



HOTEL REGULATIONS

The Hotel Management will highly appreciate your cooperation in complying with the rules and regulations, aimed at ensuring a peaceful and safe stay for our Guests.

I. SUBJECT MATTER OF THE REGULATIONS

1. These Regulations set out the rules for the provision of services, liability and stay on the premises of the Hotel and constitute an integral part of the Hotel Service Agreement.
2. The Regulations apply to all persons staying at the premises of the Hotel.
3. These Regulations, are available for access at the Hotel Reception, as well as on the Hotel's website: www.hotelleda.pl
4. The 'Hotel' within the meaning of these Regulations is the LEDA SPA Hotel ****, run by the Hotel Operator in Kołobrzeg at ul. Kasprowicza 23.
5. The 'Guest' within the meaning of these Regulations is a person who enters into an agreement for the provision of hotel services with the Hotel Operator.
6. The 'Hotel Operator' within the meaning of these Regulations is the entity operating the Hotel and providing hotel services therein.
7. The operator of the Hotel is Różewscy SPA Spółka Jawna, ul. Kasprowicza 23, 78-100 Kołobrzeg, registered in the District Court in Poznań, VIII Economic Department, KRS 0000271446, NIP: 777-296-28-43, REGON: 300502620, KRS: 0000271446, share capital: PLN 8,000,000. Contact: e-mail: repcja@hotelleda.pl, tel.: +48 94 351 39 00.

II. HOTEL DAY

1. The Hotel Reception, open 24 hours a day, tel. ext. 100, is the central interface between the Guest and the Hotel.
2. The duration of a stay at the Hotel is measured in nights.
3. A hotel day starts at 3:00 PM and lasts until 11:00 AM of the following day.
4. The Guest's wish to extend their stay at the Hotel beyond the period indicated on the date of arrival or booking should be reported at the Hotel Reception by 09:00 AM on the day on which the period of room use expires.
5. The Hotel shall accommodate the Guest's request to extend the stay as far as it is possible and the rooms are available.
6. The extension of a hotel day until 12:00 AM is free of charge (subject to availability), and until 2:30 PM it is subject to an extra charge of PLN 150.
7. The extension of a hotel day until 8:00 PM will be charged at half price per day.

III. CHECK-IN

1. The basis for checking the Guest into a Hotel room is the Guest's presentation of an identity card or passport and signing the Guest Card and being over 16 years of age.
2. The Guest may not transfer, sublease or lend the room to any third party.
3. Persons not checked into the Hotel may stay at the Hotel room from 7:00 AM to 10:00 PM provided they are at least 16 years of age.
4. The Hotel may refuse to admit the Guest who, during his/her previous stay at the Hotel, has grossly violated the Hotel Regulations, caused damage to the Hotel property or harmed other Guests, the Hotel employees, other persons staying at the Hotel or otherwise disturbed the Guests' stay or the operation of the Hotel.
5. The Hotel reserves itself the right for preauthorisation of the credit card or cash deposit in the amount due for the stay at check-in. In the event of non-payment of the bill, the Hotel reserves itself the right to charge the preauthorised credit card.
6. If the Guest has not specified the duration of his/her stay at the Hotel when concluding the agreement, it is assumed that the room has been booked for one night.

7. Should the Guest wish to shorten his/her stay after check-in, he/she will be charged for the entire stay, in accordance with the booking confirmation.
8. Any failure by the Guest to vacate the room by 11:00 AM is treated as an extension of the stay by another day.

IV. SERVICES

1. The Hotel shall provide services in accordance with its category and standard.
2. The Hotel provides services only to persons who are at least 16 years of age. This restriction applies to the Guests and their companions.
3. The Hotel is suitable for disabled Guests.
4. The Hotel provides its Guests with a monitored, unguarded, paid parking lot. Due to the limited number of parking spaces, prior booking is required. The Hotel does not guarantee the availability of parking spaces in case the Guest fails to book a parking space in advance.
5. In the event of any reservations regarding the quality of service, the Guest is requested to report them at the Hotel Reception as soon as possible, which will enable an immediate response and clarification of the situation.
6. The Hotel is obliged to provide its Guests with:
 - a. conditions for full and unhindered relaxation,
 - b. safety of the stay, including the maintenance of the secrecy of the Guest information,
 - c. professional and courteous service by the Hotel Staff with regard to all services provided at the Hotel,
 - d. cleaning of the room and, in extraordinary and necessary situations, performance of necessary repairs of the Hotel equipment and facilities in a manner that does not disturb the rest and stay of the Guest at the Hotel.
7. In addition, the Hotel shall provide the following services free of charge at the Guest's request:
 - a. providing information related to the stay at the Hotel and travel;
 - b. wake-up call at the appointed time;
 - c. storage of money and valuables during the Guest's stay at the Hotel (safe in the room);
 - d. storage of luggage (the Hotel may refuse to accept luggage for storage on dates other than the Guest's stay and items that do not have the characteristics of personal luggage).

V. CULINARY SERVICES

1. The Guests may enjoy culinary services offered in restaurants and bars located at the premises of the Hotel.
2. The current menu with a price list is available directly in the restaurant or bar.
3. It is strictly forbidden to take any drinks or meals out of the restaurant or bars located at the Hotel. The Hotel Operator informs that upon request, it is possible to make use of the 'Room Service', which allows ordering food and beverages directly to the Hotel room. The intention to make use of the aforementioned service shall be reported in person or by telephone to the selected gastronomic outlet. This service is subject to a charge.
4. As part of the Guest's purchase of a stay package which includes buffet meals, the Guest is entitled to one entry to the restaurant during the meal. Each subsequent entry to the restaurant during the meal period which the Guest has already used will be subject to an additional charge - in accordance with the price list in force at the Hotel.
5. The Guests are not allowed to be in bathrobes, swimwear, etc. in restaurants.

VI. PRICE OF HOTEL SERVICES

1. The room prices of the Hotel are displayed on the website available at: www.hotelleda.pl. The prices stated therein are binding for the Guests at the time of booking.
2. All prices indicated on the aforementioned website are in PLN and include VAT.
3. Różewscy Spa sp.j. shall have the right to make changes to the prices at the Hotel's website, carry out and cancel promotional campaigns or make changes to them. This right shall not affect the prices of bookings made prior to the change.

VII. LIABILITY OF THE GUESTS

1. The Guest shall be held fully liable for any damage or destruction of the room and the Hotel's furnishings as well as technical equipment caused by the Guest or his/her visitors.

2. In the event of a breach of the Regulations, the Hotel may refuse to provide services to the person in breach. This applies in particular if a person under the influence of alcohol and/or intoxicants disturbs the peaceful stay of the Guests or the operation of the Hotel. Such a person is obliged to immediately comply with the Hotel's requirements, to pay for the services rendered so far, to pay for any damage and to leave the Hotel.
3. Each time the Guest is leaving the room, he/she should check the door lock and remove the key card from the reader.

VIII. LIABILITY OF THE HOTEL

1. The Hotel is liable for any loss of or damage to items brought in by the Guests in accordance with the principles set out in Articles 846-852 of the Civil Code, unless otherwise agreed by the parties or the Regulations. The Hotel is not liable for valuable items left outside the safe, which is free of charge for all the Guests and available in the room.
2. The Guest shall notify the Hotel Reception of the occurrence of the damage immediately upon discovery, not later than upon check-out from the Hotel or expiry of the period for which the Guest has booked the room.
3. The liability of the Hotel to repair damage in the event of loss of or damage to items brought into the Hotel is limited - on the principles described in Articles 846- 852 of the Civil Code. The limitations on the scope of the obligation to make reparation do not apply in particular to deposited valuables.
4. The Hotel may refuse to accept valuables for deposit only if they pose a threat to safety or if they are of excessive value in relation to the size or standard of the Hotel, including, in particular, artistic, historical or historic value or if for technical reasons this is not possible, including, in particular, if they take up too much space.
5. The Hotel shall not be liable for any damage to or loss of a car or other vehicle belonging to the Guest or of any items left therein or of pets.

IX. RETURN OF ITEMS LEFT AT THE HOTEL

1. Any items left by the departing Guest in the Hotel room at his/her request and in a manner agreed with him/her will be sent back to the address indicated by the Guest. The Guest shall bear the costs of postage.
2. In the event that the Guest does not give the instruction to return the left items, the Hotel will store the items for a period of 14 days counted from the day they are found by the Hotel staff or another person. Thereafter, the Hotel will proceed with the item in accordance with the regulations on lost and found items.

X. QUIET HOURS

1. The Hotel has quiet hours from 10:00 PM to 7:00 AM.

XI. COMPLAINTS

1. The Guests have the right to lodge a complaint if they notice any deficiencies in the quality of the services provided.
2. All complaints are received by the Hotel Reception.
3. A complaint should be lodged immediately after noticing any deficiencies in the standard of service.
4. Any complaints regarding the services provided shall be considered within a maximum period of 14 days from the date of receipt of the complaint by Różewscy SPA Sp.j.

XII. ADDITIONAL PROVISIONS

1. Smoking is strictly prohibited at the Hotel and in its immediate surroundings, except in areas designated for this purpose. Any failure to comply with this regulation will be subject to the possible cost of ozone treatment of the room - PLN 500.
2. For reasons of fire safety, it is prohibited to use heaters, electric irons, and other similar devices which are not room equipment in the Hotel rooms.
3. In the event of unjustified activation of the fire alarm system by the Guest, the Guest will be charged with the costs of the Fire Brigade intervention.
4. It is forbidden to store dangerous goods as well as weapons and ammunition in the Hotel room.
5. A fee of PLN 10 shall be charged for a lost key card to the Hotel room.
6. In case of loss or damage of the hotel towel, bathrobe or other items - due to the fault of the Guest or his/her visitors - the Guest is charged according to the following price list:

small towel PLN 60,
large towel PLN 100,
bathrobe PLN 300,
mattress - PLN 750,
pillowcase - PLN 20,
comforter cover - PLN 70,
sheet - PLN 70,
pillow - PLN 60,
quilt - PLN 150,

7. The Guest, when signing the "Guest Card" confirms that the hotel room is equipped with a set of towels and bathrobes (applies to the specified standard of rooms). If the Guest discovers, after opening the room, the absence of any of the listed items of equipment, the Guest is obliged to immediately notify the Hotel Reception of this fact.

8. At the conclusion of the agreement - in the manner described in paragraph 1(1) of these Regulations - the Guest is asked to provide his/her personal data, necessary for the conclusion of the agreement and subsequent identification of the Guest.

9. Provision of data identifying the Guest as a party to the agreement for the provision of hotel services is voluntary, however it is necessary for the performance of the agreement for the provision of hotel services.

XIII. FINAL PROVISIONS

1. Information related to the processing of personal data of the Guests in order to use the Services is set forth in the Hotel Regulations available at www.hotelleda.pl

2. In addition to the Regulations, the provisions of the Hotel Regulations shall remain valid, with the reservation that the provision of services must be carried out in a manner that ensures the safety of Guests and Hotel staff.

3. For matters not regulated by the Regulations, the generally applicable regulations shall apply.

4. The Regulations are available at www.hotelleda.pl

The Hotel welcomes adults and adolescents aged 16 and over.

Smoking is strictly prohibited throughout the premises of the Hotel, this includes electric cigarettes

It is forbidden to bring / keep pets in the room and at the premises of the Hotel.

The penalty for not complying with the above is PLN 500 per day and further consequences of having to leave the Hotel, the decision in this matter is made by the Director of the Hotel.

Have a wonderful stay at LEDA SPA Hotel ****

MANAGEMENT OF LEDA HOTEL