



**Hotel Hugo**  
ul. Władysława Orkana 14  
47-230 Kędzierzyn-Koźle  
NIP: 749 203 40 65

**Recepcja**  
tel. +48 77 40 53 440  
recepcja@hotelhugo.pl  
www.hotelhugo.pl

## **REGULATIONS OF HOTEL HUGO BUSINESS & SPA\*\*\***

**The staff of HOTEL HUGO BUSINESS & SPA\*\*\* will appreciate your cooperation in complying with the regulations, which are intended to ensure a peaceful and safe stay of our Guests.**

### **&1**

During the check-in, a hotel Guest is obliged to present a valid identification document with a photograph to the receptionist in order to confirm their identity. In case of refusal to show the document in a way that allows to check-in, the receptionist is entitled to refuse to issue the key to the room.

### **&2**

In the registration card, previously completed by the receptionist, with data such as name, surname and identity document number, the hotel Guest independently fills in the registration number of the vehicle (if they own one) and signs the card.

### **&3**

Starting a stay in the hotel is tantamount to accepting the rules of these regulations by the Guest.

### **&4**

A hotel room is rented by the day.

### **&5**

The hotel day lasts from 2.00 p.m. on the day of arrival until 11.00 a.m. of the next day. If the Guest does not specify the length of stay, it is assumed that they book the room for one night.

### **&6**

If the Guest wishes to extend their stay beyond the period indicated on the day of arrival, the Guest should report it at the reception by 9.00 a.m. on the day of check-out, however it does not create any obligation for the hotel. The receptionist will try to comply with the request depending on the current availability of the rooms.

### **&7**

Staying in the room or leaving belongings after 11:00 a.m. is considered as an extension of the stay. If the Guest leaves the room after 11:00 a.m., the receptionist will charge a fee for the next day of renting the room according to the price of the day.

### **&8**



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The Guest who rents a room cannot transfer the room to other people, even if the day for which they paid the fee has not ended.

#### **&9**

Persons who are not registered may stay in a hotel room from 7:00 a.m. to 10:00 p.m.

#### **&10**

Staying in the Guest's room after 10:00 p.m. by people who are not registered is tantamount to accepting to pay an extra fee for their Guests by the rentee. Each person will be added to the room at the current price of an extra bed for an adult from the price list available at the hotel reception.

#### **★ &11 ★**

Children under the age of 13 must be under constant care and supervision of adults throughout the stay. For children's behaviour, including damages and/or injuries, children's legal guardians are responsible.

#### **&12**

Smoking cigarettes and tobacco products is strictly prohibited on the hotel premises, including hotel rooms, in accordance with the Act of 8th April 2010 amending the act on health protection against the consequences of cigarettes and tobacco products and the Act on the State Sanitary Inspection (Journal of Laws of the republic of Poland No. 81, item 529)

#### **&13**

For violating the ban on smoking cigarettes and tobacco products in a hotel room, the Guest will be charge with costs of ozoning the room of PLN500.

#### **&14**

It is obligatory to observe quiet hours in the hotel from 10 p.m. until 6 a.m. the following day.

#### **&15**

During the quiet hours, Guests and people using the services of the hotel are obliged to behave in a way which will not interfere with the peace of the other hotel Guests.

#### **&16**

The Guest is obliged to display appropriate, polite behaviour in relation to the hotel staff as well as in relation to other Guests. The hotel staff may refuse to serve a Guest who behaves aggressively or unmannerly, especially when they violate physical integrity, insults, imputes, humiliates or intrusively imposes on other people in any way, as well as if they do not wear appropriate clothing.

#### **&17**

Failure to use the service ordered by the Guest, still requires them to pay the fee.

#### **&18**



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The Guest bears full financial and legal responsibility for any damage or destruction of the equipment and hotel facilities caused by the fault of the hotel Guest or their visitors.

#### **&19**

Due to fire safety, it is forbidden to use heaters or other electrical devices in the hotel rooms and other hotel areas, that do not constitute the equipment of said rooms. The above does not apply to chargers and power supplies for audio, video or computer devices. The use of open fire in any form is also forbidden.

#### **&20**

The Guest should make sure that the doors are closed correctly each time they leave their hotel room.

#### **&21**

Due to safety reasons, it is not possible to open windows in occupied rooms and other hotel rooms.

#### **&22**

The liability of the hotel for loss or damage of the items brought by the Guest to the hotel is governed by the provisions of Articles 846-849 of the Civil Code. The responsibility of the hotel is limited if these things are not deposited at the reception. The hotel has the right to refuse to store money, securities and valuable items, in particular valuables and objects of scientific or artistic value, if they threaten safety or are too valuable in relation to the size or standard of the hotel, or take up too much space.

#### **&23**

The hotel provides services in accordance with its standard. In the case of complaints about the quality of services, the Guest is obliged to immediately report it to the reception, which will allow for proper reaction.

#### **&24**

Items of personal use left in the room by a leaving Guest will be send back at his expense, to the address indicated by him. If the hotel staff does not recieve instructions regarding returning the item to the Guest, the hotel will store these items for 3 months and then give them up for charity or other public purposes.

#### **&25**

In case of violation of the provisions of these regulations, the hotel may refuse to continue providing services to the person who violates them. Such a person is obliged to immediately follow the instructions of the hotel staff, settle the existing bills, pay for any damages and destructions made and leave the hotel premises.

#### **&26**

No return of the room key-card to the reception desk staff upon check-out costs PLN20 per key-card added to the bill.

#### **&27**

The hotel may refuse to accept a Guest who grossly violated the regulations during his previous stay.