

DOUBLETREE BY HILTON HOTEL IN LODZ – TERMS & CONDITIONS

§1. SUBJECT MATTER OF THE TERMS AND CONDITIONS

- 1. These Terms & Conditions ("the Terms & Conditions") set out the rules for delivering services, liability and the stay at DoubleTree by Hilton Hotel in Lodz ("the Hotel") and is an integral part of the agreement which is executed upon signing the registration form, as well as by making a booking or paying an advance payment or the whole payment for the Hotel stay. By performing the above-mentioned actions, the Guest confirms that they have read and accept these Terms and Conditions.
- 2. The Terms & Conditions apply to all Guests staying at the Hotel.
- 3. The Terms & Conditions are available at the reception desk.
- 4. The following annexes constitute an integral part of the Terms & Conditions:
 - Attachment number 1 Above-ground parking Terms & Conditions,
 - Attachment number 2 Underground parking Terms & Conditions,
 - Attachment number 3 Pets' Stay Terms & Conditions,
 - Attachment number 4 Wellness and HealthClub area Terms & Conditions.
 - Attachment number 5 Kid's Corner Terms & Conditions

§2. HOTEL DAYS

- 1. The hotel room is rented out for hotel days.
- 2. The hotel day lasts from 16:00 (4PM) until 11:00 (AM) on the next day, unless other time frames are set in the individual confirmation or the group agreement.
- 3. The Guest should make a request for the extension of the hotel day at the reception desk as soon as possible. The Hotel may refuse to agree to extend the stay if all rooms are booked or if the Guest does not observe the applicable Terms & Conditions.
- 4. The Hotel reserves the right to refuse to extend the stay if the Guest has not made a full payment for their previous length of stay.
- 5. The cost of extending the hotel day from 11:00 a.m. to 6:00 p.m. is half the room price without breakfast for a given day. The cost of extending the hotel day after 6 p.m. is 100% of the price applicable on a given day.
- 6. If Guests do not leave the hotel room by 11:00 a.m., the Hotel reserves the right to charge the Guest for extending the hotel stay in accordance with the point above.

§3. BOOKING AND CHECK-IN

- 1. For the Guest to check in at the Hotel, they must produce an identity document with a photograph to the reception desk employee and sign the registration form.
- 2. The Guest may not pass hotel room on to the other people, even if the duration of stay for which they paid has not elapsed.
- 3. Persons who are not checked in as Guests can stay as visitors in the hotel room from 7:00 (AM) until 22:00 (10:00PM).
- 4. The Hotel may refuse to admit a Guest who is under the influence of alcohol or narcotic drugs or other intoxicating substances or grossly violated the Terms & Conditions during their previous stay, in particular by causing damage to hotel property or other Guests' property, or to other Guests, Hotel staff or other people staying at the Hotel.
- 5. The Hotel reserves the right to proceed pre-authorization of the credit card or to take a cash deposit in the amount equal to the payment for the whole stay plus PLN 200 per hotel day for potential additional costs.

DOUBLETREE BY HILTON ŁÓDŹ



6. In the case of cancellation of the Hotel stay during the hotel day, the Hotel does not refund the payment for the hotel day or for the whole stay, depending on the booking conditions.

§4. SERVICES

- 1. The Hotel renders services in accordance with its category and standard.
- 2. In the case of objections regarding the quality of the services, the Guest should report such objections to the reception desk, which will make it possible to improve the standard of the services.
- 3. The Hotel is obliged to provide:
 - conditions for full and unfettered rest,
 - the safety of the stay, including privacy of information about the Guest,
 - professional and kind staff for all of the Hotel services,
 - cleaning the room and making necessary repairs of the devices during the Guest's absence, or in their presence only if they express that wish.
- 4. Additionally, at the Guest's request, the Hotel provides the following services free of charge:
 - sharing information regarding the stay and travel,
 - waking up at such time as agreed with the Guest,
 - accepting money and valuables for the Hotel deposit during the Guest's stay (§ 6 section 4 of the Terms & Conditions),
 - storing Guest's luggage,
 - ordering the taxi.

§5. GUESTS' LIABILITY

- 1. Children aged 12 and below should stay at the Hotel under constant supervision of their parent/legal guardian. Legal guardians are materially liable for any damage caused by children's actions.
- 2. The Guest is fully materially liable for any damage to or destruction of the Hotel's furnishings and technical equipment caused by the Guest or their hotel visitors. The Hotel reserves the right to charge the credit card after the Guest's departure, if such damage is found.
- 3. In the case of violating the Terms & Conditions, the Hotel may refuse to provide services to the person who violated them. Such a person is obliged to comply immediately with the Hotel requests, to pay for the services rendered to them so far, pay for any damage caused and to leave the Hotel.
- 4. For safety reasons, the Guest leaving the hotel room should always turn off the TV, lights, water taps and close the door (and ensure it is safely locked).
- 5. The Hotel has the statutory right of pledge on the items brought by the Guest, in the case of delay in payment for the stay or Guest's failure to pay for the services provided.

§6. HOTEL'S LIABILTY

- 1. The Hotel's liability for the loss of or damage to property brought in by the hotel guest is regulated under Art. 846-852 of the Civil Code.
- 2. The Guest should notify the reception of the damage immediately after they learn of such damage.
- 3. The Hotel shall be liable for the loss of or damage to money, securities, valuables, objects with a scientific or artistic value, only if these items have been deposited in the Hotel deposit.
- 4. The Hotel has the right to refuse to accept for deposit highly valuable objects, large sums of money, as well as large-sized items and such items that might pose a threat to the security of the Hotel.
- 5. The Hotel shall not be liable for any damage to or loss of a car or other vehicle belonging to the Guest,



things left inside it or living animals, regardless of whether the vehicles were parked at the Hotel's parking lot or outside the Hotel. Detailed terms and conditions for the parking lot are included in Attachment no. 1 and Attachment no. 2 to the Terms & Conditions and they constitute integral parts hereof.

§7. RETURN OF PERSONAL BELONGINGS LEFT AT THE HOTEL

- 1. Personal belongings left in the hotel room by a Guest will be returned to the address indicated by them, at their expense.
- 2. If the Hotel does not receive Guest's instructions regarding the return of the items left at the Hotel, the Hotel will store those items for 3 months, at their owner's expense. After this period, the ownership of those items shall be transferred onto the Hotel. Food will be stored for 24 hours.

§8. QUIET HOURS

1. In the Hotel, there are quiet hours from 22:00 (10PM) until 7:00(AM).

§9. COMPLAINTS

- 1. The Guest has the right to make a complaint if they find any flaws in the quality of the services provided.
- 2. Every complaint is accepted by the reception desk.
- 3. A complaint should be made as soon as the Guest notices flaws in the quality of services, in a written form.

§10. ADDITIONAL REGULATIONS

- 1. The Hotel accepts the presence of pets. Detailed terms and conditions for the pets' stay at the Hotel are included in Attachment no. 3 to the Terms & Conditions and constitute an integral part hereof.
- 2. At the Hotel and its closest surroundings, it is forbidden to smoke cigarettes, apart from the places which are designated for that purpose. Violating this prohibition results in the financial penalty of PLN 700 in standard and deluxe rooms, and 1000 PLN in suites.
- 3. In the hotel rooms, it is forbidden to store hazardous materials weapons and ammunition, flammable materials, explosives and illumination materials.
- 4. The Guest agrees to the processing of their personal data pursuant to the Personal Data Protection Act (Dz. U. of 2002 no. 101, item 926) by DoubleTree by Hilton Hotel managed by Film Hotel Spółka z o.o. with its registered seat at ul. Łąkową 29 for the purposes that are necessary in relation to the Guest's stay and at the Hotel and the use by the Guest of other services provided by the Hotel. The Guest has the right to access their personal data and amend it.
- 5. Canvassing and door-to-door sales activities are forbidden at the Hotel.
- 6. It is forbidden to cause excessive noise at the Hotel, cause unpleasant smells, or cause other things which may disturb, harm or annoy other Guests.
- 7. Guests may not make any changes in the hotel rooms and their furnishings/equipment, apart from slight repositioning of furniture and room's equipment which does not infringe the functionality and safety of use thereof.



ABOVE-GROUND CAR PARK TERMS AND CONDITIONS

PARKING RATES

Chargeable parking 24/7

- Up to 15 minutes Free of charge
- First hour PLN 6
- Each subsequent commenced hour PLN 6/hour
- Hotel day PLN 60
- Loss of ticket PLN 80

CAR PARK TERMS AND CONDITIONS

These Terms and Conditions define the rules for using the Car Park, including the collection of fees and other charges on this account.

§ 1. DEFINITIONS

- 1. The Terms used in this policy have the following meaning:
- 1.1. Complex the office and hotel complex at 29 Łąkowa Street in Łódź.
- 1.2. Car Park unsupervised, with parking system devices, a separate underground parking space located on the "-1" level of the Complex and above-ground parking spots.
- 1.3. Film Hotel Film Hotel spółka z ograniczoną odpowiedzialnością with its registered office in Łódź at 29 Łąkowa Street, entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for Łódź-Śródmieście under KRS number 0000336343, tax identification number (NIP) 7272750210. Film Hotel is authorized to conclude contracts with Tenants and to operate the Car Park.
- 1.4. Parking Spot a parking space delineated with horizontal lines, intended for parking vehicles in the Car Park.
- 1.5. Parking Time the period for which the Rental Agreement was concluded. The Parking Time is counted from the moment the Parking Ticket is issued by the Car Park entry control machine until the vehicle leaves the Car Park.
- 1.6. Parking Ticket a ticket issued by the vehicle entry control machine in the Car Park, on the basis of which the Tenant pays the Parking Fee and leaves the Car Park.
- 1.7. Automatic Payment Machine devices installed in the posts at the Car Park exits, adapted to collect the Parking Fee, issuing a cash receipt after payment. Payment possible only by card.
- 1.8. Tenant a person who enters the Car Park with a vehicle, whereby the provisions of these Terms and Conditions regarding the Tenants apply to the Tenant using the Car Park under the subscription agreement to the extent that the subscription agreement does not provide otherwise.
- 1.9. Parking Fee a fee for renting a Parking Spot during the Parking Time.
- 1.10. Rental Agreement an agreement for the rental of a Parking Spot concluded between a Tenant and Film Hotel pursuant to §2 of the Car Park Terms and Conditions..
- 1.11. Parking Ban areas within the Car Park in which parking vehicles is prohibited, including, among others: circular traffic roads, borderlines of Parking Spots, pedestrian crossings and spots for charging electric cars while not using charging services, Parking Spots for the disabled, bicycles or special categories of vehicles as per relevant signage, Parking Spots reserved for specific users (companies) with as per relevant signs (if the Tenant is not authorized to use those reserved Parking Spots).

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§ 2. CONCLUSION OF THE RENTAL AGREEMENT

- 1. The Rental Agreement is concluded on the terms established in these Car Park Terms and Conditions upon the vehicle's entry into the Car Park, and the rental time ends upon the vehicle's exit from the Car Park. Vehicle entry into the Car Park means accepting these Car Park Terms and Conditions.
- 2. The Car Park is to be used in compliance with the rules determined in these Car Park Terms and Conditions.
- 3. The Tenant is obliged to get acquainted with these Terms and Conditions and to observe them.
- 4. The Rental Agreement is not concluded if there are no free Parking Spots in the Car Park. In that case, a person who entered the Car Park is obliged to immediately leave the Car Park (not later than within 15 minutes).
- 5. Film Hotel is not obliged to guard, store, supervise or look after the vehicle left by the Tenant in the Car Park. The same applies to any belongings left inside the vehicle. The Car Park is under video surveillance, but it is not guarded.

§ 3. CAR PARK ENTRY AND EXIT

- 1. To enter the Car Park, you need to approach the Car Park entry control machine, press the button to retrieve the Parking Ticket and then wait until the parking gate has opened completely in order to enter the Car Park.
- 2. To exit the Car Park, you need to pay the Parking Fee in the Automatic Payment Machine or at the DoubleTree by Hilton Łódź hotel reception desk. Next, within 15 minutes after payment and after the parking gate has opened completely, leave the Car Park.
- 3. While entering and exiting the Car Park wait for the parking gate to open completely, then drive without stopping under the open gate. Entering too soon, stopping or reversing during entry or exit may cause damage to the vehicle or parking devices.

§ 4. PARKING FEE

- 1. The Tenant is obliged to pay the applicable fees as indicated in the Car Park Terms and Conditions or in the Parking Fees pricelist.
- 2. Fees for the use of the Car Park apply 7 days a week, 24 hours a day.
- 3. The Parking Fee is paid:
- a) in the exit control machine by paying the Parking Fee with a card. In this case, you cannot enter the PIN code to authorize the payment. Due to that, this Parking Fee payment method should apply to the amounts that allow for contactless payments without entering the PIN code;
- b) at the DoubleTree by Hilton Łódź hotel reception desk, with cash or a credit card. A VAT invoice can be issued only when the payment is made in this manner.
- 4. The pricelist shows gross prices, including the applicable VAT rate.
- 5. If the Tenant has lost the Parking Ticket, the Tenant is obliged to contact DoubleTree by Hilton Łódź hotel reception desk in order to pay the parking fee and get a replacement ticket. In this case, the parking fee is equal to 150% of the daily fee.

§ 5. CAR PARK TERMS OF USE

- 1. The Tenant leaves the vehicle in any free Parking Spot.
- 2. Before exiting and leaving the vehicle in the Car Park, the Tenant is obliged to:

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- a) turn the vehicle and all electrical devices off;
- b) take the key out of the ignition;
- c) properly secure the vehicle, close the doors, windows, boot;
- d) ensure that the vehicle is parked properly and does not hinder the Car Park use for other users;
- 3. In the Car Park, it is forbidden to:
- 1) enter with and park vehicles that:
- a) transport firearms or illegal, flammable, corrosive, explosive, dangerous or other similar substances, unless the Tenant provides a suitable permit required by law, and the substance present in the vehicle is properly secured in compliance with the law and the principles of technical knowledge;
- b) have a total mass larger than 3.5 tons;
- c) are in a technical condition that may pose threat to the health or property, including in particular vehicles with a leaky fuel system;
- 2) fuel up, perform maintenance works, repair, wash or vacuum clean vehicles;
- 3) pollute the Car Park, including fumes emission, damaging the surfaces with violent driving or leaking vehicle fluids;
- 4) store any movables, fuels, flammable substances and empty containers;
- 5) tow vehicles;
- 6) use open flame;
- 7) park a vehicle:
- a) in the Parking Ban areas;
- b) outside the designated Parking Spots;
- c) on two or more Parking Spots;
- d) in a manner that hinders an easy use of other Parking Spots and parked vehicles for other Tenants;
- e) with a running engine;
- 8) disobey commands of the Car Park staff or any authorized services dedicated for security and order, in particular for ensuring correct Car Park traffic;
- 9) cause any kind of danger.
- 4. It is strictly prohibited in the Car Park to:
- a) consume alcohol;
- b) conduct any kind of commercial or service activities;
- c) litter or pollute the Car Park.
- 5. The Administrator reserves the right to exclude a part or the entirety of the Car Park from use.

§ 6 VEHICLE TRAFFIC IN THE CAR PARK

- 1. In the Car Park, pedestrians have the right of way before cars.
- 2. The vehicle speed limit in the Car Park is 10 km/h.
- 3. Drivers are obliged to be especially cautious while driving in the Car Park, especially while parking and leaving a Parking Spot, entering and exiting the Car Park, as well as to pay close attention to any pedestrians walking in the Car Park.
- 4. Pedestrians walking in the Car Park are obliged to be especially cautious.

§ 7. VEHICLE AND DAMAGE LIABILITY

1. The Tenant is responsible for any damage connected with leaving a vehicle in the Car Park that occurred because they filed to observe the Terms and Conditions.

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- 2. If damage occurs or is found, the Tenant should immediately, not later than before exiting the Car Park, inform Film Hotel about the damage and the circumstances of its occurrence.
- 3. Film Hotel is authorized to remove, at the Tenant's or owner's expense, a vehicle parked in the Car Park if:
- a) it was left for longer than 4 days (except for the hotel guests who checked in at DoubleTree by Hilton Łódź);
- b) it was parked incorrectly or the Tenant violated the Car Park Terms and Conditions in another way;
- c) it poses danger to the safety of people or property in the Complex.
- 4. Independently from the provisions of p. 3, Film Hotel reserves the right to remove a vehicle if there occurs a direct threat to people or property.
- 5. In the cases described in p. 3 and p. 4, the Rental Agreement is terminated with an immediate effect.
- 6. Vehicle removal does not exempt the Tenant from paying the Parking Fee for the actual time of the vehicle stay in the Car Park.
- 7. Vehicle removal costs in the cases described in p. 3 might also include the costs of vehicle stay in the Car Park to which the vehicle was removed. The vehicle owner or user is obliged to pay these costs.
- 8. The Car Park is unsupervised, monitored and chargeable.
- 9. The administrator shall not be held liable for any loss of or damage to vehicles parked in the Car Park, as well as for any possessions left inside the vehicle.

§ 8. COMPLAINTS

- 1. All questions, requests, complaints should be directed to Film Hotel via mail to the address: Film Hotel sp. z o.o., ul. Łąkowa 29, 90-554 Łódź or via e-mail to the address: biuro@doubletreelodz.pl
- 2. In the complaint, state your name, surname, address, registration number as well as the model and colour of the vehicle and briefly explain the circumstances that are important for the complaint, especially the date, place and course of events.

§ 9. FINAL PROVISIONS

- 1. The Car Park terms of use and traffic rules to the extent to which they apply to the safety of people and property apply to everyone who is present in the Car Park.
- 2. The pricelist of the Parking Fees is an integral part of the Terms and Conditions. The applicable pricelist is presented on the information board before the Car Park entrance.



UNDERGROUND CAR PARK TERMS AND CONDITIONS

PARKING RATES

Chargeable parking 24/7

- Up to 15 minutes Free of charge
- First hour PLN 6
- Each subsequent commenced hour PLN 6/hour
- Hotel day PLN 60
- Loss of ticket PLN 80

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- 2. The Car Park is to be used in compliance with the rules determined in these Car Park Terms and Conditions.
- 3. The Tenant is obliged to get acquainted with these Terms and Conditions and to observe them.
- 4. The Rental Agreement is not concluded if there are no free Parking Spots in the Car Park. In that case, a person who entered the Car Park is obliged to immediately leave the Car Park (not later than within 15 minutes).
- 5. Film Hotel is not obliged to guard, store, supervise or look after the vehicle left by the Tenant in the Car Park. The same applies to any belongings left inside the vehicle. The Car Park is under video surveillance, but it is not guarded.

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- 3. While entering and exiting the Car Park wait for the parking gate to open completely, then drive without stopping under the open gate. Entering too soon, stopping or reversing during entry or exit may cause damage to the vehicle or parking devices.

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- 2. Before exiting and leaving the vehicle in the Car Park, the Tenant is obliged to:

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- a) turn the vehicle and all electrical devices off;
- b) take the key out of the ignition;
- c) properly secure the vehicle, close the doors, windows, boot;
- d) ensure that the vehicle is parked properly and does not hinder the Car Park use for other users;
- 3. In the Car Park, it is forbidden to:
- 1) enter with and park vehicles that:
- a) transport firearms or illegal, flammable, corrosive, explosive, dangerous or other similar substances, unless the Tenant provides a suitable permit required by law, and the substance present in the vehicle is properly secured in compliance with the law and the principles of technical knowledge;
- b) have a total mass larger than 3.5 tons;
- c) are in a technical condition that may pose threat to the health or property, including in particular vehicles with a leaky fuel system;
- 2) fuel up, perform maintenance works, repair, wash or vacuum clean vehicles;
- 3) pollute the Car Park, including fumes emission, damaging the surfaces with violent driving or leaking vehicle fluids;
- 4) store any movables, fuels, flammable substances and empty containers;
- 5) tow vehicles;
- 6) use open flame;
- 7) park a vehicle:
- a) taller than 2 m;
- b) in the Parking Ban areas;
- c) outside the designated Parking Spots;
- d) on two or more Parking Spots;
- e) in a manner that hinders an easy use of other Parking Spots and parked vehicles for other Tenants;
- f) with a running engine;
- 8) disobey commands of the Car Park staff or any authorized services dedicated for security and order, in particular for ensuring correct Car Park traffic;
- 9) cause any kind of danger.
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- 3. Drivers are obliged to be especially cautious while driving in the Car Park, especially while parking and leaving a Parking Spot, entering and exiting the Car Park, as well as to pay close attention to any pedestrians walking in the Car Park.
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§ 7. VEHICLE AND DAMAGE LIABILITY

- 1. The Tenant is responsible for any damage connected with leaving a vehicle in the Car Park that occurred because they filed to observe the Terms and Conditions.
- 2. If damage occurs or is found, the Tenant should immediately, not later than before exiting the Car Park, inform Film Hotel about the damage and the circumstances of its occurrence.
- 3. Film Hotel is authorized to remove, at the Tenant's or owner's expense, a vehicle parked in the Car Park if:
- a) it was left for longer than 4 days (except for the hotel guests who checked in at DoubleTree by Hilton Łódź);
- b) it was parked incorrectly or the Tenant violated the Car Park Terms and Conditions in another way;
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§ 8. COMPLAINTS

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- 2. In the complaint, state your name, surname, address, registration number as well as the model and colour of the vehicle and briefly explain the circumstances that are important for the complaint, especially the date, place and course of events.

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PETS' STAY AT DOUBLETREE BY HILTON ŁÓDŹ HOTEL - TERMS & CONDITIONS

- 1. These Terms and Conditions ("Terms and Conditions") set out the rules for the pets' stay at the DoubleTree by Hilton Hotel in Lodz ("the Hotel").
- 2. Fees regarding the pets' stay in the Hotel rooms:
 - a. the Hotel accepts pets in the Hotel rooms for the additional payment of PLN 50.00 per pet, per stay;
 - b. the owner shall be held liable for any damage caused by pets staying at the Hotel or for any unremoved dirt and waste and is obliged to cover any costs related to and resulting from such damage, dirt and waste.
- 3. Rules of the pets' stay in the Hotel rooms:
 - a. the pets' stay must be registered not later than during the Guest's check in;
 - b. the necessary condition for the pet's' stay is the owner having the pet's current medical record book with current vaccinations and the certification of deworming;
 - c. the owner is obliged to remove immediately any waste/uncleanliness left by their pet both in the Hotel room and in public spaces and at the outside of the Hotel.
 - d. cats' owners must have a litter box with sand and empty it to the plastic bag, which they have to throw out to the bin indicated by Hotel staff;
 - e. cleaning the room and any making necessary repairs in the room with a pet inside can take place only in the owner's presence or when the owner with their pet is outside the Hotel. Please, contact the reception desk in order to set the cleaning hours;
 - f. leaving pets has to be communicated each time by hanging out on the outside of the door the sign which says: "Futrzasty Gość w środku" / "Furry Friend Inside".
- 4. The rules of pets' stay in a public space:
 - a. pets can stay in designated spaces of the Hotel as well as outside;
 - the owner of the pet is obliged to keep it in a way that it does not pose a threat to the Hotel staff, other Guests and other pets. Pets should wear a leash, a collar, a muzzle, stay in a cage depending on the species;
 - c. pets can stay at the Hotel in designated spaces. However, it is forbidden to take them to the SPA zone, the swimming pool and the gym;
 - d. pets are allowed in the restaurant and the hotel bar, however they have to be kept in a way which does not pose a threat to other Guests.
- 5. For the comfort and safety of Guests and other pets in the Hotel, pets commonly regarded as dangerous or aggressive are forbidden to stay at the Hotel, such as: reptiles, arachnids or dog breeds: American pit bull terrier, Ca de Bou, American Bulldog, Dogo Argentino, Presa Canario, Tosa Inu, Rottweiler, Akbash Dog, Anatolian Shepherd Dog, Moscow Watchdog, Caucasian Shepherd Dog (Ordinance of the Minister of the Interior and Administration dated 28 April 2003 on the list of dog breeds deemed as aggressive, as amended).

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WELLNESS AND HEALTHCLUB AREA AT THE DOUBLETREE BY HILTON HOTEL – TERMS AND CONDITIONS

GENERAL INFORMATION

- 1. The Wellness and HealthClub Area is a facility of the DoubleTree by Hilton Łódź hotel.
- 2. Each person using Wellness and HealthClub is obliged to comply with these Terms & Conditions.
- 3. Only people renting a room in the hotel during the hotel day and people who have a pass are allowed to enter the Wellness and HealthClub area.
- 4. The swimming pool is open from Monday to Sunday from 6:00 a.m. to 10:00 p.m.
- 5. Saunas are open during the following hours:
 - a. Steam sauna 6:00-22:00
 - b. Dry sauna 16:00-22:00 (earlier opening possible on request from 6:00 a.m.)
- 6. The gym is open from 6:00 a.m. to 10:00 p.m. It is possible for hotel guests to use the gym 24 hours a day on request.
- 7. The opening and closing times of individual Wellness and HealthClub zones may change for organizational or technical reasons.
- 8. The hotel may temporarily limit access to the swimming pool, sauna and/or gym due to the number of people using it.
- 9. At Wellness and HealthClub guests are obliged to maintain order, cleanliness, peace, silence and absolute compliance with the decisions of security and facility staff.
- 10. Smoking is strictly prohibited throughout the entire hotel facility, including the Wellness and HealthClub area. The ban covers all tobacco products, including electronic cigarettes and vaporizers.
- 11. In the entire Wellness and HealthClub zone, it is prohibited to photograph or film other users without their consent.

SWIMMING POOL

Rules for using the swimming pool

- 12. Adults can use the swimming pool. Children and adolescents under 16 years of age may use the swimming pool only under the care and supervision of an adult.
- 13. Before entering the pool, each person is obliged to thoroughly wash their body under the shower.
- 14. Entry to the swimming pool hall is possible only in generally accepted swimwear (one-piece or two-piece swimsuit for women, tight-fitting swimming trunks for men) and swimming pool shoes. Children under 3 years of age can only use the swimming pool wearing special diapers and pants.
- 15. Disabled people who are unable to use the pool on their own may use the pool only with a guardian.

Prohibitions and restrictions

- 16. The persons are not allowed to use the swimming pool if they:
 - are under the influence of alcohol or drugs;
 - are in poor health that may pose a risk to themselves or others;
 - suffer from upper respiratory tract diseases or have breathing difficulties;
 - have unhealed wounds or skin diseases, e.g. mycosis, lichen;
 - suffer from epilepsy or infectious diseases;
 - are allergic to disinfectants;

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- suffer from diseases related to circulatory system failure;
- have problems with the excretory system.
- with signs of diseases that pose a risk of drowning,
- whose hygiene status differs from generally accepted standards.
- 17. It is prohibited to:
 - have sharp objects in the water (watches, bracelets, other jewelry),
 - bring large inflatable toys (mattresses, armchairs) to the pool,
 - bring drinks and food to the swimming pool,
- 18. Users of the swimming pool must not cause situations that threaten their own safety or that of the people staying there. It is prohibited to:
 - run around the swimming pool, in the locker room and under the showers,
 - jump into the water from the edge of the pool,
 - push or throw other users into the water,
 - · destroy swimming pool devices and equipment,
 - · make noise,
 - chew gum,
 - all other behaviors that pose a threat or discomfort to users of the Wellness and HealthClub zone.

SAUNAS

Rules for using the sauna

- 19. Before entering the sauna, we recommend removing your swimsuit and wrapping your body in a towel. Synthetic swimwear retains sweat on the body, which may cause skin irritation and may also cause troublesome intimate infections.
- 20. Before entering the sauna room you should:
 - meet physiological needs;
 - remove all metal objects as they may cause burns;
 - remove glasses and contact lenses;
 - wash your entire body in the shower with soap and then wipe it dry;
 - take off your swimming pool shoes;
- 21. You should sit on a towel in the dry (Finnish) sauna. The towel should be placed in a way that no part of the body comes into contact with the seat surface.
- 22. Regulation of temperature and humidity in the sauna is the responsibility of the staff (you are not allowed to change the parameters yourself).
- 23. Minors may use the sauna only when accompanied by an adult guardian.
- 24. The hotel is not responsible for the health effects of staying in the sauna.

Prohibitions and restrictions

- 25. Staying in a dry (Finnish) sauna should be absolutely avoided by:
 - people with severe hypertension, heart diseases: heart and circulatory failure, coronary artery disease, recent heart attack
 - people suffering from cancer
 - people with neurological diseases: e.g. multiple sclerosis, epilepsy
 - · people with acute rheumatic disease
 - people with advanced asthma, tuberculosis
 - people with kidney failure, acute inflammation, ulcers, tumors, venereal diseases

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- people suffering from infectious diseases (flu, smallpox, mumps, etc.)
- people under the influence of alcohol and other drugs
- pregnant or menstruating women,
- children.

GYM

Rules for using the gym

- 26. The gym is intended for people who have no health contraindications to perform physical exercises. People with health problems should consult a doctor before exercising.
- 27. Only exercising people are allowed in the gym.
- 28. Entering the gym is possible only in appropriate and complete sports clothes and clean (changed) sports shoes.
- 29. Children under 14 years of age are prohibited from entering the gym. Persons over 14 years of age and under 18 years of age may use the gym with the knowledge and consent of their parent or legal guardian (at the request of the staff, the user is obliged to present a document confirming age).
- 30. It is mandatory to use a towel during exercise.
- 31. Equipment must be disinfected after use.
- 32. Exercises on equipment should be performed after reading the instructions for a given device. All gym equipment and exercise equipment may only be used for their intended purpose.
- 33. Participants are obliged to perform exercises safely, i.e. exercise with loads that they can control themselves. Exercises with heavier loads should be performed with the support of another person.
- 34. Before starting exercise, it is necessary to warm up, which may help to avoid injuries.
- 35. The equipment should be used in a safe manner, i.e. ensuring the safety of people and respecting the equipment and the room.
- 36. Before exercising, check the condition of the device any faults or damage to equipment and devices should be reported to the staff.
- 37. After completing the exercises, tidy up the equipment and station.

Prohibitions and restrictions

- 38. It is prohibited to perform exercises on damaged or inoperable equipment.
- 39. It is not advisable to take exercise positions while resting.
- 40. Consumption of alcohol and meals is strictly prohibited in the gym.

LIABILITY AND PENALTIES

- 41. The user uses the swimming pool, saunas and gym at his/her own risk.
- 42. The hotel is not responsible for items left on the Wellness and HealthClub premises.
- 43. It is recommended to leave all valuable items in the safe in the hotel room or at the hotel reception.
- 44. Failure to comply with the regulations may result in immediate removal from the Wellness and HealthClub area and a fine of PLN 1,000.
- 45. For damaged or lost equipment in the facility, a fee of 100% of the value of the damage applies.
- 46. A person who has intentionally or unintentionally polluted a swimming pool, sauna or gym will be charged with the costs of removing the contamination, including water replacement in the event of contamination of the pool. The guardian is responsible for minors.



KID'S CORNER TERMS AND CONDITIONS

- 1. Kid's Corner is a facility of the DoubleTree by Hilton Łódź hotel.
- 2. Each person using the Kid's Corner is obliged to comply with these terms and conditions.
- 3. Only people using the hotel's services: accommodation, catering services in the restaurant or bar, as well as guests of events organized in the hotel are allowed to enter the Kid's Corner.
- 4. The corner is open 24 hours a day.
- 5. The availability of the Kid's Corner may change due to organizational or technical reasons.
- 6. The hotel may temporarily limit access to the Kid's Corner due to the number of people using it at a given time.
- 7. In the Kid's Corner, it is obligatory to maintain order, cleanliness, peace and absolute compliance with the decisions of security and facility staff. The use of devices may not disturb the stay of other hotel guests.
- 8. Devices must be used in accordance with their intended purpose.
- 9. In the Kid's Corner, it is prohibited to photograph or film other users without their consent or the consent of their guardians.
- 10. The Kid's Corner elements are intended for children aged 3 to 12. The exception is the active table, which can be used by children aged 2 and over.
- 11. Children in the Kid's Corner should be under the supervision of adults who are fully responsible for them at all times.
- 12. It is prohibited to:
 - a. have sharp objects (e.g. watches, bracelets, other jewelry) when using the devices,
 - b. bring drinks and food into the Kid's Corner area,
 - c. bring animals into the Kid's Corner area.
- 13. Users of the Kid's Corner must not cause situations that threaten their own safety or that of the people staying there. It is prohibited to:
 - a. run around devices,
 - b. jump from devices,
 - c. push or throw other users from devices,
 - d. destroy devices and equipment in the Kid's Corner area.

LIABILITY AND PENALTIES

- 1. The user uses the devices in the Kid's Corner at his own risk. The user accepts that when using the devices there is a risk of falls and impacts resulting in injury to the user. The guardian is responsible for minors.
- 2. The hotel is not responsible for items left in the Kid's Corner area.
- 3. It is recommended to leave all valuable items in the safe in the hotel room or at the hotel reception.
- 4. Failure to comply with the regulations may result in immediate removal from the Kid's Corner and a fine of PLN 1,000. The hotel is not responsible for the safety of people who do not comply with the regulations.
- 5. For damaged or lost equipment in the facility, a fee of 100% of the value of the damage applies.



- 6. A person who intentionally or unintentionally pollutes or damages the equipment in the Play Corner will be charged with the costs of removing the contamination, including replacing the equipment if it is not possible to clean or repair it. The guardian is responsible for minors.
- 7. Any dirt, damage to equipment or destruction should be reported to the hotel staff.

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