

## TERMS AND CONDITIONS

(EN)

**Welcome to the Halny Guest House** We kindly ask you to read the essential terms and conditions of your stay. Compliance with the following provisions shall ensure your peace and safety. **We wish you a pleasant stay!**

### **Booking, Check-in and fees**

1. Rooms in our guest house may be booked in advance. The reservation is "confirmed" after paying an advance payment of at least 30% of the stay. The advance payment can be made at the guest's desk, by transfer to the bank account of the guesthouse or by submitting payment card data. Within less than 30 days of the scheduled arrival, the advance is subject to a deduction.
2. Rooms are rented per a specified stay time. The Guest House check-in time begins at 2:30 p.m. and the check-out time lasts till 10:30 a.m. of the next day. Please inform our Reception Desk staff of your intention of prolonging your stay at the latest till 10:30 a.m. We will do our best to accept your request regarding prolongation of your stay insofar as the number of available rooms will allow.
3. A Guest House room is rented upon prior registration of all persons who wish to stay in it.
4. Amount due for the entire period of stay, including the visitor's tax, shall be charged on the day of arrival.

### **Scope of the services**

5. The Guest House provides accommodation services within its category and standard. The accommodation price includes a buffet breakfast.
6. The price list is available at the Guest House Reception Desk as well as on our website.
7. In the case of any reservations regarding the quality of our services, please report them at the Reception Desk as soon as possible. This will allow the Guest House Management to react immediately and meet your expectations.
8. Upon your request, The Guest House shall provide the following services free of charge:
  - provision of information regarding your stay and travelling,
  - wake-up calls,
  - supervision of the luggage you entrusted us with for the period of your stay,
9. The car park on the premises of the Guest House shall be available solely to our Guests. The car park is unattended and free of charge.
10. A landline phone is available to the Guests at the Reception Desk. A margin shall be added to the phone fee.
11. Pets (dogs and cats) can stay at the Guest House solely under your constant supervision. Please maintain cleanliness and use sanitary bags.

### **Organization of your stay and extraordinary fees**

12. Transferring rooms to other persons is not allowed. Your Guests who are not registered at the Guest House may stay on the Guest House premises from 7:00 a.m. to 10 p.m.
  13. The Guest House may refuse to host a Guest who during their last stay committed gross violation of the Guest House Terms and Conditions, causing damage to property, Guests, or other persons, or who disturbed the peace or functioning of the Guest House.
  14. From 10:00 p.m. till 7:00 a.m. quiet hours should be respected at the Guest House. We kindly ask you not to disturb the stay of other Guests.
  15. We kindly ask you to check if the door is locked each time you leave it. You shall be financially liable for any kinds of damage, actions or omissions, as well as actions of accompanying persons.
  16. In the event of losing a key, the Guest will be charged a fee of PLN 50.00 for a standard key and PLN 350.00 for the key with a light switch.
  17. Smoking inside the Guest House is forbidden. If the above regulation is violated, the Guest will be charged for the costs of room refreshment and intervention of a fire brigade or other services should the fire alarm go off or be damaged.
  18. In order to ensure fire safety in the Guest House, we ask you not to use in the Guest House rooms any travel heaters or other appliances with high power consumption which do not belong to the room equipment.
  19. Conditions of resignation. Standard offer: In the event of resignation within 30 days of the planned arrival, the Guest House will refund the deposit after deducting the lump-sum of PLN 10. In the event of cancellation of stay less than 30 days from the date of arrival, the Guest House will deduct the advance amount (30% of the amount of the stay). Guests may take advantage of the possibility to postpone the stay within the next 12 months without losing a deposit.
- In the event of shortening of stay, the Guest House will deduct 50% of the value, and in the period from 23 December to 01 January and Easter 100% of the value of unused stay (accommodation and benefits).

The above cancellation conditions do not apply to special offers available in the reservation system (flexible, non ref, packages) and offers of other operators.

### **Liability of the Guest House**

20. The Guest House shall be responsible for proper performance of the services in accordance with these Terms and Conditions and in the case of matters not settled herein - pursuant to the Civil Code.
21. The Guest House shall be responsible for valuables and money solely in the case of placing them on the Guest House deposit.
22. Any personal property belonging to the Guest and left in the Guest House shall be placed on the Guest House deposit and stored for the period of 3 months. Upon your written/e-mail request, the Guest House may send the left property to the indicated address by the cash on delivery service.

**The Guest House Management will appreciate your compliance with this Terms and Conditions.**