

SMAQ BRASSERIE RESTAURANT REGULATIONS

§ 1

GENERAL PROVISIONS

- 1.1. The dining facilities being a part of Q Hotel Kraków ***, hereinafter referred to as the "Restaurant", is located in Kraków at ul. Radzikowskiego 142.
- 1.2. Each guest of the Restaurant is obliged to read and comply with the Regulations. Entering the premises of the Restaurant is tantamount to accepting the provisions of the Regulations.
- 1.3. The Regulations apply in the Restaurant and in the Restaurant's garden.

§ 2

RESTAURANT

- 2.1. Dining within the Restaurant premises requires adherence to the established Regulations.
- 2.2. Only the guest who has ordered a meal or other catering service is allowed in the Restaurant.
- 2.3. Food and beverages acquired solely within the Restaurant may be enjoyed on the premises, except when granted special permission by the Restaurant Manager to consume other food and beverages. The Restaurant is not responsible for the origin and quality of the food and drinks authorised.
- 2.4. Children in the Restaurant are the responsibility of their parents or guardians. The Restaurant is not responsible for children left unattended.
- 2.5. It is not permitted to bring animals into the Restaurant, with the exception of guide dogs for the blind or guardian dogs for the disabled - these dogs must be clearly marked and on a lead. The prohibition on bringing animals into the Restaurant does not extend to the garden area.
- 2.6. Smoking tobacco products and using electronic cigarettes within the Restaurant's premises is only allowed within the Restaurant garden.
- 2.7. No music from any type of media may be played in the Restaurant.
- 2.8. An allergen chart is available for inspection at the bar of the Restaurant.
- 2.9. The Restaurant is not responsible for items left unattended on its premises.

§ 3 COMPLAINTS

3.1. Complaints regarding meals will only be considered while they are being consumed and not afterwards.

3.2. In the event that the complaint is found valid, the customer can choose between receiving a refund for the meal in question or having it freshly prepared to their satisfaction.

§ 4. SECURITY

4.1. Every individual within the Restaurant premises is obligated to conduct themselves in compliance with the law and exhibit proper etiquette, refraining from disrupting the order and tranquility of others.

4.2. Every individual within the Restaurant is obliged to comply with the applicable sanitary and epidemiological safety regulations.

4.3. To ensure the safety of our guests, CCTV cameras are installed throughout the Restaurant premises.

4.4. The staff may ask out or refuse entry to the Restaurant to any person violating the Regulations, including persons with table reservations in the Restaurant; this provision particularly pertains to persons:

4.4.1. behaving in a vulgar manner towards staff and other guests;

4.4.2. preventing or obstructing the work of staff or the visit of other visitors;

4.4.3. under the influence of alcohol, drugs or other intoxicants;

4.4.4. who, despite being forbidden to do so, attempt to bring in and consume their own food and drinks on the Restaurant premises;

4.4.5. staying in the Restaurant garden with animals if the animal behaves aggressively;

4.4.6. smoking tobacco products or using electronic cigarettes in places other than those designated for that purpose;

4.4.7. failing to comply with sanitary and epidemiological safety regulations.

4.5. The guest shall be held fully financially responsible for any material damage caused on the Restaurant premises.

4.6. Persons entering the Restaurant are required to behave in a manner that does not endanger the safety of others. In cases of such behaviour, the Restaurant staff reserves the right to summon venue security or contact the police.

4.7. Bringing weapons, knives, pyrotechnic or flammable materials, drugs, and other intoxicating substances into the Restaurant is strictly prohibited.

§ 5
FINAL PROVISIONS

5.1. The Regulations are available for inspection at the Restaurant bar and on the Restaurant's website www.ghotels.pl/hotel-krakow-bronowice/restauracja/o-smag-brasserie

5.2. The Restaurant Owner reserves the right to change the Regulations at any time without giving any reason.

5.3. The Regulations shall enter into force on 7 August 2023.