

sound garden hotel

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Regulations of Sound Garden Hotel Airport

Dear Guest,

During your stay at Sound Garden Hotel Airport in Warsaw, we highly value your cooperation and adherence to these regulations, which are designed to ensure a peaceful and safe stay for you and our other guests.

§ 1

1. Rooms at the hotel are rented for hotel days.
2. If the guest does not specify the duration of their stay, it is assumed that the room is rented for one hotel day.
3. The hotel day begins at 3:00 PM on the day of arrival and ends at 11:00 AM on the day of departure.
4. There is an absolute ban on smoking tobacco products and electronic devices throughout the entire facility, except in designated areas.
5. Consumption of alcohol not purchased at the hotel is only permitted in the hotel room.
6. Alcohol is not sold to minors or persons in an intoxicated state.

§ 2

1. To confirm the guest's identity and to finalize the agreement and issue a VAT invoice, the guest must present a photo ID before receiving the room key.
2. If the guest refuses to present a photo ID, the hotel may refuse to issue the room key.
3. Minors must have a statement from a legal guardian; if the minor does not have the appropriate documents, the hotel may refuse to check them in.
4. The hotel reserves the right to collect a deposit of 500 PLN per room (for cash payments) or request the completion of a credit card authorization form to safeguard against potential damages.
5. The collected deposit will be refunded upon the guest's checkout after a hotel staff member inspects the room.
6. All payments must be made prior to the service being rendered.

§ 3

1. If the guest wishes to extend their stay beyond the period indicated on the day of arrival, they should notify the reception by 11:00 AM on the day their current booking ends.
2. The hotel will accommodate the extension request subject to availability.
3. A free extension of the stay is possible until 1:00 PM on the day of departure, subject to availability.
4. Extending the stay until 6:00 PM will incur a charge of half the daily rate applicable on the day of departure (subject to room availability).
5. Extending the stay beyond 6:00 PM will incur a full daily rate charge according to the current daily rate.

§ 4

1. The hotel guest cannot transfer the room to other people, even if the period for which the payment has been made has not yet expired.
2. The hotel may refuse to accept a guest who has grossly violated hotel regulations during a previous stay, causing damage to hotel property or other guests, or causing harm to guests, hotel employees, or other people staying at the hotel, or otherwise disturbing the peaceful stay of guests or the functioning of the hotel.
3. The hotel may refuse to accept any other guest who, in the staff's opinion, poses a threat to the safety, health, life, or reputation of other guests, employees, or the hotel (brand).

§ 5

1. The hotel provides services according to its category and standard. In case of any complaints regarding the quality of services, the guest is requested to report them as soon as possible at the reception, enabling the hotel to promptly respond.

2. The hotel is obligated to ensure:

- a) conditions for the guest's full and unrestricted rest;
- b) safety of the stay, including the security of the guest's information;
- c) professional and courteous service in all services provided at the hotel;
- d) room cleaning and necessary repairs during the guest's absence, and only in their presence if they wish;
- e) basic room cleaning daily, including towel replacement, water replenishment, toiletries refills, trash removal, and bed making;
- f) full room cleaning every third day of the guest's stay;
- g) upon the guest's explicit request, full room cleaning can be done daily during housekeeping hours;
- h) a technically efficient room; in case of any defects that cannot be removed, the hotel will make efforts to change the room or otherwise mitigate the inconvenience.

§ 6

1. At the guest's request, the hotel provides the following complimentary services:

- a) wake-up call at a specified time;
- b) luggage storage (the hotel may refuse to store luggage outside the guest's stay dates and items that do not have the characteristics of personal luggage), unless otherwise required by applicable law;
- c) high-speed Internet access throughout the building.

§ 7

1. The hotel is liable for the loss or damage of items brought by persons using its services to the extent specified by Articles 846 - 852 of the Civil Code.
2. The guest must immediately notify the hotel reception of any damage discovered.
3. The hotel is not liable for improper use of the iron.

§ 8

1. Quiet hours in the hotel are from 10:00 PM to 7:00 AM the next day.
2. The behavior of guests and persons using the hotel's services should not disturb the peaceful stay of other guests. The hotel may refuse to continue providing services to a person who violates this rule or may cease providing services and request that the person leaves the hotel.

§ 9

1. Each time a guest leaves the room, they should check that the door is closed.
2. The hotel guest is materially responsible for any damage or destruction of hotel property and technical equipment caused by their fault or the fault of persons visiting them.
3. For fire safety reasons, the use of heaters, electric irons, and other similar devices not included in the room's equipment is prohibited.

§ 10

Personal belongings left by a departing guest in the hotel room will be sent back at the guest's expense to the address provided by the guest. If this is not possible, the hotel will store these items for 3 months in the case of items of low value and for 6 months if the item is of significant value.

§ 11

We inform you that at Sound Garden Hotel Airport, we adhere to and enforce the regulations regarding the standards for the protection of minors as outlined in Articles 22b and 22c of the Act of May 13, 2016, on preventing threats of sexual crimes and protecting minors.

1. Sound Garden Hotel Airport conducts its operations with the utmost respect for human rights, especially the rights of children as individuals particularly vulnerable to harm.
2. Sound Garden Hotel Airport emphasizes the importance of the legal and social obligation to report any suspected crime against children to law enforcement and commits to training its staff in this regard.
3. Sound Garden Hotel Airport commits to educating its staff about the circumstances indicating that a child present at the facility may be harmed and about ways to respond quickly and appropriately to such situations.

4. One effective way to prevent harm to children is to identify the child staying at the facility and their relationship with the adult accompanying them. The staff takes all possible steps to identify the child and their relationship with the adult present in the facility.

§ 12

These regulations are binding for all persons staying and using the hotel's services.

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