



RULES AND REGULATIONS

The Hotel Management will greatly appreciate your cooperation in respecting these rules which are in place to ensure your comfortable and safe stay in our hotel.

§ 1

1. Hotel rooms are let for a specified number of nights. If a Guest does not define the length of intended stay at check-in, it is assumed that the room is let for one night. The hotel night starts at 14:00 (noon) on the day of the Guest's arrival and ends at 11:00 (noon) on the following day.
2. The behavior of Guests and other persons availing of the hotel's services should not disturb the peace of other Guests' stay. The hotel may refuse to render any further service to a person who infringes that principle or stop providing the service and request that the infringing person leaves the hotel.
3. The guest is obliged to pay or secure the payment for the ordered accommodation and additional services in accordance with the valid price list immediately upon arrival at the Hotel, unless otherwise agreed.
4. The hotel reception checks the guest on the basis of an identity card and a completed registration card.
5. The Hotel Reception during check-in issues a card authorizing each full-paying guest to collection at the Pool Reception: a bathrobe and a towel. The guest is obliged to check out before checking out to return a towel and a bathrobe at the Pool Reception and to return the card at the Hotel Reception – in upon check-out. In the event of loss or failure to return the card, the Guest is obliged to pay a fee in the amount of PLN 200. There is a fee of PLN 50 for losing a towel, for losing a bathrobe a fee of PLN 150 applies.
6. After the expiration of the hotel day, the Guest is obliged to vacate the hotel room immediately, taking all personal belongings with them, unless the Hotel has agreed to extend the stay in accordance with § 1(4) of these Regulations.
7. Leaving personal belongings in the room after the end of the stay, without prior arrangement with the Hotel, does not constitute vacating the room or terminating its use. Until the room is emptied or the Guest clearly informs the Hotel that they no longer wish to occupy the room, the Hotel is entitled to charge for each additional commenced hotel day in accordance with the applicable price list.
8. If the room is not vacated after the end of the stay, the Hotel will attempt to contact the Guest using the contact details provided at check-in in order to request the immediate removal of the Guest's belongings and the release of the room.
9. If, despite such attempts at contact, the Guest fails to empty the room within the specified period and the room's continued unavailability prevents the Hotel from using it, the Hotel has the right to enter the room in the presence of a committee, prepare a report of the actions taken, make a photographic record of the belongings left behind, and transfer them to the hotel's safekeeping. The actions referred to in paragraph 4 shall be carried out by at least two authorized Hotel employees, with due care and with respect for the Guest's privacy. Where possible, the Hotel shall inform the Guest of the transfer of the belongings to safekeeping using the contact details provided at check-in. The transfer of the belongings to safekeeping does not release the Guest from the obligation to pay for the stay (including charges arising from the Guest's direct or indirect occupation of the room through the presence of their personal belongings) or any other amounts due under these Regulations or applicable law.

§ 2

1. Wishes to extend the stay beyond the period indicated on the day of arrival should be reported by the hotel Guest at the Reception Desk until 9:00 am on the closing date of the room.
2. The hotel will take into account the wish to extend the stay as far as possible.
3. If the Guest does not leave the room by 11:00 on the day of departure - the reception may charge a minimum fee half a day of renting a hotel room according to the current hotel price list.

§ 3

1. A hotel Guest may not sublet the room to other persons even if the paid-for duration of stay has not yet expired.
2. Persons who are not listed in the Client Registration Card may remain in the hotel room from 7.00 a.m. until 10.00 p.m. After 10.00 p.m., any additional persons staying in the rooms with hotel guests should be reported.
3. A person may be refused acceptance in the hotel in case he or she has flagrantly infringed the Hotel Rules during the previous stay in the hotel by causing damage to the property of the hotel or other guests, or by inflicting injury upon other guests or hotel staff or other persons on the hotel's premises, or if he has disturbed the peace of guests in the hotel or the functioning of the hotel.
4. Both in the hotel rooms and in the public areas of the Hotel, children up to 10 years of age must be under the care of parents or guardians.

§ 4

1. The hotel renders services according to the category and standard it has been awarded. Should a Guest wish to complain about quality of service, he or she is requested to notify such complaints to the Reception staff at the earliest possible moment to allow the hotel to respond promptly.
2. The hotel is obliged to ensure:
 - a) full and unrestrained rest to hotel Guests,
 - b) safe stay, including confidentiality of information about the Guest,
 - c) professional and polite attendance as regards all the services rendered by the hotel,
 - d) cleaning the room and performing imperative repairs to equipment in the absence of the Guest or in his or her presence, yet then only upon the Guest's prior consent.

§ 5

1. On request the hotel renders the following services free of charge:
 - a) providing information related to the stay or travel,
 - b) wake-up calls at pre-set time,
 - c) luggage storage; the hotel may refuse to accept luggage for storage on days other than during the Guest's duration of stay in the hotel or property for storage which does not have the features of a personal luggage, unless such refusal is prohibited by the applicable legal regulations.
 - d) safe storage (during the Guest's duration of stay in the hotel) of cash, securities and other valuables, in particular valuables or items with a scientific or artistic value. The hotel may refuse to accept such items for storage only if these items jeopardize the security in the hotel or are disproportionately too valuable as compared to the size or standard of the hotel, or if such items occupy too much space, unless such refusal is prohibited by the applicable legal regulations.

§ 6

2. The hotel guest is financially responsible for any damage or destruction items of equipment and technical devices of the Hotel caused by the hotel's fault or the fault of its visitors Guests.
3. The hotel is responsible for damages caused by its own fault to the property of the user of the hotel services
4. A hotel Guest should inform the hotel Reception about damage immediately after he has found that damage has occurred.

§ 7

1. Whenever a Guest leaves the room, he or she should check that the door is safely locked.
2. For reasons of fire safety, the use in the room of electric heaters, flat irons and similar items which are not standard room equipment is forbidden.
3. All public areas are non-smoking

§ 8

1. Items of personal use, excluding: alcohol, underwear, cosmetics, left in hotel room by the leaving Guest will be sent to the Guest's address at the Guest's written request and cost. If you do not receive such an instruction, the Hotel will store these items for a period of 3 months. After this date, they will be liquidated and the amount donated to charity.

§ 9

1. The guest can use the monitored parking lot free of charge.
2. Pets may be brought to the Hotel only with the consent of the Hotel Director and for an additional fee a fee in accordance with the applicable price list. It is strictly forbidden to bring animals into hotel catering outlets.

§ 10

1. In the event of failure to comply with these regulations, the Hotel Director has the right to immediately the Guest checks out without the possibility of a refund.
2. In matters not regulated, the provisions of the Civil Code shall apply.

River Style Hotel & SPA Management
We wish all our Guests a pleasant stay in our hotel