



Dear Guests,

Thank you for choosing Korona Hotel Wrocław. To make you feel comfortable, we offer a fully equipped hotel, air-conditioned rooms and Hotel Reception open 24 hours a day. To connect directly with Hotel Reception, please dial 100.

1. The hotel provides services in accordance with its category and standard. In case of reservations regarding the quality of services, the Guest is asked to report them as soon as possible to the Hotel Reception, which will allow immediate response.
2. **Hotel day** - check-in / check-out – the Hotel room is rented on a daily basis. Check-in time is at 3:00 pm and check-out at 12:00 am on the following day. If a Guest does not specify a period of a stay while checking in, room will be rented for one day.
3. **Extension of stay** – Request for extension of stay, please report at the Hotel Reception. We need to know your decision till 12:00 am. In case when Hotel Reception is not informed about an extended stay till 12:00 am automatically default charges for the next full day in accordance with applicable rate on a current day. The Hotel also reserves the right to relocate Guests' belongings to other room or to Hotel storage. It depends on availability rooms at the day.
4. **Your Guests** - Unregistered persons may stay in a hotel room from 7:00 am until 10:00 pm. The Guests' visitors after the time are kindly requested to check-in at Hotel Reception using an identity document.
5. **Handing over the reservation** - It is forbidden to transfer or rent room to other person under any other circumstances even if the time of the reservation is still active.
6. **Wake-up service** - If you want to order a wake-up call, please contact with Hotel Reception.
7. **Tourist information** - The Reception provides necessary information related to the stay and tourism in the city. There is a possibility to organizing a paid trip around the city.



8. **Breakfast** - is in the restaurant "The Crown" from Monday until Friday from 7:00 am to 10:00 am and on the weekend from 8:00 am to 11:00 am. It is possible to order a take-away breakfast (lunch box) until 18:00 the day before its release.
9. **Personal hygiene articles** - For those of you who have forgotten to take the basic hygiene articles from home, you can receive them and/or buy them at Hotel Reception.



10. **Room equipment** – In the room is available free tea and coffee set and two bottles of mineral water 0.33 l. (one per person), in the superior room there is also a safe.
11. **Additional equipment** - If you have special requests for additional duvets, pillows, a tourist bed, please contact with Hotel Reception.

Extra bed - Not in all rooms there is opportunity to arrange an extra bed. Please report this need when making a booking or / and checking in. The price of an extra bed is PLN 100 per day. Spreading it depends on the availability of supplies at a given moment.

12. **Washing clothes** - We offer you the possibility of using the clothes washing service through the laundry we are working with. A detailed price list and deadlines for the service are available at the Hotel Reception.
13. **Ironing clothes** - For your convenience and comfort, we offer the opportunity to use Ironing Room, where we provide free iron and ironing board. Ironically located on 1st floor, across from room nr 106.
14. **Animals** - In the Hotel, animals are accepted, unless they are dogs belonging to the list of aggressive dog breeds in accordance with the Regulation of the Minister of the Interior and Administration of April 28, 2003. The fee for an animal stay is PLN 40 per day. In addition, a refundable deposit of PLN 100 must be paid to cover any damage. Please let the receptionists know when you are arriving with pets when making your reservation or / and arrival.
15. **Internet** – To all of our Guests is free of charge wireless high-speed Internet (Wi-Fi).
16. **Office service** - There is a possibility of using office services for fee at the Hotel Reception - photocopying, printing.
17. **Cleaning service** - In the room is provided between 8:00 am and 4:00 pm. If you do not wish to have the room cleaned, please hang the "Please do not disturb" tag outside on the door handle.
18. **Valuable items** - The hotel is not responsible for valuables left in a hotel room. For our Guest we have located safe deposit box. If they are not submitted, the hotel's responsibility under Art. 846-849 of the Civil Code is subject to limitation. Hotel Reception has the right to refuse to accept money and securities and valuable items, in particular valuables, objects of numismatic, scientific or artistic value, especially if their storage could compromise safety, or the size and value exceeds the standard of the Hotel.
19. **Storing luggage** - On the premises of the Hotel there is a room for storing luggage. The hotel may refuse to store luggage on dates other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage.
20. **Parking place** - Adjacent to the Hotel building there is an unguarded, but monitored parking envelope for Guests' use during check-in. The hotel is not responsible for any damage or loss of a car or other vehicle belonging to the Guest. A monitored car park is located 150 meters from the Hotel. The day is PLN 70 per day.



21. **Quiet night at the Hotel** - In the Hotel we have quiet night between 10:00 pm and 7:00 in the morning. During these hours our Guests are requested to respect a rest time of other Guests. For causing a disturbance at night is penalty of PLN 400. As for the complaint of Guests from other rooms, the Hotel reserves the right to charge an additional fee of PLN 100 for each room that requires redress.

22. **No smoking** - According to the Health Protection Act, the following articles and acts on the State Sanitary Inspection (Journal of Laws No. 81 item 529), in the Hotel and a complete ban on smoking tobacco products and electronic cigarettes.

A non-smoking policy in a hotel room and a common area is tantamount to the consent of the renting Guest room to pay a penalty to the Hotel Reception for the need to carry out a cleaning free(dearomatization) of PLN 500 for each day of stay. In the event of a fire alarm being triggered by the Guest, Hotel will charge the Guest with the cost of Fire Brigade arrival.

23. **Safety** - For reasons of fire safety, use is forbidden in hotel rooms, heaters, electric irons and other similar devices that do not constitute room equipment.

Each time when you leaving the room, please make sure that the windows and doors are properly closed. Electricity in the room in only when you put key card into a special energy switch.

In case you need to charge your electrical equipment when you are not in the room, please inform Hotel Reception about an additional key-card.

24. **Items left in the Hotel** - Due to the protection of personal data, personal belongings left by the Guest in the room are stored for up to 3 months. After this date, they become the property of the Hotel. We do not store medicines, cosmetics or food.

25. **Financial responsibility** - Guests in the room are financially responsible for used or ordered goods and services during your stay. If you do not pay for the fee, the Hotel reserves the right to charge the Guest with the amount balancing the order or service.

26. **Destruction** – If the damage is found, the Guest should immediately notify the Reception Staff about it is confirmation or creation. Out of concern for the state of equipment of the Hotel, we apply the principle that the Hotel Guest bears material responsibility for all kinds of destructions of equipment items created intentionally and unintentionally through his fault or the fault of visitors. If the hotel Guest goes grossly against the current hotel order or due to his inappropriate behavior makes the use of other rooms in the hotel cumbersome, the hotel may refuse to continue providing the service without the right to reimbursement of the costs incurred.

27. Korona Hotel is not responsible for photos taken in the facility and made available on the Internet by unauthorized persons not connected with Hotel.

28. **Regulations** - Starting the stay by the Guest is tantamount to acceptance of these Regulations. Korona Hotel reserves the right to refuse the Guest's reservation to shorten the stay in case of violation of the regulations, causing damage to hotel property, other guests or otherwise violates the functioning of the object. Detailed Regulations are available at the Hotel Reception.

Enjoy your stay in Korona Hotel Wroclaw,

Hotel Management with all Hotel Staff