

HOTEL REGULATIONS

EUROPEUM HOTEL Kazimierza Wielkiego 27A; 50-077 Wrocław

1. With a view to providing the Guests of the Europeum Hotel with top quality services, the hotel rooms undergo quality, condition and cleanliness inspection on a daily basis.
We kindly request our Guests to cooperate with us in this area.
Further to the above, the Guest should report to Hotel reception any issues concerning the quality, condition or cleanliness of a hotel room – in particular any damage, destruction or deficiency – immediately after checking in, this way enabling the Hotel to respond instantly.
2. The hotel room is rented and charged for minimum 1-day long stays. Check-in hours on the first day of your stay begin from 2.00 pm. Guest are kindly asked to check out by 11.00 am on the last day of the stay.
3. The Hotel renders services which agree with its categorized standard. In the event of a complaint on the quality of Hotel services, the Guest shall as promptly as possible (immediately, no later however than by the end of the charging day during which such a complaint arises) report it to the Hotel reception, this way enabling the Hotel to respond instantly.
4. The Hotel reception desk is opened from 7.00 am to 12.00 pm and settling payment for services rendered by the Hotel and reporting complaints may be undertaken only during that time. The Hotel is available 24 hours a day, seven days a week.
5. The price per night includes or not includes buffet breakfast-it depends of offer what the Guest will choose. However, if fewer than 10 Guests are staying at the Hotel, breakfast is served to the table by the waiting staff.
6. The Hotel is obliged to provide its Guests:
 - 6.1. comfortable and undisturbed stay at the Hotel,
 - 6.2. safety and confidentiality,
 - 6.3. professional and polite services,
 - 6.4. room cleaning services and repairs during the Guests` absence. If the Guests are present in their rooms the above services may be rendered only at the Guests` request and upon obtaining the Guests` consent
7. At the Guest`s request, the Hotel provides the following additional services:
 - 7.1. free services:
 - 7.1.1. provide information regarding journey and the stay at the hotel as well as ordering taxi for a hotel Guests,
 - 7.1.2. wake-up service,
 - 7.1.3. Depositing the Guest`s money and valuables in the Hotel safe deposit during his/her stay (subject to the provisions of point 12 of these Regulations and the provisions of the "Hotel Safe Deposit Procedure," once the "Hotel Safe Deposit Form" has been filled in and signed by the Guest. The contents of the abovementioned procedure and the form constitute one document which is available, at the Guest`s request, in the Hotel reception,
 - 7.1.4. keeping the luggage of the Guests staying at the Hotel,
 - 7.1.5. Wi-Fi,
 - 7.1.6. gym, sauna, room-service,
 - 7.1.7. Providing the Guests with the following devices and accessories, e.g.: a hairdryer, an iron, an ironing board, and umbrellas.
 - 7.2. Paid services (on the Guest`s extra order placed at the Hotel reception, and for an extra charge). The list of additional paid services (including laundry and ironing) is available to the Guest at the Hotel reception,
8. The Hotel is to be held responsible for loss or damage of belongings brought therein by the Guests subject to art. 846-849 of the Polish Civil Code.
9. The Guest should notify the Hotel reception of a damage instantly after it has been detected, not later however than by the end of the charging day during which the damage occurred.
10. The Guest may not bring into the Hotel any items which can affect the safety, or which have been obtained through the commission of a criminal offence, or the items the possession of which by the Guest is unlawful.
11. The Hotel`s responsibility for the loss of or damage to the money, securities, valuables or items of scientific or artistic value shall be limited pursuant to art. 849 of the Polish Civil Code, unless they have been deposited at the Hotel reception.



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12. The Hotel shall be entitled to refuse to store in the Hotel safe deposit any items which can affect the Hotel safety, or which have been obtained through the commission of a criminal offence, or the items the possession of which by the Guest is unlawful, as well as the money, securities or other valuables, in particular the valuables or items of scientific or artistic value, if they may affect the safety, or if, with regard to their size or standard, their value is too high (i.e. over PLN 20,000.00 /in words: twenty thousand/ zlotys), or if they are excessively space-consuming.
13. The Hotel shall not be held responsible for loss or damage done to the Guests' cars or other vehicles belonging to the Guests.
14. The Hotel owns an underground monitored car parking plots, which are not guarded by a security staff.
15. The Hotel Guest shall be responsible for any damage, destruction or the loss of Hotel accessories and devices pursuant to the document "Principles of Hotel Guests' responsibility" which are available on request at the Hotel reception.
16. The Hotel Guest shall be obliged to pay for the products in the mini-bar located in the Hotel room, which he/she has used during the stay, and to pay for the telephone in the Hotel room in accordance with the relevant price lists available in the room. The charges given above must be paid by the Guest in cash or by card upon checking out at the latest in order to fully settle the costs of his/her stay.
17. Smoking is forbidden in all Hotel rooms and Hotel premises. Incompliance with the non-smoking regulation is subject to 500 PLN fee for cleaning, which must be paid by the Guest in cash or by card upon checking out at the latest in order to fully settle the costs of his/her stay.
18. The Guests are kindly asked to ensure that the hotel room doors are always locked when they leave their room. The Guests are also asked to protect their room swipe cards against unauthorized usage of third parties. It is possible to leave the room swipe cards at the reception when leaving the Hotel.
19. Loss or failure to return room swipe card during checking-out is subject to 30 PLN fee which must be paid by the Guest in cash or by card upon checking out at the latest in order to fully settle the costs of his/her stay.
20. The Guests are kindly asked never to hand over their hotel rooms to third parties even after expiry of their accommodation period.
21. Persons visiting the Hotel Guests but who have not been checked-in are allowed to stay in the Hotel from 7.00 am to 10.00 pm. All visitors who stay at the Hotel past 10.00 pm are to be considered as Hotel Guests which are obliged to pay fees for the stay at the Hotel.
22. The Hotel Guests are kindly asked to keep silence from 10.00 pm to 7.00 am.
23. The Hotel may refuse to provide services to a person who had previously violated the Hotel regulation, didn't pay for Hotel services or disturbed stay of other Guests or operation of the Hotel.
24. The Hotel shall charge the Guest the price of his/her stay including the ordered extra paid services in advance, i.e. upon checking in at the Hotel (payable in cash or by card), subject to the sentence hereinbelow, and in the circumstances specified in the present Regulations, where the Guest may pay for the services provided by the Hotel upon checking out.
The Hotel may accept that the Guest pays for his/her stay and the extra paid services upon checking out. In such case, the Hotel shall – upon checking in – preauthorize the Guest's credit card for an amount equal to the charge specified hereinabove.
25. The personal belongings which have been left by the Guest in the Hotel room will be posted at the Guest's request to the address indicated by the Guest in such a request, and at the expense of the Guest.
If no request has been submitted by the Guest, the Hotel shall keep the belongings for 3 months starting on the day when they were left in the room, and after the lapse of that period the Hotel shall deem those belongings to have been abandoned by the Guest with the intent to relinquish the ownership thereof, and consequently such belongings shall be subject to forfeiture.
26. Pets are not allowed in the Hotel.

