**HOTEL AFRODYTA**** BUSINESS & SPA**

**HOTEL REGULATIONS**

We warmly welcome you to Hotel Afrodyta Business & Spa****. We invite you to enjoy our services.

Compliance with the following regulations will enable us to ensure that your stay is comfortable and safe.

**1.** These Hotel Regulations define the rules governing the provision of hotel services, liability and conduct on the hotel premises. They form an integral part of the agreement concluded when the Guest signs the registration card, makes a reservation or pays an advance payment, deposit, part or all of the amount due for the stay or for the use of hotel services. By performing any of the above actions, the Guest confirms that they have read and accepted these Hotel Regulations on their own behalf and on behalf of all accompanying persons staying at the hotel.

**2.** These Hotel Regulations are available to all Guests on the hotel's website (www.afrodytaspa.pl) and for inspection at the Reception Desk.

**3.** Guests are required to comply with these Hotel Regulations.

**4.** Should Guests have any complaints or reservations regarding the quality of services provided, they are requested to report them to the Reception Desk immediately. This will enable the hotel to respond appropriately and ensure the highest quality of services.

**5.** Hotel rooms are rented on a daily basis. The hotel day begins at 3:00 p.m. on the day of arrival and ends at 11:00 a.m. on the day of departure, unless otherwise specified in individual agreements or arrangements made with the hotel.

**6.** An extension of the hotel day or occupancy of a hotel room for up to 2 hours without prior agreement with the hotel shall be treated as a half-day extension. In such a case, the Guest will be charged 50% of the full daily room rate. Occupancy of the room for more than 2 hours without prior agreement shall be treated as an additional full hotel day and charged at the applicable full daily room rate, unless individual extension terms have been agreed with the hotel.

**7.** Any request to extend the stay beyond the period originally specified upon arrival must be submitted to the Reception Desk no later than 9:00 a.m. on the day of departure. The hotel may grant such a request subject to room availability.

**8.** The hotel reserves the right to refuse an extension of a Guest's stay if full payment for the current period of stay has not been made in advance or if the Guest has failed to comply with these Hotel Regulations.

**9.** All Guests and accompanying persons are required to register at the hotel. Registration requires presentation of a valid photo identification document at the Reception Desk. If a Guest refuses to present such a document, the Reception staff are entitled to refuse to issue a room key and, consequently, to refuse to conclude a hotel accommodation agreement.

**10.** The Receptionist reserves the right to refuse to register a Guest and issue a room key without providing a reason.

**11.** Unregistered visitors may stay in the hotel room occupied by a Guest, with the Guest's consent and at the Guest's sole responsibility, only between 7:00 a.m. and 10:00 p.m. After 10:00 p.m., any additional persons must be registered at the hotel. The Guest who rented the room is responsible for reporting any additional persons staying in the room or on the hotel premises. Failure to do so constitutes a breach of the registration obligation. The presence of unregistered persons in a Guest's room after 10:00 p.m. shall be deemed the Guest's consent to charging for their additional accommodation in accordance with the hotel's current price list. Visitors staying in hotel rooms do so entirely at the Guest's responsibility.

**12.** Guests are not permitted to transfer their hotel room to other persons, even if the period for which the room has been paid has not yet expired.

**13.** In the event of a breach of these Hotel Regulations, the hotel staff may refuse to continue providing services to the person responsible for the breach. Such person must immediately comply with the instructions of the hotel staff, settle all outstanding charges for services already provided, pay for any damage caused and leave the hotel premises.

**14.** The hotel may refuse accommodation to a Guest who, during a previous stay, seriously breached the Hotel Regulations by causing damage to hotel property, causing personal injury to other Guests, hotel employees or other persons staying at the hotel, or otherwise disturbing the peace and order of the hotel. If the Guest fails to comply with the hotel's request to leave, the hotel is entitled to notify the relevant authorities in order to have the Guest removed without delay.

**15.** The hotel shall be liable for the loss of or damage to property brought onto the hotel premises by Guests to the extent specified in Articles 846–852 of the Polish Civil Code.

**16.** Guests must notify the Reception Desk immediately upon discovering any damage. The hotel reserves the right to charge the Guest for any damage caused, even after the Guest has checked out. A debit note covering the cost of the damage will be issued on the basis of a report prepared by the Technical Manager.

**17.** Guests are required to deposit valuables for safekeeping in the hotel safe deposit facility located at the Reception Desk. Otherwise, the hotel shall not be liable for their damage, destruction or loss.

**18.** The hotel reserves the right to refuse to accept money, securities and valuable items for safekeeping at the Reception Desk, particularly jewellery and items of scientific or artistic value, if such items pose a security risk, are of excessive value in relation to the size or standard of the hotel, or occupy too much space.

**19.** The hotel shall not be liable for damage to or loss of any car or other vehicle belonging to a Guest and left on the hotel premises, nor for any items contained therein, regardless of where the vehicle is parked. All hotel car parks are unguarded and unsupervised, although they may be monitored by CCTV cameras.

**20.** Early departure by a Guest for reasons beyond the hotel's control (e.g. illness of the Guest or accompanying persons staying at the hotel, illness of a family member staying elsewhere, or other unforeseen circumstances requiring the Guest to leave the hotel early) shall not entitle the Guest to a refund for unused services.

**21.** Guests are not permitted to make any changes to hotel rooms or their furnishings, except for minor rearrangements of furniture and equipment that do not affect their functionality or safe use. Removing furniture or equipment from the hotel room is strictly prohibited.

**22.** For fire safety reasons, the use of open flames and electrical appliances that are not part of the room's standard equipment is prohibited in hotel rooms and other hotel premises. This restriction does not apply to chargers and power supplies for audio-visual equipment, mobile phones and portable computers.

**23.** Excessive noise, causing unpleasant odours and engaging in any other activities that may disturb other Guests are prohibited throughout the hotel premises.

**24.** Quiet hours are in force from 10:00 p.m. until 6:00 a.m. the following day. The hotel may refuse to continue providing services to any person who violates this rule. Such a violation may also result in a financial penalty for each room, in accordance with the hotel's price list.

**25.** The behaviour of Guests and persons using hotel services must not disturb the peaceful stay of other Guests or the operation of the hotel. The hotel may refuse to continue providing services to any person who violates this rule, particularly anyone who causes disturbances, displays verbal or physical aggression, is under the influence of alcohol and/or intoxicating substances, or otherwise breaches these Hotel Regulations. The hotel may arrange for such a person to be removed from the premises without any right to a refund of costs resulting from the shortened stay. The penalty for disturbing quiet hours is PLN 800 and will be charged after two interventions/mediation attempts have failed to achieve the desired result.

**26.** If security intervention is necessary, the Guest responsible for violating the rules of social conduct, including these Hotel Regulations, will be charged for the costs of such intervention. In cases involving aggressive behaviour, failure to observe quiet hours or damage to hotel property, hotel staff will first attempt to calm the Guest. If mediation proves unsuccessful, hotel security or the police will be called.

**27.** The hotel reserves the right to demand that any Guest disturbing the peace or breaching these Hotel Regulations reimburse the costs of losses or complaints arising from compensation provided to other Guests affected by the incident. The amount charged will be equal to the compensation granted.

**28.** The hotel's publicly accessible areas are monitored by CCTV cameras in order to ensure the safety of persons and property within the monitored areas.

**29.** If intervention by a hotel representative is necessary in relation to a Guest disrupting the hotel's operations, such intervention may be recorded in audio or video format in order to protect the personal and material interests of both the hotel and the hotel representative carrying out the intervention. Such recordings may, if necessary, be used as evidence to establish the actual circumstances of the incident.

**30.** Smoking tobacco products and using electronic cigarettes are strictly prohibited throughout the hotel, including in hotel rooms and all common areas, except in designated smoking areas: two smoking rooms on Level 0, the smoking room in the club on Level -1, and the designated area outside the hotel entrance. If hotel staff establish that a Guest has violated the smoking ban in a hotel room, the hotel may impose a financial penalty for each individual violation in accordance with the hotel's price list. If additional cleaning is required to restore the room to its original condition, for example cleaning or washing curtains and drapes, an additional charge will be imposed, irrespective of any previously applied penalty.

**31.** If the fire alarm is triggered as a result of smoke, the Guest will be charged a financial penalty in accordance with the hotel's price list.

**32.** Triggering a false fire alarm, for example by unjustifiably activating a Manual Call Point (MCP), will result in a financial penalty of PLN 1,500 being charged to the Guest.

**33.** Whenever leaving the room, Guests should turn off all taps, close the windows, balcony doors and entrance door. Hotel rooms are accessed using contactless key cards, which are programmed and issued at the Reception Desk during check-in. If a card is lost, the Guest must immediately notify the Reception Desk, which can issue a duplicate card and deactivate the lost one. A fee of PLN 20 applies for a lost room card/key.

**34.** Guests shall bear financial and legal responsibility for any damage, destruction, contamination or missing equipment in their hotel room or anywhere else on the hotel premises caused by themselves, their accompanying persons, visitors or children under their care. Compensation for damage caused to the hotel shall be made in the form of a financial penalty (contractual penalty). The hotel's schedule of financial penalties forms an appendix to these Hotel Regulations.

**35.** If the financial penalty charged to the Guest does not cover the damage incurred by the hotel for which the Guest is responsible, or if no specific penalty applies to the particular situation or incident resulting in damage, the hotel shall be entitled to charge the Guest compensation up to the full value of the damage caused.

**36.** Dishes, food and other items must not be removed from the hotel's restaurants, bars, cafés or other catering facilities. Guests are also prohibited from consuming their own food and beverages, including alcoholic drinks, in these establishments.

**37.** Guests staying at the hotel with a dog or cat are required to inform the Receptionist of this fact at the time of making their reservation. The fee for a pet's stay is PLN 100 per night. The rules and conditions for pets staying at the hotel are available at the Reception Desk.

**38.** For sanitary and hygiene reasons, Guests are not permitted to bring animals into indoor catering facilities located within the hotel. Animals are permitted in seasonal outdoor catering areas.

**39.** Owners or carers of animals staying with them on the hotel premises are required to keep their animals on a leash and clean up after them.

**40.** Guests using the indoor and outdoor swimming pool areas as well as the Wellness & SPA facilities must wear rubber, non-slip footwear and appropriate clothing and must observe all safety rules. Failure to do so shall release the hotel from liability for any resulting personal injury or health problems. Guests using the saunas and swimming pools bear full responsibility for their own safety if they fail to comply with the regulations governing these facilities, disregard staff instructions or use the facilities in a manner contrary to the established rules.

**41.** Children under the age of 12 must be under the constant care and supervision of adults throughout the hotel premises. Legal guardians are responsible for children's behaviour, including any damage or destruction caused by them.

**42.** The hotel shall not be liable for valuables left in hotel rooms or elsewhere on the hotel premises.

**43.** Guests should notify the hotel Reception Desk if they suspect that they have left any personal belongings at the hotel.

**44.** Lost property found at the hotel will be kept for a period of 3 months from the Guest's departure date.

**45.** Property left at the hotel may be collected in person by prior arrangement or sent by post or courier at the recipient's expense.

**46.** Guests are entitled to change their reservation date once while retaining the original booking conditions and rates. The hotel may refuse any subsequent requests to change the reservation date. If a reservation is cancelled after the date has been changed, the hotel reserves the right to retain the advance payment or to change the reservation date and applicable rates in accordance with the prices in force on the relevant date.

**47.** The Guest consents to the processing of their personal data by the hotel for registration purposes and other purposes necessary for the provision of hotel services, as well as for marketing purposes and inclusion of the Guest's data in the hotel's database. The Guest also consents to receiving commercial information regarding the hotel's current offers, in accordance with applicable personal data protection regulations. The Guest has the right to access, correct and request the deletion of their personal data.

**ADDITIONAL INFORMATION RELATING TO THE COVID-19 PANDEMIC**

In connection with the COVID-19 pandemic, Guests are advised to follow the guidelines issued by the Chief Sanitary Inspectorate (GIS). The current guidelines are available at the hotel Reception Desk.

**1.** If clear symptoms of illness are observed, such as persistent coughing, feeling unwell or difficulty breathing, the Guest may be refused entry to the hotel premises. The Guest will be instructed to contact the nearest infectious diseases hospital as soon as possible for medical consultation, either by travelling there using their own transport or by calling 999 or 112.

**2.** If a hotel Guest is suspected of being infected with coronavirus, they will be temporarily isolated and transferred to a designated room. A hotel employee is entitled to ask the Guest to complete a questionnaire and have their body temperature measured.

Thank you for complying with the above Hotel Regulations.

Should you have any questions or require clarification, the Reception Desk is available to assist you 24 hours a day.

We wish you a pleasant stay!

**Management of Hotel Afrodyta** Business & Spa****

**APPENDIX TO THE HOTEL REGULATIONS**

**SCHEDULE OF HOTEL FINANCIAL PENALTIES**

For each individual occurrence:

1. Smoking in prohibited areas **– PLN 800**
2. Disturbing quiet hours **– PLN 800**
3. Unjustified activation of the fire alarm **– PLN 1500**
4. Parking in prohibited areas **– PLN 800**
5. Cleaning up vomit or other bodily waste **– from PLN 800**
6. Loss of a hotel room card/key **– PLN 20**
7. Other damage **– assessed individually**

**Note:** If the financial penalty charged to the Guest does not cover the damage incurred by the hotel for which the Guest is responsible, or if no specific penalty applies to the particular situation or incident resulting in damage, the hotel shall be entitled to charge the Guest compensation up to the full value of the damage caused.

**Management of Hotel Afrodyta Business & Spa******