



REGULATIONS OF THE ARŁAMOW HOTEL****

We warmly welcome you to the Arłamow Hotel.

We are pleased to welcome you. We invite you to benefit from our services.

Please read and comply with these hotel rules and regulations, which are designed to ensure your comfortable and safe stay.

1. The Hotel Regulations set out the rules for the provision of services by the Hotel, liability and stay on the premises of the Hotel in all its facilities and spaces, including the accommodation facility, and is an integral part of the agreement, which is concluded by: signing of the hotel registration card by the Guest, as well as by making a reservation or paying an advance, deposit, part or all of the amount due for the stay or use of services in the Hotel. By doing so, the Guest confirms that he/she has read and accepts the Hotel Regulations on his/her own behalf and on behalf of the persons accompanying him/her in the Hotel.
2. Accommodation facility is understood to include (taking into account the specificity of the building in question) as a whole a complex of buildings with accommodation:
 - New Hotel building
 - Residence Building
 - Trójca resort consisting of villas A, B, C, D
 - Holiday cottages for 1 and 2 families in Trinity
 - Villa Gruszowa
 - Koszarowiec 1 building (former military barracks building)
 - Koszarowiec 2 building (former social building)
3. The Hotel Regulations apply to all guests staying on the Hotel premises.
4. An integral part of the hotel's rules and regulations is the hotel's own Security Policy.
5. The Hotel Regulations and Security Policy are generally available to Guests - they can be found on the Hotel's website and can be viewed at the Reception.
6. The guest is obliged to comply with the hotel regulations and Security Policy.
7. The hotel is a year-round facility and is open 24 hours a day and 7 days a week.
8. The hotel provides services in accordance with the category to which it is classified - 4* and the resulting standard.
9. The Reception is the Guest's guardian, advisor and provides all information related to the stay.
10. In case of any reservations regarding the quality of services provided, the Guest is requested to report them to the Reception as soon as possible, which will enable the Hotel to respond promptly. and ensure the highest quality of services provided.
11. The hotel is obliged to provide:
 - a) Suitable conditions for complete and unrestricted rest of the guest
 - b) A comfortable stay, including the security of maintaining the secrecy of information about Guests, unless authorized state authorities ask for access to the data of persons staying at the Hotel
 - c) Professional and courteous service in all services provided at the hotel
 - d) Cleaning the room and carrying out necessary repairs to the facilities in the absence of the Guest and in his/her presence only if he/she agrees or wishes
 - e) Technically efficient service, in the event of faults that cannot be quickly rectified, the Hotel will endeavour to replace the occupied room if possible or otherwise mitigate the inconvenience
12. At the request of the Guest, the Hotel provides free of charge the following services not strictly related to hotel services:
 - a) Providing information related to travel and additional attractions in the region
 - b) Wake-up call at designated time
 - c) Luggage storage (the hotel may refuse to accept luggage for storage at times other than the dates of the guest's stay and items that do not have the characteristics of personal luggage)
 - d) Taxi ordering, booking transport tickets, booking tickets for cultural events
 - e) Keeping valuables in the hotel safe or in the reception depository
13. The hotel room is rented for a hotel day.
14. Check-in starts at 16.00 on the day of arrival and ends at 11.00 the next day, unless individual agreements or arrangements with the Hotel provide otherwise.
15. Extension of hotel night or occupancy of a hotel room without an agreement up to 2 hours is treated as half of the hotel night, and the Guest will be obliged to pay half of the price for a full night, while more than 2 hours is treated as rental of a room for a full hotel night and will be charged according to the valid price list for rental of rooms for a full night, unless the Hotel agrees with the Guest on individual conditions of extending the hotel night.
16. If the Guest wishes to extend his/her stay beyond the period indicated on the day of arrival, he/she should report it at the Reception by 7 p.m. on the day before the day on which the stay expires.
17. The hotel will take into account the request to extend your stay as far as room availability and existing possibilities allow.
18. The Hotel reserves the right to refuse to extend the Guest's stay at the Hotel, in case of failure to make full payment for the existing period of stay and in case of



- failure to comply with the Hotel Regulations.
19. All Guests and accompanying persons are required to register. The basis for the check-in is the presentation of an identity document with a photograph at the Reception and signing the hotel check-in card.
 20. During the period of sanitary restrictions related to Covid-19 until further notice, the hotel registration card will contain information on vaccination for the purpose of complying with hotel limits, which the guest is required to complete.
 21. Persons who are not registered may stay with the consent and responsibility of the Guest in the hotel room occupied by him/her only from 09.00 a.m. to 10.00 p.m. After 10.00 p.m. it is obligatory to register additional persons. The Guest who rented the hotel room is obliged to register the additional person - otherwise he/she is liable for failure to meet the obligation to register. If the additional person is not registered or is not reported despite his/her stay, the Guest is obliged to pay additional costs for that person in accordance with the valid price list of hotel services. In the Trinity Center the permissible number of Guests in villas A-C is 8 persons in each villa and in villa D - 19 persons, in bungalows in Trinity: one-family - 5 persons and two-family: 4 persons in each segment, total 8 persons, in the villa Gruszowa 10 persons. In case of changes in the composition of the stay in the Trinity Centre, holiday cottages in Trinity, villa Gruszowa, there is an obligation to complete the Guest registration each time.
 22. The Guest may not transfer the hotel room to any other person, even if the period for which he or she has paid the fee for the stay has not expired.
 23. The Hotel may refuse to accommodate the Guest who, during their previous stay, did not pay the due fees, grossly violated the hotel regulations causing damage to hotel property or other guests or personal injury to other guests, Hotel employees or other persons staying at the Hotel or interfered with the stay of other guests or the operation of the Hotel. The Guest will be informed by the Hotel staff about the realization of the Hotel's right to refuse to provide hotel services in the future.
 24. In the event that a Guest who has previously violated the Hotel's rules violates the Hotel's rules again, the Hotel may refuse to accept the Guest as well as to provide further services to that Guest and the person who made the reservation. Such persons are obliged to comply with the request of the Hotel and leave the Hotel premises immediately. Should the Hotel's request be unsuccessful, the Hotel is entitled to notify the relevant authorities in order to remove the Guest without delay.
 25. The Hotel is liable for loss of or damage to the items brought in by the Guest to the extent set out in the provisions of Articles 846-852 of the Civil Code, unless the Hotel decides otherwise in the rules and regulations generally available to guests (by setting out these Hotel Rules or other special regulations).
 26. The Guest should notify the Reception of any damage immediately upon discovery. The Hotel reserves the right to charge the Guest's payment card for any damage caused, after the Guest's departure.
 27. Valuables should be handed over by the Guest for safekeeping in the hotel safe or in the reception depository, under pain of the Hotel's non-responsibility for their damage, destruction or loss.
 28. The Hotel has the right to refuse to accept for safekeeping in the hotel safe or in the reception depository money, securities and valuable items, in particular valuables and items of scientific or artistic value, if they threaten security or are of excessive value in relation to the size or standard of the Hotel or take up too much space.
 29. The Hotel shall not be liable for damage to or loss of any car or other vehicle belonging to a guest left on the Hotel premises or any belongings therein, regardless of where it was left (in front of the Hotel or in the underground car park), and regardless of whether the Hotel charges a fee for it. All car parks on the Hotel premises, including the underground car park, are unguarded and unsupervised, although they may be monitored by camera. Leaving a car or other vehicle on the Hotel's premises shall be treated as a lease of a parking space.
 30. The Hotel reserves the right to charge a cash deposit equal to the amount due for the entire stay. The prepayment may be collected by the Hotel in cash, by pre-authorization from the payment card indicated by the person making the reservation, or by transfer to a bank account indicated by the Hotel. In case of refusal to make the aforementioned payment the Hotel has the right to refuse to make the reservation.
 31. Early departure of the Guest for reasons beyond the control of the Hotel (illness of the Guest or persons accompanying him staying at the Hotel, illness of a family member staying in a different place than the Hotel, other fortuitous events concerning the Guest forcing him to leave the Hotel early), does not entitle the Guest to receive a refund for the unused services.
 32. The Guest bears full financial responsibility for all goods and services used during the stay. If the Guest fails to report the use of the good or service upon departure, the Hotel reserves the right to charge the payment card provided by the Guest as a guarantee of the reservation/payment for the stay.
 33. Payments of the Guest for hotel services (including, but not limited to, amount vouchers, deposits, the so-called room credit, spa services, etc.) made in foreign currency will be settled in PLN using the average exchange rate of the National Bank of Poland from the previous day minus 10%. The remaining amount to be settled will be refunded in PLN.
 34. Cars can be parked in front of the Hotel entrance for 30 minutes to unpack or pack luggage. Parking more than 30 minutes will result in a fine according to the Hotel's price list.
 35. The Guest is not allowed to make any changes to the hotel room and its furnishings, apart from a slight rearrangement of the furniture and equipment, which does not affect their functionality and safety of use. It is forbidden to take the furniture and equipment outside the premises of the hotel room.
 36. Dangerous objects, in particular weapons, ammunition, flammable materials, illuminants, etc., may not be stored in hotel rooms.
 37. Due to fire safety reasons, it is prohibited to use open fire in hotel rooms, e.g. candles and electric or heating devices which are not included in the room equipment, e.g. heaters, irons, electric kettles, air humidifiers, portable heaters. This does not apply to chargers and power supplies for audiovisual equipment, mobile phones and portable computers (laptops, tablets).



38. Canvassing and door-to-door selling is prohibited on the premises of the Hotel.
39. It is forbidden to make excessive noise on the premises of the Hotel, to cause unpleasant odours, or to carry out other activities that disturb, harm or annoy other guests.
40. The Hotel observes quiet hours from 10 p.m. to 7 a.m. on the following day. Failure to respect the quiet hours may result in a fine for each complaining room according to the Hotel's price list.
41. The behavior of the Guest and persons using the services of the Hotel should not disturb the peaceful stay of other guests and the operation of the Hotel. The Hotel may refuse to continue providing hotel services to a person who violates this rule, especially if the person makes a disturbance, shows verbal or physical aggression, is under the influence of alcohol and/or drugs or otherwise violates hotel regulations, and the Hotel may cause the removal of the person from the premises of the Hotel, without the right to reimbursement resulting from a shortened stay at the Hotel. A Guest who violates this rule should be warned of the possible consequences of further behaviour contrary to the Hotel regulations. The same also applies to a Guest's behaviour that violates generally accepted rules of social coexistence.
42. The public areas of the Hotel are monitored using cameras to ensure the safety of people and property in the area.
43. Should it be necessary for the Hotel representative to intervene with respect to a Guest who has disrupted the operation of the Hotel, the intervention may be recorded by means of audio or video recording in order to protect the personal and material interest of both the Hotel and the intervening Hotel representative. The recording of the intervention shall be used, if necessary, as a means of evidence to prove the actual state of facts.
44. Smoking of tobacco products and e-cigarettes is strictly prohibited in the Hotel, including in hotel rooms, corridors, staircase, lobby, patio, food service areas, except in designated areas:
 - f) Smoking room on level -1 by the Jamna Night Club
 - g) Smoking room in the Residence on the ground floor and level -1
 - h) Smoking area on the ground floor next to Room C and on the first floor next to Room D
 - i) Smoking room on level -1 in garage A
 - j) In the rooms designated by the Reception, as specified in the booking confirmationIf the Hotel staff determines that the Guest has violated the smoking ban in the hotel room, the Hotel may charge a fine for each violation of this ban according to the Hotel's price list, regardless of the Guest's obligation to pay the costs of restoring the hotel room to its previous condition (refreshment) - ventilation, chemical cleaning of bed linen, curtains, carpets, etc. If the fire alarm is activated due to smoke, the Guest will be charged a fine according to the Hotel's price list.
45. Each time the Guest leaves the room, they should turn off the TV, switch off the light, close the taps of the water system, close the windows, exit to the balcony and the front door. Hotel rooms are opened and closed by means of proximity cards, programmed and issued at the Reception during the check-in procedure. In the event of losing a card, the Guest is requested to immediately report this fact to the Reception, which is able to make a duplicate card and block the lost card.
46. The Guest is financially and legally responsible for any damage, destruction, pollution and lack of equipment in the hotel room and in any other place on the Hotel premises, caused by him or her or by persons accompanying or visiting him or her, or by children under his or her care. The Guest is obliged to compensate the damage caused to the Hotel by paying a fine (contractual penalty). The price list of the Hotel - the price list of the hotel fines is an attachment to the Hotel Regulations.
47. If the monetary penalty charged to the Guest does not cover the damage incurred by the Hotel for which the Guest is responsible, or if there is no monetary penalty in the relevant situation/event causing the damage, the Hotel is entitled to charge the Guest compensation up to the amount of the damage caused.
48. It is forbidden to take dishes and food and other items out of restaurants, bars and cafés and to consume your own food and drinks, including alcohol.
49. The Hotel does not allow animals in the Guest's hotel room. Exceptions are rooms in the Residence Building. Failure to comply with these rules will result in a fine according to the Hotel's price list.
50. For sanitary and hygienic reasons, the Guest is obliged not to bring animals to the indoor dining areas located on the Hotel premises. Animals are allowed in seasonal outdoor dining areas.
51. The owner or keeper of the animal with which it stays on the Hotel premises is obliged to keep it tethered and remove any waste left by the animal.
52. Guests using the Pool Area (indoor and outdoor) and Wellness & SPA should move in rubber (non-slip) flip-flops. Guests using saunas, pools and cryochamber are responsible for their own safety if they fail to observe the rules and regulations governing the operation of these areas or the recommendations of the staff, or if they deviate from the rules „on their own“. Guests using saunas, swimming pools and cryochamber are fully responsible for their own safety if they fail to comply with the rules governing the operation of these areas or with the recommendations of the staff, or if they use them in deviation from the accepted rules „at their own request“.
53. Guests using sports and recreational facilities should wear sports shoes and appropriate clothing, as well as appropriate protective equipment (helmet when riding a motorbike, motorbike, bicycle, horse, skis, snowboards, sled, skates, rollerblades, skateboards, walking in a rope park, climbing on a climbing wall - a harness and assistance of an instructor are required, etc.).The Guests are obliged to respect the safety rules and the Hotel will not be held liable for any damages resulting from injury or health disorder.
54. Guests who are intoxicated or under the influence of alcohol or a substance having a similar effect to alcohol or intoxicants may not use the Swimming Pool Area (indoor and outdoor), Wellness & SPA and sports and recreational facilities, under pain of the Hotel's liability for any incidents involving such a person.
55. The hotel is a Resort-type leisure and recreational facility, designed to provide relaxation and complete freedom during your stay. You can move around the Hotel in bathrobes, which are provided in each room. However, we kindly ask you:



- k) not to enter restaurants, bars, cafés and other catering establishments located in the Hotel wearing a bathrobe
- l) not to ride bicycles, roller skates, skateboards, in refreshment areas and public spaces
- 56. The use of drones and other similar unmanned, remotely operated models and flying devices, without the consent of the Hotel, is prohibited in open air (over the Hotel premises) and in enclosed air spaces (large rooms such as hall, patio, conference room, sports hall, restaurant, inn, etc.).
- 57. It is forbidden to enter areas that are inaccessible and not intended for the Guest, in particular back-up areas, technical or economic zones, construction sites, breakdown areas, etc.
- 58. The Hotel is not responsible for the behaviour and damage caused by the Guest, towards other guests, persons and entities staying on the Hotel premises.
- 59. The Hotel shall not be held liable for conduct or damage caused by its employee or any other person entrusted by the Hotel to perform services on its behalf, when their conduct or damage is not connected with the performance of their work or entrusted services, in particular when they do not occur during the performance of their duties but while they are on the premises of the Hotel before or after performing their work/services, for purposes of accommodation, leisure, recreation, private, business, etc.
- 60. In order to take advantage of the Hotel's loyalty programmes, guests are required to present the Arłamow Club card prior to making a reservation (in accordance with the Arłamow Club Loyalty Regulations).
- 61. Personal belongings left by the departing Guest in the hotel room will be sent back at the Guest's expense to the address indicated by the Guest. In the absence of such instructions, the Hotel will store these items for 3 months (food and personal hygiene items will be stored for 24 hours) and at the end of this period they will either become the property of the Hotel or be disposed of/destroyed or donated to charity or public use.
- 62. The Guest gives his/her consent to the processing of his/her personal data by the Hotel for the purpose of registration and other needs necessary for the Guest's stay. The Guest agrees to the use of his personal data for marketing purposes and to the inclusion of his data in the Hotel's database, as well as to the sending of commercial information about current offers of the Hotel, in accordance with data protection regulations. The Guest has the right to inspect his/her personal data and to correct and delete them.

Thank you for complying with the above Hotel Regulations. In case of any questions or doubts, the Reception is at your disposal 24 hours a day.

We wish you a pleasant stay in our hotel.

Management of ARŁAMÓW Hotel****

Appendix to the Hotel Regulations

Price list of hotel fines

For each one-off case:

1. Smoking in prohibited places - 800 PLN
2. Staying with an animal in prohibited places - PLN 800
3. Disturbing the peace of night - PLN 1000
4. Unjustified activation of an alarm - 1000 PLN
5. Parking in front of the hotel for more than 30 minutes - 500 PLN
6. Parking in prohibited places - 300 PLN
7. Entrance to the outdoor swimming pool or the adjacent fenced area, outside swimming pool operation hours - 500 PLN
8. Cleaning up vomit or other physiological waste - 2000 PLN

Please note: If the monetary penalty charged to the Guest does not cover the damage incurred by the Hotel for which the Guest is responsible, or if there is no monetary penalty in the relevant situation/event causing the damage, the Hotel is entitled to charge the Guest compensation up to the amount of the damage caused.

Management of ARŁAMÓW Hotel****