



*Management and Employees of the Hotel will be grateful for the cooperation in respect the Statute, which is intended to ensure calm and safety for all our Guests and Employees.*

## **Statute**

### **§1 Object of the Statue**

- 1) The Statute defines the rules of service, responsibility and residence in the Hotel and it is a part of the contract which is taken when Guest signs a registration card, booking and/or pay a prepayment or full amount for staying at the Hotel. Each of these steps mean that Guest confirms that has read and accept the Statute.
- 2) The Statute should be followed by all the Guests in Ventus Natural & Medical Spa Hotel.
- 3) The Statute is available at reception, every room and at hotel's website.
- 4) The Guest's guardian is hotel's reception, no 100.

### **§2 Check in and check out time**

- 1) The Hotel's room is rent for check in and check out time
- 2) Guests can check in from 2pm and check out before midday (12) the next day.
- 3) If the Guest does not specify the length of stay by renting a room, it is assumed that the room has been rented for one day
- 4) Wish to extend stay Guest should report before 10 am the day of departure. The Hotel consider the request only when rooms are available.
- 5) The Hotel can refuse to extend the stay at the hotel if Guest do not make payment for current residence or if the Statute is disrespect.
- 6) Staying in a room or leaving things in it after 12.00 without reception agreement is treated as an extension of stay. If the Guest leaves the room after 12.00, the reception will charge a fee according to the price list.

### **§ 3 Reservation and check-in**

- 1) Check-in will be based on an ID or passport (picture is needed) and sign the check-in card.
- 2) The Hotel's Guest cannot give the room for another person even if the time for which the Guest paid is not finished.
- 3) Other people can stay at the Hotel's rooms only from 7 am to 10 pm. After 10 pm, the Hotel will charge the Guest for additional check-in.

- 4) The Hotel can refuse to accept a Guest who did not respect the Statute in previous stay by causing damage to Hotel's or Guests property, injury to a Guests, Employees or other people.
- 5) The Hotel can make a pre-authorization of a Guest's credit card during the check in.
- 6) In the case of cancellation of a stay during the check-in and check-out time, the Hotel will not return the payment for this stay.

#### **§ 4 Services and additional services**

- 1) The Hotel makes a services in accordance with its standard and category.
- 2) In the case of objections to the quality of service, the Guest is asked to report concerns at the reception which will enable to employees respond and improve the standard of services.
- 3) The Hotel is obliged to provide:
  - conditions to full and unfettered leisure,
  - safety of the stay, including the maintain its secrecy about the Guest and personal data,
  - professional and polite service,
  - room cleaning and making the necessary repairs in the absence of the Guest and in the Guest presence only when the Guest wishes to it,
  - Technically efficient service and if faults occur, the Hotel will change the Guest's room (if possible) or otherwise mitigate the disadvantages.
- 4) In addition on Guest's request the hotel can make the following services:
  - provide information about stay or travel,
  - waking up,
  - storage money and valuables items on deposit in reception (subject to the § 6 num 4),
  - storage of Guests luggage,
  - calling taxi,
- 5) Guests can use for free:
  - The Relax Zone of Ventus Natural & Medical SPA (swimming pool, saunas, gym).
- 6) On request, it is possible to use a baby bed and baby bath (extra fee).

#### **§ 5 Responsibility of Guests**

- 1) At the Hotel children under 12 should be under the guardian control. The guardian will be responsible for every damage caused by activities of children.

- 2) Guest is material responsible for any damage or destruction of the objects made by Guest or visitors. The Hotel can charge the credit card for damage after the Guest leaves.
- 3) Animals at the Hotel should be under the guardian control. They can not disturb the stillness of the night and the other Guests stay.
- 4) The Hotel's Guest who is an animal guardian is responsible for every damage or destruction of the objects made by an animal. The Hotel can charge the credit card for damage after the Guest leaves.
- 5) In case of disrespect the Statute, the Hotel can refuse provide services for a person who did it. That person should pay for every service and damage and leave the Hotel.
- 6) For safety reasons the Guest should always before leaves the room check the window and door and make sure that the tap is turned off. Because of the fire safety Guests can not use heater, irons and other similar devices that are not a room equipment.

#### **§ 6 Responsibility of the Hotel**

- 1) The Hotel is responsible for loss or damage property brought by those who use its services within the scope of the Civil Code,
- 2) The Guest should inform the reception about the damage immediately after it has been discovered,
- 3) The Hotel is responsible for the loss or damage money, securities, valuables or objects having scientific or artistic value only if they were left in deposit at the reception,
- 4) The Hotel can refuse storage in the deposit items with high value, large amounts of money, objects which are endanger for safety and large items which can not be storage in hotel's deposit,
- 5) The Hotel is not responsible for damage or loss a car or any vehicle belongs to Guest, left objects and animals no matter if the vehicles were parked on the hotel's parking lot or in front or on the side of the hotel.

#### **§ 7 Return things left behind**

- 1) Items left by a Guest will be sent to the given address at the expense of a Guest. If the Hotel do not receive such offer, will store things at the expense of owner for 3 months and then items will become the property of the Hotel. Because of it's properties food will be storage for 24 hours.

## **§ 8 Stillness of the night**

- 1) At the Hotel stillness of the night is valid from 10 pm to 6 am.
- 2) During the stillness of the night, Guests and people using the services of the hotel are obliged to do so in no way interfere with the peace of other guests.

## **§ 9 Complaints procedure**

- 1) Guests can make complains when they notice weaknesses in services.
- 2) Complaints accept Reception.
- 3) Complaint should be filed immediately after noticing weaknesses in services.

## **§ 10 Additional terms**

- 1) The Hotel accepts animals (owner takes full responsibility § 5 num 4), weighing no more than 5 kg.
  - 2) It is forbidden to bring animals to the Endorfina Restaurant as well as to the Spa and the Dębowa Hall.
  - 3) In the Hotel and it's area smoking is not allowed.
  - 4) There is only one key card for one room.
  - 5) In the Hotel's room it is forbidden to store dangerous items, weapons and ammunition, flammable, explosive things and illumination.
  - 6) Guests consent to the processing and storage of personal data in accordance with the ordinance of the European Parliament (2016/679 from 27.04.2016) by Sławomir Gołubowicz "Handel-Transport-Uslugi Sławomir Gołubowicz" based in Jabłońskie 4, 19-500 Gołdap, for purposes of stay in Hotel and use other services at the Hotel. The Guest has the right to access personal data and correct them.
- 5) The Hotel forbids the acquisition in the Hotel as well as gambling activities
- 6) Furniture can be moved only slightly. Guests cannot make any changes in the room.