

## **Terms and conditions of the Art & Garden Residence.**

- (1) Rooms in the facility are rented for the day, if the guest does not specify the length of stay, renting a room is assumed to be for one day.
- (2) Check-in starts at 3 p.m. and ends at 12 noon the following day. Early check-in and late check-out will incur additional costs in accordance with the current hotel price list.
- (3) The accommodation facility will consider extending the rental as far as possible.
- (4) The guest may not transfer the room to any other person, even if the period for which the payment is due has not expired. Visitors who are not registered may stay in the hotel room from 10 a.m. to 10 p.m. after notifying the reception staff.
- (5) Art & Garden Residence may refuse to accept a guest who, during their previous stay, has grossly violated the rules, causing damage to hotel property or guests, or damage to the person of another guest, an employee of the hotel or other persons staying in the facility, or has otherwise disturbed the peaceful stay of guests or the operation of the hotel.
- (6) All guests, will be asked to complete and sign a check-in sheet and familiarise themselves with the hotel regulations. A valid identity card or passport must be presented at check-in.
- (7) The facility provides services according to its category and standard, A&GR provides accommodation including breakfast. Any additional services, orders made by guests, guests cover from their own resources and the facility is not responsible for these orders.
- (8) No-cost cancellation is possible 3 days prior to the booking date for standard type bookings.
- (9) In the event of force majeure (state of natural calamity, state of emergency, state of war, state of epidemics, etc.) or the introduction of restrictions resulting from these states, the hotel will set a new date of stay, and if the party is able to set a new date, the hotel is obliged to refund the advance payment made and is entitled to deduct only justified and necessary costs incurred in connection with the reservation.
- (10) In the case of a non-refundable booking, there is no transfer to another date or refund of the deposit.
- (11) In the event of complaints about the quality of service, the guest is obliged to immediately communicate them to a member of the reception staff, which will enable a quick response and improvement of the quality of the service provided, or indeed a possible fault or replacement of the room as far as available.
- (12) Complaints related to the stay should be made in writing to the employee of the reception, not later than on the day of the guest's departure, they will be considered within 14 days of their receipt by Art & Garden Residence. The lack of a written complaint submitted during the guest's stay excludes the guest's claims and such a complaint will not be considered.
- (13) Smoking is strictly prohibited in the facility, failure to comply with this rule will result in a fine of PLN 500. Smoking is only permitted in the designated smoking area. Smoking is not permitted in the garden-patio area (wooden structure, fire safety regulations).
- (14) The hotel is not liable for loss of or damage to, money, securities, and other belongings and valuables.
- (15) The hotel guest shall be materially liable for any type of damage or destruction. Destruction of furnishings, technical equipment of the facility, caused by the guest or the guest's visitors. The hotel will charge the guest for the devastation of the room an amount equivalent to the room rental price for the period of the room's exclusion.
- (16) Each time the guest leaves the room, the guest should check the door lock.
- (17) The facility reserves the right to make a controlled entry into the room when it cannot make contact with the guest. A member of the reception staff, in the presence of another person, is

- then entitled to enter the room. The A&GR has a curfew from 10 pm to 6 am. During quiet hours, guests are obliged to behave in such a way as not to disturb other guests
- (18) For reasons of fire safety, it is prohibited to use heaters, electric irons and other appliances not included in the hotel equipment in the rooms.
  - (19) It is forbidden to bring animals into the facility that may pose a threat to the hotel guest, in particular venomous animals.
  - (20) A&GR shall have the right to interrupt the hotel service that has been paid for in the event that the hotel guest is disruptive. The interruption of the guest's stay in such a case shall not constitute grounds for a refund of the amount paid for the stay.
  - (21) Guests who have completed the hotel day may only stay at the reception and in front of the facility.
  - (22) Charges related to inappropriate behaviour of a guest:
    - (a) arrival of uniformed services - 300PLN
    - (b) additional fee if the room requires extra cleaning, i.e.: vomit, bed contamination, etc. - PLN 300
    - (c) lost hotel card - PLN 30
    - (d) smoking in the facility - 500zł
    - (e) devastation of a hotel room
  - (23) Personal belongings left by departing guests will be stored for a period of one month. A&GR will not incur any charges in relation to the eventual dispatch of any items left behind.
  - (24) The guest's personal data is processed for the purpose of booking accommodation and providing hotel services. And, if consent is given, also for marketing purposes.
  - (25) The facility has a video surveillance system. The monitoring serves to improve the safety of the guests. Surveillance data is stored for 14 days and can be made available to the relevant services upon request.
  - (26) A&GR is not responsible for photographs taken in the facility and made available on the Internet by outsiders unrelated to Art. & Garden Residence.

The staff of the facility will be very grateful for your cooperation in complying with these rules and regulations, it is intended to ensure, safety and peace of mind for our guests.