Regulations of REGATTA HOTEL RESTAURANT SPA **

Bearing in mind the assurance comfort and safe rest for you, we kindly request for familiarizing with and complying with the Hotel Regulations.

§ 1 The Subject of the Regulations

1. The Regulations shall be applicable for all persons staying within the area of Regatta Hotel Restaurant Spa **** at Chojnicka street 49 in Poznań.
2. The Regulations shall define the principles for providing services, scope of responsibility of the Guest and principles of staying within the Hotel.
3. The Regulations shall be available at the reception desk, information leaflet in a hotel room and at the website of the hotel www.regattahotel.pl.
4. Confirmation of familiarization with the Regulations shall take place upon booking, paying the advance, paying the whole due amount for the stay or signing the registration card.

§ 2 Booking

1. The booking shall be considered as completed upon obtaining the advance established by the hotel.
2. The booking of stay shall keep validity on the day of the planned arrival by 6 p.m. After the lapse of the indicated time, the booking will be cancelled. In order to avoid cancellation of the booking, one should report the later arrival to the reception desk.
3. Information on cancellation conditions of the booking or shortening the stay is contained in the confirmation. Shortening the stay or non-appearance at a hotel does not result in reimbursing the due amount for the unused benefits unless the shortening of the stay or non-appearance at a hotel was the result of the circumstances of the force majeure nature or an act of god. The obligation to prove the circumstances, referred to in the preceding sentence, rests with the person who requests the reimbursement of the due amount.

§ 3 Hotel day and check-in time

1. The room is rented per days. The hotel day lasts from 2:00 p.m. till 11:00 a.m. on the following day.
2. The intention to extend the hotel day or stay should be reported at the hotel reception desk by 9:00 a.m. on the day preceding the departure.
3. The Hotel takes into account the intentions to extend the hotel day if the rooms are available.
4. The extension of the hotel day lasts maximum till 1.00 p.m. and after that time shall be subject to a fee of 50% of a basic rate.
5. If the Guest, without prior agreement with the reception desk, keeps the room after 12:00 p.m. on the departure day, it will be treated as unauthorized extension of the hotel day and shall be subject to compensation fee of 50% of basic rate.
6. The payment of the fee defined in point 5 does not authorize the Guest to stay in a room.
7. If the Guest did not define the period of stay while booking the room, it is assumed that the room is rented for one hotel day.
8. Each Guest staying overnight shall be obliged to make check-in formalities by means of presenting the ID card/ passport/ driving license with a photo, providing their basic personal data and sign the registration card.
9. The Hotel shall have the right to make pre-authorization of a credit card upon check-in or collecting a deposit in cash up to the amount for the whole stay.

10. The Hotel may refuse to accept or check-out prior to the end of the Guest's stay who committed a gross breach of the Hotel Regulations or disturbed the functioning of the Hotel in another way.
11. The Hotel may refuse to accept the Guest being under the influence of alcohol, intoxicating means, showing verbal or physical.

§ 4 Services of the hotel

1. The Hotel provides the services in accordance with its category rank and standard. All complaints concerning the stay should be reported in person at the reception desk of the hotel, on a current basis during the stay at a hotel on the departure day at the latest. This will allow us to respond immediately.
2. The Hotel shall have the obligation to assure the following: conditions for full, unfettered rest of the Guest, keeping in confidentiality the information about the Guest; professional service; keeping the room in neat and order and performing the repairs of the devices during the absence of the Guest in a room, and in case of their presence only when they expresses their consent and wish.
3. The Hotel, upon the request of the Guest, will provide the following services free of charge: providing information connected with the stay and the travel, wake-up at the appointed time, storing the luggage of the Guests registered at a hotel.

§ 5 The room

1. At a hotel there are quiet hours from 10:00 p.m. till 6:00 a.m. This does not included to events organized by the Hotel.
2. A hotel Guest must not transfer the room to third persons even if the period for which he paid has not passed.
3. The persons not registered may stay in a hotel room of the Guest from 6:00 a.m. till 10:00 p.m., after reporting earlier this fact to the reception desk.
4. When the not registered persons stay after 10.00 p.m. it shall mean that the registered person agrees for additional accommodation of these persons for a fee. The additional registration of each person shall take place by the valid price list available at the reception desk.
5. The products located in a mini bar are sold by the rates from the price list available in a hotel room. Mineral water is available outside the mini bar and included in the stay price.
6. For security reasons, the Guest each time while leaving the room, should check whether the doors and windows are closed.
7. For fire security reasons, it is prohibited to use in rooms heaters, electric irons and other devices which are not included in the hotel room equipment, it does not refer to the loaders and feeders for electronic equipment. An electric iron can be rented by the Guest after prior notification at hotel reception desk.
8. In a room it is forbidden to store hazardous materials, such as gun, ammunition, flammable materials, explosives or irritating agents.
9. The Guests must not take the items constituting the equipment of the hotel outside the hotel area.

§ 6 SPA & Wellness

1. As part of the stay at the Regatta Resturacja SPA Hotel, the Guest has the option of using additional paid services provided by Regatta Wellness & SPA. The full range is included in the price list (available at www.regattahotel.pl, at the hotel reception and SPA)
2. Free cancellation of the treatment is possible up to 4 hours before the planned visit.

* If the treatment is not canceled, Regatta Wellness & SPA reserves the right to charge 50% of the value of the selected treatment and add the value to the hotel bill.
* If the guest does not show up for a non-specific treatment - a charge of 50% of the cost of the cheapest service in a given category will be added to the hotel bill.
* In the case of Stay Packages including SPA services, it is not possible to resign from the treatments. It is possible to exchange the treatment for another treatment with prior consultation with the SPA reception. If the guest does not show up for the package treatment, the total cost of the service will be added.

3. It is forbidden to use the Wellness area for people: Under the influence of alcohol or intoxicants, With external signs of diseases that pose a threat to the safety of the environment.
4. People who do not comply with the rules of the swimming pool will be removed from the Wellness zone without a refund of the fee and may be charged with additional cleaning costs.

§ 7 Responsibility of the Hotel

1. The Hotel shall bear liability for the loss of damage to the items brought in by the persons using its services in the scope defined with the provisions of the civil code.
2. The Hotel does not bear liability for the loss or damage of the vehicles located in the hotel car park nor its bears liability for the items left in such vehicles.

§ 8 Liability of the Guest

1. Behavior of the Guests and persons using the hotel services should not disturb the stay of other guests. While infringing the principle, the hotel may refuse to provide the service to the person.
2. The children below 12 years old, should stay under constant care of their legal guardians while staying at a hotel. The legal guardians shall bear material liability for the damages caused by the children.
3. The Guest shall bear material liability for damages or destruction of any type of the items of equipment and technical devices of the hotel caused at their fault or the fault of the visitors.
4. The Guest should notify the hotel reception desk about the damage immediately after learning about the fact.
5. The Guest shall bear full liability for the effects of unreasonable calling the fire alarm.

§ 9 Complaints

1. All complaints concerning the stay should be reported in person at the reception desk of the hotel, on a current basis during the stay at a hotel on the departure day at the latest.
2. The complaint shall be considered by the hotel if possible on the day of its lodging, within three days of its lodging at the latest.

§ 10 Additional provisions

1. Using the WELLNESS zone (pool, jacuzzi, dry and steam sauna) and fitness room is free of charge for hotel Guests. The pool is closed for use during swimming lessons. The schedule of classes is available in the room, the hotel reception and the spa reception. Participation in aqua fitness classes is free, regarding the availability of places, please contact the SPA reception.

2. The Hotel will store the items left by the Guest for one month, after the lapse of the period, the items will be destroyed. The foodstuffs originally packed will be stored for 24 hours, others shall be destroyed during the room cleaning.
3. In case of obtaining the disposal of sending the item by the hotel, the hotel will send the item to the address indicated by the Guest and at the Guest's cost.
4. In the hotel there is a complete smoking ban applicable, as well as electronic cigarettes (except for the zones appointed especially for this purpose). For infringing the smoking ban, the Guest shall be obliged to pay the fee for cleaning and ozonizing the room of 200 PLN.
5. The Hotel does accept animals on the assumption that the animal does not stay in the bed sheet and is not left unattended. The guest takes the material responsibility of all the damages made by the animal. Larger dogs must be kept in a muzzle and on a leash.
The staff reserves the right not to consent to the presence of an animal on the hotel premises
6. In common parts of the hotel, i.e. the main hall, SPA section, a restaurant and a cafe, hotel corridors, for security reasons, there is a complete ban on using such vehicles as: scooters, bicycles, skateboards, roller skates, segways, etc.
7. In the restaurant *Blue Marina* there is a proper dress obligatory. We request for appearing not dressed in a bath gown, swimsuit, shorts, beach flops.
8. In Regatta Wellness & Spa it is obligatory to obey the *Regatta Spa etiquette and Wellness regulations*. It is placed in the www.regattahotel.pl website and in the Wellness & Spa reception in the hotel.
9. In the hotel there is a possibility to use free Internet.
10. The car park in the front of the hotel is free, monitored and unattended.

We wish you a nice stay
Hotel Management