

## HOTEL REGULATIONS – HOTEL WARSZAWA SPA & RESORT

We kindly ask for your cooperation in adhering to these regulations, which are intended to ensure a peaceful and safe stay at our hotel.

### § 1

1. These hotel regulations define the terms of service provided by the Hotel, responsibilities, and rules for staying on the premises. They form an integral part of the contract concluded by the Guest upon signing the registration card, making a reservation, or paying a deposit/full payment for the stay or services at the Hotel. By completing any of these actions, the Guest confirms they have read and accept the Hotel Regulations.
2. These regulations apply to all guests staying at Hotel Warszawa SPA & Resort.
3. The regulations are available at the hotel reception and on the Hotel's website: [www.hotelwarszawa.pl/regulaminy](http://www.hotelwarszawa.pl/regulaminy)

### § 2

1. Before check-in, the Guest is required to present an identity document with a photo. Refusal to present a valid ID will result in the receptionist denying access to the room.
2. The Guest is required to sign the registration card.
3. On the day of arrival, the Guest must pay the full amount for the stay before receiving the room key. This also applies to reservations with a deposit.
4. Starting the stay at the Hotel is considered acceptance of the regulations.

### § 3

1. Hotel rooms are rented per night. The hotel day lasts from 3:00 PM until 12:00 PM the next day.
2. If the Guest does not specify the duration of their stay, it is assumed the room is rented for one night.
3. If the Guest wishes to extend their stay beyond the initially declared period, they should report this to the reception by 10:00 AM on the day of check-out.
4. The Hotel will accommodate extension requests based on availability.

### § 4

1. The Guest may not transfer the room to another person, even if the period paid for has not yet expired.
2. Unregistered persons may stay in the room from 7:00 AM to 10:00 PM only.
3. Quiet hours are in effect from 10:00 PM to 7:00 AM.
4. The Hotel may refuse to accommodate a Guest who, during a previous stay, seriously violated the regulations, caused damage to the Hotel's or other Guests' property, caused injury, or otherwise disrupted order.

5. Guests and persons using the Hotel's services must not disturb the peace of others. In case of violation, the Hotel reserves the right to refuse further service.

#### § 5

1. Guests should ensure the windows and doors are closed every time they leave the room.
2. For fire safety reasons, the use of electric heaters, irons, and other appliances not included in the room equipment is prohibited.

#### § 6

The Hotel's liability for loss or damage to items brought by the Guest is governed by Articles 846–849 of the Civil Code. Valuables (money, cards, securities, jewelry, electronics, etc.) should be stored in the in-room safe to avoid limited liability. For high-value items, it is recommended to use the secure deposit box at the reception. The Hotel may refuse to store valuables, especially those that are a safety risk, too valuable for the hotel's standard, or too bulky.

#### § 7

1. In accordance with the Act of April 8, 2010, smoking tobacco products is strictly prohibited in all areas of the Hotel, including rooms and balconies.
2. Violation of the smoking ban will be considered consent to cover the cost of room deodorization in the amount of PLN 500.

#### § 8

1. The Guest is fully financially responsible for any damage or destruction of Hotel property caused by them or persons visiting them.
2. It is prohibited to store dangerous materials in the room, such as weapons, ammunition, flammable substances, explosives, or irritants.
3. Guests are not allowed to remove Hotel property from the premises.
4. The Guest must report any damage to the reception immediately after it is discovered.
5. Towels stained due to improper use (e.g., makeup removal, shoe cleaning) will incur a charge: PLN 50 for a small towel, PLN 100 for a large towel.
6. Losing the SPA & Wellness towel card will incur a charge of PLN 100.
7. Children under 13 must be under constant supervision of an adult. Legal guardians are responsible for any damage caused by children.
8. The Guest is fully responsible for any consequences of a false fire alarm.

#### § 9

1. Items left behind will be returned at the Guest's expense to an address provided by the Guest.
2. If no instruction is given, the Hotel will store the items for one month before donating them to charity or public use.

#### § 10

1. The Hotel is not responsible for damage to or loss of a car or other vehicle parked on hotel premises.
2. The Hotel is not responsible for items left in a parked vehicle.
3. The rules for using the Hotel parking lot are outlined in the Monitored Parking Regulations, available at the reception and on the website: [www.hotelwarszawa.pl/regulaminy](http://www.hotelwarszawa.pl/regulaminy)

#### § 11

The terms of use for the SPA & Wellness area are governed by separate regulations available at the Hotel reception, SPA reception, and online: [www.hotelwarszawa.pl/regulaminy](http://www.hotelwarszawa.pl/regulaminy)

#### § 12

If the Guest violates the terms of these regulations, the Hotel may refuse further service. The Guest must immediately comply with the Hotel's requests, especially regarding payment for damages and vacating the premises.

#### § 13

1. The Guest has the right to file a complaint if they notice deficiencies in the quality of services.
2. Complaints should be submitted in writing:
  - in person at the hotel reception
  - by registered mail to: Hotel Warszawa Sp. z o.o., ul. Zdrojowa 1, 16-300 Augustów
  - via email: [recepcja@hotelwarszawa.pl](mailto:recepcja@hotelwarszawa.pl)
3. The Hotel will respond in writing to the address provided or by email if such address was given.
4. The Hotel will respond to complaints as soon as possible, but no later than 30 days from the date of receipt.