



Rules and Regulations

§1

SUBJECT OF THE RULES AND REGULATIONS

1. The Regulations define the subject of the provision of services, liabilities and of the staying on the premises of the hotel, and is an integral part of the contract, the conclusion of which takes place by signing the registration agreement as well as by performing concluding actions, in particular by making a reservation and/or the full payment or a deposit for a stay in the hotel. By performing the activities listed in the previous sentence, the guest confirms that he has read and accepts the terms of the rules and regulations.
2. The rules and regulations apply to all individuals staying on the premises of The DoubleTree by Hilton Warsaw.
3. The rules and regulations are available upon request at the hotel reception
4. The guest's attendant is the hotel reception, internal phone extension no. 0000

§2

HOTEL NIGHT

1. A hotel room is rented for hotel nights.
2. A hotel night in a hotel room is from 3:00 PM to 11:00 AM the following day, unless an individual confirmation or a group contract specifies otherwise.
3. Requests for stay extension, beyond that of the period indicated on the day of arrival, shall be reported by the guest at the latest by 8:00 PM on the day prior to the date of check-out from the hotel. Requests to extend the stay are subject to room availability.
4. The hotel reserves the right to refuse to extend the guest's stay in the hotel, in the event of failure to pay the full payment for the current period of stay and in case of non-compliance with the regulations.
5. The fee for the extending the hotel night is 100 PLN + 8% VAT up until 1:00 PM, and 200 PLN + 8% VAT up until 3:00 PM; requests made after 3:00 PM warrant the charge of the next day's hotel fee.

§3
BOOKING AND REGISTRATION

1. The requirement for a guest's registration is the presentation of photo identification document with PESEL or passport number at the reception desk and the signing of the registration agreement.
2. A hotel guest may not transfer a room to another party, even if the period for they had paid for is yet to be expired.
3. Individuals not registered at the hotel may visit a hotel room from 7:00 AM to 10:00 PM.
4. Organizing parties in hotel's rooms is forbidden.
5. The hotel may refuse entry and/or service to a guest who previously violated the terms of the rules and regulations, especially if these violations were a result of causing damage to the property of the hotel or guest, or by being abusive to a guest, hotel staff or other visitors of the hotel.
6. The hotel reserves the right to preauthorize the guest's credit card by blocking funds in the amount of the fee for the full duration of the stay and a further 200 PLN/night for additional services.
7. The hotel reserves the right to verify the credit card provided for guaranteeing the reservation within 10 days prior to the planned arrival date.
8. In the event of a non-cancellation of a room reservation by 11:59 PM on the day before arrival, or in the event of a no-show on the scheduled arrival date, the hotel will charge the guest for the first night. In the event that the reservation is made for dates that within in a high-demand period, the hotel reserves the right to charge the guest for the entire duration of the stay. The abovementioned possibility of free cancellation of room reservations by 11:59 PM on the day before arrival does not apply to special offers, in particular those published on the hotel's website or via various other online platforms operated by third parties whose purpose is to mediate in concluding contracts. In this case, the possibility of a free cancellation of the reservation is possible only if the published offer specifically states such a possibility.
9. In the event of a guest's cancellation of the reservation during the stay, the hotel will not issue a refund of the fee for the given hotel night.
10. When a Guest checks in to a higher standard room and pays in cash, the Hotel reserves the right to refuse to provide the service if the Guest does not agree to leave a deposit in the following amount:
Standard - PLN 500
Deluxe rooms - PLN 1,500
Apartments (K1RGP1, K1DRP1) - PLN 3,000
Presidential Suite - PLN 5,000

§4
HOTEL SERVICES AND ADDITIONAL SERVICES

1. The hotel provides a service in accordance with its classification and industry standards.

2. In case of concerns regarding the quality of services, the guest is kindly asked to immediately raise the issue with the reception, which will allow the hotel employees to react and improve the standard of services provided.
3. The hotel is obliged to provide guests with:
 - Conditions for full and uninhibited resting comfort,
 - The safety and security during the stay, including the security of confidentiality of information regarding the guest,
 - Professional and courteous service from all scopes of service provided at the Hotel,
 - Cleanliness of the hotel and the performing of necessary repairs of devices and equipment during the guest's absence; and in their presence only with their permission
 - Technically sound amenities; and in the event of defects that cannot be amended immediately, the hotel will exchange the guest's room or otherwise mitigate the inconvenience within the extent of the hotel's possibilities
4. Additionally, upon request of the guest, the hotel provides the following services free of charge:
 - Providing information related to stay and travel,
 - Wake up calls
 - Storing cash and valuable items, including personal data carriers during the guest's stay at the Hotel, in the deposit safe at the reception in accordance to section 6, paragraph 4 of the hotel rules and regulations
 - Storage of the Guest's luggage
 - Ordering a taxi
5. Guests may use the Wellness leisure area free of charge with the exception of the LevelUp zone, unless otherwise stated.
6. On request of a guest staying in the hotel with small children, a crib may be fitted to the room free of charge.
7. Fee for connecting USB / TV cable - due to the need for additional configuration work it is a paid service (100 PLN, tax incl.).

§5 RESPONSIBILITY OF GUESTS

1. Children under 12 years of age should be under the constant supervision of their legal guardians while on the premises of the hotel. Legal guardians will be financially liable for any damage made to technical equipment and furnishings resulting from the children's actions.
2. Minors may not stay on the premises of the facility without adult supervision and cannot make a reservation on their own.
3. The hotel guest bears full financial responsibility for any kind of damage to hotel equipment and/or furnishing caused by them or their visitors. The hotel reserves the right to charge the guest's credit card after their departure for any damage they caused. The price list of equipment and furnishings is attached as Appendix

- 1 to the Rules and Regulations. The price list of damages and repair work is attached as Appendix 2 to the Rules and Regulations. Irrespective of the price list, the hotel reserves the right to individual and separate valuation of damages depending on the work necessary to repair the damage.
4. In case of violation of the provisions of the regulations, the hotel may refuse to provide services to the person who violates them. Such a person is obliged to immediately comply with the requests of the hotel, settle payment for the existing invoice, pay for any damage and leave the premises of the hotel.
 5. Due to security protocol, the guest shall turn off the TV and radio, turn off the lights, close the taps and ensure the door is closed when leaving their hotel room.
 6. The hotel has a statutory right of pledge on items brought by the guest to the hotel in the event of the visitor's departure without settling payment for the stay or failure to pay for the services rendered.
 7. The following items are prohibited from the premises of the hotel:
 - Dangerous items, including but not limited to firearms, airsoft guns, less-lethal weapons, knives and umbrella weapons;
 - Explosives and pyrotechnics, including: fireworks, luminous balls, flares and other similar objects and all kinds of potentially fire-hazardous materials;
 - Narcotic and psychotropic drugs and/or other similar substances;
 - Containers for spraying gases, caustic substances or dyes;
 8. It is also forbidden to fire pyrotechnic materials on the premises of the hotel and its direct vicinity under the threat of a fine of 3000 PLN and compensation for damages resulting from failure to comply with the above.
 9. Please be kindly informed that in order to reduce the spread of COVID-19, all guests (in case of events -conference host and participants) are required to follow the latest instructions and recommendations provided by World Health Organization and Local Authorities.
 10. The Hotel will not be liable for any penalties applied to the guests for non-compliance to mentioned above rules and regulations.

56

HOTEL RESPONSIBILITIES

1. The hotel is liable for the loss or damage of the property brought in by its guests to the extent specified by the provisions of the Civil Code.
2. The guest shall notify the reception about the damage immediately after its detection.
3. The hotel is liable for the loss or damage of cash, securities, valuables or items of scientific or artistic value only if these items are put into safekeeping at the reception.
4. The hotel reserves the right to refuse to accept articles of high value, significant sums of cash, or any other article to its deposit for safekeeping.
5. The hotel is not liable for the damage or loss of any vehicle belonging to the guest nor any items or live animals left inside, regardless of whether these vehicles were parked in the underground hotel car park or in the parking lot in front of the hotel.

6. The Hotel may refuse to accept the Guest, who grossly violated the hotel regulations or damaged the hotel's or guests' property.

§7

THE RETURN OF ITEMS LEFT BEHIND

Items left by a guest in a hotel room after their departure will be sent to the address indicated by the guest at their expense. Unless otherwise instructed, the hotel will store the above items at the expense of the owner for a period of three months, and after this period the items will be disposed of. Due to their perishable nature, food and beverage items will be stored for 24 hours.

§8

CURFEW

Please note that the hotel has night quiet hours from 10:00 PM to 7:00 AM.

§9

COMPLAINTS

1. Guests have the right to submit complaints in the event of noticing any discrepancies in the true quality of services provided.
2. All complaints are to be submitted at the reception.
3. Complaints should be submitted immediately after noticing the discrepancies in the standard of services provided.

§10

ADDITIONAL PROVISIONS

1. The hotel accepts animals in selected rooms, for an extra PLN 100 per stay. The owner of the pet is obliged to:
 - Reports of the pet's stay at latest at the time of check-in at the hotel
 - Handling the pet in such a way that it does not pose a threat or discomfort to other guests and staff
 - Keep the pet tethered on the premises of the hotel and to repair any damage done by the pet
 - Immediately clean after the pet

One pet can stay in the room. Pets allowed to enter the hotel garden and on the terrace of the restaurant. It is forbidden to enter any gastronomy facilities, The SPA or Wellness facilities with a pet.

In the event of non-compliance with the above, the guest will be charged a fine of 1000 PLN.

2. The hotel is completely non-smoking and e-cigarettes free. Failure to comply will result in a fine of 1000 PLN. The ban also applies to the terraces near the conference halls.
3. It is forbidden to consume alcohol outside designated hours and areas, rented spaces and hotel rooms.
4. It is forbidden to consume food and beverage not purchased at the hotel in the common areas of the building.

DoubleTree by Hilton Hotel Warsaw

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5. Storing dangerous goods, weapons, ammunition, flammable materials, explosives and/or illumination materials in hotel rooms is strictly forbidden.
6. Due to fire safety regulations, it is forbidden to use open flames in hotel rooms in any form and to use heaters, own irons and other devices that do not constitute room equipment. This excludes chargers and audio/video power supplies.
7. Inhibiting the smoke detector's functionality by covering it, disconnecting it or tampering it in any way, will result in the guest being charged with a fine of 2000 PLN.
8. The unjustified use of the call point button (manual fire alarm activation button) will result in a fine of at least 2000 PLN. The amount of the penalty may vary depending on the involvement of hotel services.
9. Unauthorized transactions, solicitation as well as gambling activities on hotel grounds are strictly prohibited.
10. Excessive noise on the hotel premises, causing unpleasant odors and/or other activities that may disturb, discomfort or annoy the other guests of the hotel are strictly prohibited.
11. Apart from the slight rearranging of furniture and equipment that does not impair their functionality and safety, guests are not allowed to make any alterations in hotel rooms and their equipment.
12. In justified cases, in particular during conferences, during the stays of esteemed guests or for miscellaneous security reasons, the hotel reserves the right to refuse admission to guests or other persons staying in the hotel to designated common spaces and the right to request them to vacate the hotel, even if a previous engagement was booked.
13. By partaking in or entering an event organized by the hotel, the guest consents to record, store, process and distribute their image representation by the organizer, using any means for production, reporting and documentation purposes, promotional and advertising in all fields of exploitation, particularly publishing it online, reproduction and redistribution by means of printing; in the press, broadcasting and rebroadcasting via a television network or broadcasting, as well as outdoor advertising.

In accordance with art. 13 General Data Protection Regulation from the 27th of April, 2016 (EU L 119 from 04.05.2016) we inform that:

1. The administrator of personal data is Polaris Hospitality Enterprises LLC with headquarters based in Warsaw 04-797 on 21 Skalnicowa Street (ref. hotel), correspondence with the personal data inspector at DTHIOD.WARSAW@hilton.com or at the hotel's postal address.
2. Hilton Reservations Worldwide LLC is an administrator of personal data upon making a reservation with the hotel.
3. Hilton Honors Worldwide LLC is an administrator of personal data in accordance with the functionality of the Hilton Honors loyalty program.
4. Hilton Domestic Operating Company Inc. is an administrator of personal data for the purpose of Hilton marketing operations.
5. Correspondence with Hilton Reservations Worldwide LLC, Hilton Honors Worldwide LLC and Hilton Domestic Operating Company can be achieved via: Hilton Privacy Department, 7930 Jones Branch Drive, McLean, VA 22102, USA

or via email at: privacy@hilton.com or Hilton Office of the Data Protection Officer, 7930 Jones Branch Drive McLean, VA 22102, USA or via email at: DataProtectionOffice@hilton.com.

6. Coordination between administrators: the hotel is responsible for the personal data of hotel guests locally, while other administrators are responsible for personal data globally in the above areas.
7. The hotel and Hilton may share your personal data with select parties in the Hilton portfolio, contractors to the company as well as other third parties, strictly in accordance with the Global Privacy Declaration available at reception as well as at the link below http://hiltonhonors3.hilton.com/pl_PL/policy/global-privacy-statement/index.html#PIWeCollect
8. The representative for Hilton in Poland is Polaris Hospitality Enterprises LLC with headquarters based in Warsaw 04-797 on 21 Skalnicowa Street
9. Personal data will be communicated with Hilton in third party nations (USA). The administrator guarantees, that in such a case, the transfer of data will be performed in accordance with the agreement signed between the third party and the administrator, and will compliant with the standard data protection clause set by the European Commission.
10. Personal data is collected directly from our guests, as well as via third party channels, including but not limited to the Hilton network, reservation platforms such as Booking.com B.V. (LLC) and other channels that serve as an intermediary for hotel reservations.
11. Your personal data are processed in an automated manner (including profile forms), however, they will not have any legal merit and will not hold you accountable for any reason. Profiling personal data by Hilton bases upon processing your data (also in an automated manner), for the purpose of analyzing your information - specifically forecasting your preferences and personal interests.
12. Personal data will be processed for the purpose of performing hotel services - in compliance with Art. 6 Statute 1. Letter b. of the General Data Protection Regulation from the 27th of April, 2016.
13. Personal data will be processed for marketing purposes in compliance with Art. 6 Statute 1. Letter a. of the General Data Protection Regulation from the 27th of April, 2016 if given distinct permission do as such.
14. Personal data will be processed in accordance with legally justified business reasons in compliance with Art. 6 Statute 1. Letter f. consisting of the promotion of hotel services and the Hilton brand, the management of the Hilton Honors loyalty program, the management of services offered by the Hilton chain, the planning of meetings and events, the improvement of the quality of offered services, the attendance of the eFolio program, the analysis and personalization of data, explained in detail in the Privacy Policy.
15. The recipients of the personal data will be parties authorized to obtain said data on the basis of legal guidelines and parties in cooperation with the hotel for the purpose of fulfilling hotel services, especially the hotel security, parties cooperating with the Spa, Wellness & Fitness department, and all other parties are explained in detail in the Privacy Policy.

16. Personal data will be stored until the claims in the agreement expire, and in the case of marketing clause agreement, until they are otherwise appealed.
17. You have the right to request access to your personal data from the administrator, as well as their rectification, transfer, removal, or restricting the processing of. Applications for such requests should be made via the dedicated portal at <http://www.hilton.com/en/hiltonhonors/data-subject-rights/>, or via email at DataProtectionOffice@hilton.com or via post at: Hilton Data Protection Officer, 7930 Jones Branch Drive, McLean, VA 22102, USA or to the abovementioned hotel address. Permissions in the field of personal data can be granted to any of the administrators.
18. You have the right to file a dispute with the supervisory board with the Chairman of the Personal Data Protection Office.
19. The providing of personal data is voluntary, however, refusing them can result in the impossibility to fulfill hotel services.

Our full Privacy Policy for the Hilton network is available at:

http://hiltonhonors3.hilton.com/pl_PL/policy/global-privacy-statement/index.html#ContactUs as well as at the hotel's reception.

DoubleTree by Hilton Warsaw
Version from 01.03.2024.

POLARIS HOSPITALITY ENTERPRISES SP. Z O.O.
Wiceprezes Zarządu

Marzena Celej

Appendix nr 1 to the Hotel Rules and Regulations

List of movable articles in room	Price in PLN
Kettle with tray	450,00
Phone	1000,00
Alarm clock	350,00
Ironing board	550,00
Iron	400,00
Clip clothes hanger	100,00
Goggle clothes hanger	100,00
Bin in room	300,00
Bin in lavatory	300,00
Blow dryer	320,00
Blow dryer dust bag	100,00
Tissue box holder	200,00
Cosmetics stand	100,00
Soap dish	100,00
Pillow	450,00
Small duvet	700,00
Large duvet	1000,00
Bathrobe	350,00
Large towel	200,00
Small towel	150,00
Loofah	70,00
Floor mat	120,00
Notebook placeholder	70,00
Dog bed	500,00
Pet food bowl	150,00



 PRISES

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Appendix nr 2 to the Hotel Rules and Regulations

Prices for damage repair and penalty fees	Price in PLN
Defilement of flooring to the point where it requires extensive cleaning	500.00-1200.00
Defilement of furnishings to the point where they require extensive cleaning	400.00-1000.00
Defilement of surfaces other than flooring	500.00-1500.00
Jacuzzi or Kiddie Pool defilement	3000.00
Swimming pool defilement	13,000.00
Damage to property	Individually quoted
Deactivation of the smoke sensors	2000.00
Smoking or smoking e-cigarettes in prohibited areas	1000.00
Damage to the call point button and/or the unjustified calling of the fire alarm	From 2000.00 Fee dependent on the loss of business incurred, as well as the engagement of hotel staff and the disturbance of the other guest's stay
Parking in a prohibited space	1000.00


 WILKINS HOSPITALITY ENTERPRISES SP. z o.o.
 Wiceprezes Zarządu
 Marzena Celej