused by this or her fault or by a fault of persons visiting the Guest.

27. In case of noticing a fire, as far as possible inform about the danger our hotel personnel and go to the fire exit, according to the emergency evacuation direction. The hotel personnel is responsible for the evacuation until the fire brigade arrives.

28. Because of fire safety it is forbidden to use in the hotel rooms coil heaters, electric irons and other similar devices which are not included in the hotel equipment.

29. The hotel Guest and accompanying persons who the hotel Guest takes responsibility for, are obliged not to smoke tobacco or electronic cigarettes in the hotel rooms (the rooms are equipped with fire suppression system). In case of violating smoking prohibition, the hotel Guest may be charged with penalty fixed by the contract in the amount of 500 PLN for each prohibition violence..

30. The hotel accepts presence of pets. Pets can stay on the premises of the hotel fo additional chargé of 50 PLN/day. However, the owner of a pet is obliged to keep in such a way that it does not pose a threat to other Guests and the personnel. The guest has an obligation to remove all ordure left by the pet on the hotel premises and around it.

31. Personal belongings left by Guest in a hotel room will be sent upon the adress indicated by the Guest, at the Guest's expense. If there is no such instruction, the hotel will keep these personal belongings for three months.

32. The hotel may refuse to accomodate the Guest, who during previous stay, flagrantly violated the Regulations by doing damage to the hotel's or the Guests property or injury to the Guests, the hotel personnel or other people staying in the Hotel or in other way disturbed peaceful stay of the Guests or the Hotel functioning.

33. The hotel car park is paid, monitored and open 24/7. Hotel do not reserve any parking places. The parking fee is paid before departure at the hotel reception on the basis of the collected ticket.

34. The administrator of personal is Arche LLC with its registered Office in warsaw, adress: Puławska 361 street, 02-801 warsaw (hereinafter reffered to as Arche LLC).

35. Persoanl data will be processed for purposes connected with concluding administrator as well as for archiving, tax and statistical purposes.

36. the full version of this clause is available on the website hotel [www.hoteltobaco.pl](http://www.hoteltobaco.pl) and also at the reception desk in printed form.