

# **DIVA SPA\*\*\*\* HOTEL REGULATIONS IN KOŁOBRZEG**

## **§1 SCOPE OF THE TERMS AND CONDITIONS.**

1. The Regulations define the rules for providing services, liability, and staying on the premises. Hotel DIVA SPA \*\*\*\* in Kołobrzeg and is an integral part of the agreement, which is concluded by making a reservation, paying the reservation fee for the stay at the Hotel, filling in the and signing the registration card.

By performing the above actions, the Guest confirms that they have read and accepts the terms of the Regulations.

2. The regulations apply to all Guests staying on the premises of the Hotel.

3. The regulations are available for review at the DIVA SPA\*\*\*\* Hotel Reception in Kołobrzeg, as well as on Hotel's website: [www.hoteldivaspa.pl](http://www.hoteldivaspa.pl)

## **§2 HOTEL DAY.**

1. A hotel room is rented for hotel nights. A hotel night lasts from 4:00 PM to 10:00 PM. 12:00 the next day.

2. Hotel rooms are available from 4:00 PM on the day of arrival to 12:00 PM on the day of departure. check-out. In exceptional situations, it may happen that the hotel day starts later than at 4:00 PM.

3. Guests who do not check out by 12:00 PM will be charged for an additional night.

4. Guests should inform the reception as soon as possible if they wish to extend their hotel stay. The hotel may not honor a request to extend your stay if all rooms are occupied

In the event of a breach of the applicable Regulations, or if the Guests do not comply with the applicable Regulations.

## **§3 ROOM RESERVATION AND PAYMENT.**

1. Non-guaranteed reservation. It can be changed or cancelled free of charge until 4:00 PM on the day of arrival. With a non-guaranteed reservation, the client must expect that if they do not show up at Hotel Diva SPA until 4:00 PM on the day of arrival - its reservation is automatically. The booking is cancelled by the system, and the room can be sold on that day.

2. Guaranteed reservation. In the case of a guaranteed reservation, i.e. confirmed by credit card or bank transfer bank charges - the minimum first day of accommodation is subject to a fee, and in the case of packages and 30-50% of the package value, always depending on the documents received by. The room is at the client's disposal for the first 24 hours.

3. The guest is obligated to settle the entire or remaining amount for the ordered services on the day immediately upon arrival at Diva SPA Hotel, when completing formalities registration forms.

## **§4 CANCELLATION OF RESERVATIONS.**

1. In the event of a cancellation for which a fee has been paid, the money paid will not be refunded. In justified cases, Diva SPA\*\*\*\* Hotel may offer the customer is given a different date.
2. For bookings cancelled within the time period:
  - submitted within 7 days prior to the start of the stay, the guest will not be refunded. You are entitled to a refund of the booking fee. However, you can change the date of your stay to another one.
  - made 7 to 14 days before the start of the stay, the guest is entitled to a 50% refund of the fee reservation.
  - made 14 to 30 days before the start of the stay, the guest is entitled to a refund of the fee 70% of the booking amount.
3. If the guest does not cancel the room reservation in accordance with the conditions stated on the booking confirmation or if the guest does not arrive at the hotel on the planned date, the booking fee is non-refundable.
4. If a guest cancels their stay during the hotel stay, the hotel does not refund the stay fee.

## **§5 REGISTRATION.**

1. The basis for checking in a guest is presenting a photo ID to the reception staff and filling out and signing a registration card.
2. A hotel guest may not transfer the room to a third party, even if the period for which the guest paid the stay fee has not expired.
3. Unregistered persons may stay in the hotel room as guests from 7:00 AM to 10:00 PM.
4. The hotel may refuse to accept a guest who has grossly violated the rules during a previous stay. Regulations, particularly by causing damage to hotel property or the property of Guests, damage to the Guest, Hotel employees, or other persons staying at the Hotel.

## **§6 SERVICES.**

1. The hotel provides services in accordance with its category and standard.
2. In the event of any objections regarding the quality of services, the Guest is asked to report them immediately. Report to the Hotel Reception.
3. The hotel is required to provide the following to guests:
  - conditions for full and unrestricted rest,
  - safety of stay,
  - professional service for all services provided at the hotel,
  - cleaning the room and making necessary repairs to the equipment during the guest's absence, and in their presence only if they express such a wish.

4. Additionally, at the Guest's request, the Hotel provides the following services free of charge:

- providing information related to stay and travel,
- wake-up call at a set time,
- storing money and valuables in the hotel safe during the Guest's stay at the Hotel,
- storing the Guest's luggage,
- ordering a taxi.

## **§7 GUEST RESPONSIBILITY.**

1. Children under the age of 12 should be under the constant supervision of their legal guardians on the premises of the Hotel. Legal guardians are financially responsible for any damage caused by the children.

2. The hotel guest is fully liable for any damage or damage to the Hotel's equipment and technical devices caused by his or her fault or the fault of the visitors. The hotel reserves the right to charge the guest's credit card for the damage done after his departure.

3. In the event of a breach of the Terms and Conditions, the Hotel may refuse to provide services to the person who breaches them. Such a person is obliged to immediately comply with the Hotel's demands, i.e. to settle the debt for the services already provided, pay for any damage, and immediately leave the Hotel.

4. For safety reasons, each guest leaving the room should remove the card from the card reader. Turn off the reader, turn off the faucets, and close the door.

5. The hotel has a statutory lien on items brought by the guest to the hotel in the event of a delay in settling the payment for the stay or failure to settle the fees for the services provided.

6. DIVA SPA\*\*\*\* Hotel has a complete smoking ban, which also applies to balconies. In the event of a violation of this ban, the Hotel will charge the Guest a penalty of 1000.00 zł.

7. If guests enter these areas without staff knowledge and after the operating hours of the additional service points (e.g. pool, relaxation area, spa, café, restaurants, etc.), they will be asked to leave. The persons who have not vacated the premises will be charged a fine of PLN 1,000.00 or the equivalent in actual currency of losses incurred.

8. If the guest causes a fire alarm to be activated, they will be charged for the cost of the alarm. \$1,000.00 and the cost of an unjustified call to the Fire Department and Medical Services.

## **§8 HOTEL RESPONSIBILITY.**

1. The hotel is liable for loss or damage to items brought in by guests using his services within the scope defined by the Civil Code.
2. The guest should notify the Reception desk about the damage immediately after it is discovered.
3. The hotel is liable for the loss or damage of money, securities, valuables, or items of scientific or artistic value only if these items were entrusted to the hotel's safe deposit box.
4. The hotel reserves the right to refuse to accept items of great value for safekeeping, values, significant amounts of money, items that pose a safety risk, and large items that cannot be stored in a deposit.
5. The hotel is not liable for damage to or loss of a guest's car or other vehicle, items left in it, or live animals, regardless of whether the vehicles were parked in the hotel's parking lot or outside the hotel.,

## **§9 RETURN OF ABANDONED ITEMS.**

1. Personal items left in the hotel room by the departing guest will be sent to the address indicated by the guest at the guest's expense.
2. If the Guest does not instruct the Hotel to return the left-behind items, the Hotel will store the items at the owner's expense for three months. After this period, the items will become the property of the Hotel. Food items will be stored for 24 hours.

## **§10 NIGHT TIME SILENCE.**

1. In the hotel, a nighttime quiet period is in effect from 10:00 PM to 7:00 AM.
2. In the event of a disturbance of the night's quiet, the Guest who caused such disturbance will be asked to immediately cease such actions. If the Guest does not comply with the Hotel's request, they will be charged a penalty of 1000.00 PLN or evicted from the Hotel.

## **§11 COMPLAINTS.**

1. Complaints are accepted by the Reception Desk. A complaint should be filed immediately after the issue is noticed deficiencies in the standard of services provided during the stay.

## **§12 ADDITIONAL PROVISIONS.**

1. The hotel accepts pets. Pets can stay on the hotel premises for an additional fee. However, the pet owner is required to keep the pet in such a way that it does not pose a threat to other guests and staff. The guest is required to remove any waste left by the pet on the hotel premises.
2. In the hotel and its immediate surroundings, smoking is prohibited outside of designated areas.
3. In hotel rooms, no hazardous items may be stored, including weapons and ammunition, materials that are flammable, explosive, and illuminating.
4. The guest agrees to the storage and processing of personal data in accordance with the law personal data protection (Journal of Laws of 2002, No. 101, item 926, as amended) by the Hotel for the purposes necessary to implement the Guest's stay at the Hotel, and the Guest's use of other services provided by the Hotel. A guest has the right to access and correct their personal data.
5. Conducting acquisition, street sales, leaflet distribution, or any other form of advertising on the Hotel premises is prohibited, which advertise a product or service that is competitive with the product/service provided by the Hotel.
6. It is forbidden to make excessive noise in the Hotel, cause unpleasant odors, or do anything else that may disturb, harm, or annoy other Hotel guests.
7. Guests are not allowed to make any changes to the hotel rooms and their equipment, except for minor rearrangement of furniture and equipment that does not affect their functionality and safety.
8. Hotel services are provided based on the current hotel offer, according to the given prices.
9. Violation of the rules and provisions of these Regulations entails a penalty for the Guest up to 1,000.00 PLN or the actual value of the loss incurred by the Hotel or other Guests.
10. In addition to the hotel regulations, the regulations of individual facilities also apply.