

Dear Guests!

We appreciate your compliance with these hotel rules and regulations to ensure your stay is peaceful and safe throughout.

### § 1

To confirm your identity before check-in, you will be required to present a photo ID to the Receptionist. Otherwise, the Receptionist is required to refuse to issue a room key.

### § 2

1. Hotel rooms are booked on a per-night basis. Check-in time starts at 2 pm. Check-out time is by 12 noon.
2. Any request to extend the stay must be made at the front desk by 10 am on the day of the scheduled check-out.
3. The Hotel will fulfil requests to extend the stay subject to availability.
- 4.

### § 3

1. You may not give your room to other people, even on the days you have booked and paid for.
2. Persons not checked-in at the Hotel may stay in a hotel room from 7 am till 10 pm.
3. We may refuse to accept your booking if, during a previous stay, you have been in material breach of the hotel's rules and regulations by causing damage to the Hotel's property or any personal injury to any Guests, hotel staff or other persons staying at the Hotel, or have caused any other disturbance.
- 4.

### § 4

1. The Hotel provides services according to its category and standard, in line with category regulations.
2. Any complaints regarding the service must be reported as soon as possible at the reception, so that the Hotel staff may respond accordingly. If the complaint is reported later (for example at check-out), Hotel's liability may be limited and you may be prevented from claiming compensation.
3. The Hotel is obliged to provide you with:
  - an environment that ensures an enjoyable and comfortable stay,
  - a safe stay, including by keeping your personal information confidential,
  - professional service within the scope of the services provided by the Hotel,
  - good service on a technical level; if there are any technical failures, the Hotel should make every effort to offer you a replacement room or otherwise ameliorate the problem.

### § 5

1. The Hotel's liability for the loss of or damage to the belongings you bring into the Hotel is governed by Articles 846 to 849 of the Polish Civil Code (Kodeks cywilny). The Hotel's liability is limited if such belongings are not deposited at the front desk. The Hotel may refuse to accept for safekeeping money, securities and other precious items, in particular valuables and objects of scientific or artistic value, if they pose a safety hazard, are too valuable in relation to the size or standard of Hotel, or if they take up too much space.
2. The Hotel shall not be held liable for the damage to or loss of your car or any other vehicle, as well as any belongings left on its premises. However, this disclaimer does not apply if the vehicle was damaged through the Hotel's fault and by action of its staff.
3. The Hotel is not liable for the damage to or loss of money, securities, valuables or items of scientific or artistic value if these items have not been deposited at the front desk.

### § 6

1. Hotel quiet hours are from 10 pm to 6 am. Any disturbance during the quiet hours will be met with a reaction and a warning from the staff, followed, if necessary, with charging a disturbance fee of PLN 1000.
2. During the quiet hours, Guests and other persons staying at the Hotel must behave so as not to disturb other Guests.

3. You must not smoke in the Hotel rooms and common areas (swimming pools, restaurant, spa, corridors etc.). This extends to e-cigarettes as well. Smoking is also forbidden in open windows, balcony/terrace doors and on balconies/terraces themselves. The fee for violating the no-smoking policy is PLN 500 PLN. The Hotel may also charge a higher fee where warranted.
4. If the room is left excessively dirty/messy (beyond standards of normal use), the Hotel shall charge a fee of PLN 300 zlotys. The Hotel may also charge a higher fee where warranted.
5. Pets are allowed on hotel premises, provided they are under the constant supervision of their owners, the presence of pets is reported at the front desk during check-in, and the pet fee is paid. The animals must not disturb the stay of other Hotel guests. Pet owners are required to keep their pets on a leash while roaming the Hotel. Pets are not allowed in the hotel restaurant – where possible, the restaurant staff will find a suitable spot for Guests with pets.
6. Animal conduct – Guests must keep their pets calm and quiet, and ensure that they do not disturb the peace in the hotel. The Hotel reserves the right to take appropriate action (including possible restrictions on keeping pets in the Hotel) if any other guests complain of noise caused by the pets.
7. All other matters relating to keeping pets in the Hotel are regulated by our [Pet policy](#).

#### § 7

1. Every time you leave your room, you must make sure that the doors and windows are locked.
2. For fire safety reasons, you must not use any heaters, electric irons or other similar equipment not provided in your room by us.

#### § 8

You will be held financially liable for any damage to or destruction of any furnishings or equipment at the Hotel caused by you or any person visiting you at the Hotel.

#### § 9

The Hotel is entitled to refuse to provide further services to any person who has violated these Rules and Regulations. Violators must comply with the Hotel's instructions, including as regards paying compensation for damage/destruction and leaving the premises.

#### § 10

Any personal property left by you in your hotel room after departure will be sent to the address provided by you at your expense. If you have not left an instruction to this effect, the Hotel will keep these items for three months, after which we will donate them to charity. The recipient of the shipment is responsible for arranging the courier service.

#### § 11

The car parking policy is available at the Hotel's front gate and at [www.zamekryn.pl](http://www.zamekryn.pl)

#### § 12 GDPR

1. Your personal data, including first and last name, e-mail address, telephone number, date of birth, ID number, vehicle registration number, date of stay, and special preferences – will be processed for the purpose of supplying a hospitality service.
2. The hotel may use video surveillance to record people in and at the Hotel for security purposes. Facial image data are kept for 30 days, unless specific circumstances necessitate that they be kept longer.
3. You have the right to access and update your personal data. Erasure of personal data is possible only if there are legal grounds for doing so.
4. Your personal data may be disclosed to: state authorities and companies contracted by the Hotel, such as those providing accounting, legal, insurance or courier services.

*General Manager*



TO FIND OUT MORE  
SCAN THE QR CODE  
WITH YOUR PHONE DEVICE