

## GENERAL TERMS AND CONTIDIONS OF HOTEL SWING

1. 'Hotel guest' means an individual that has signed an accommodation agreement and is using hotel accommodation.  
The guests shall present their identity card to the receptionist upon signing the accommodation agreement. During check-in process, the guest is obligated to fill in registration form and present photo ID (identity card, passport, driving licence) confirming identity. In case of non-compliance hotel reserves the right to refuse service.
2. Rooms in our hotel are booked per night.
3. The hotel day starts from 2 p.m. and finishes at 12.00 a.m. the following day.
4. The daily room rate includes services indicated in confirmation of reservation.
5. The applicable statutory value added tax as well as the service are included in the price of the accommodation.
6. If the guests fail to specify the length of their stay, it shall be deemed that their room is booked for one night only.
7. If the guests wish to prolong their stay beyond the check-out date stated on the day of their arrival, they shall notify the reception desk staff by 10:00 a.m. on the stated departure date. The hotel will make every effort to accommodate its guest, based upon availability.
8. Booking cancellations conditions are indicated in confirmation of reservation.
9. The hotel provides its services according to its category and standards of hotel classification. If you are not completely satisfied with the quality of any of our services, please feel free to inform the reception desk staff as soon as possible. It will allow our immediate response to any of your problems.
10. The hotel is obliged to guarantee:
  - guest's unrestricted rest and safety,
  - guest's confidentiality,
  - professional and courteous service,
  - room cleaning and room maintenance services in guest's absence or in guest's presence only with his/her consent,
  - upon availability a room of comparable or higher standard - in case of any damage or failure which would lower the comfort of guest's stay in the room which was initially made available to him/her.
11. Upon guest's request the hotel provides the following services that are included in the daily room rate:
  - child-friendly accommodation: guests shall inform the reception desk staff about children under the age of two sharing a room with their parents/carer(s) not later than 24 hours before the check-in time. One cot is permitted per room only,
  - child-friendly accommodation: children under the age of 3 sharing a bed and bed linen with their parents. The total number of children sharing room with their parents shall not exceed the number of beds in the room,
  - hotel SPA services including a dry and wet sauna, a paddling pool with a color therapy set and a salt screen,
  - wake-up calls service,
  - broadband cable or Wi-Fi Internet access in all hotel rooms and common use areas/facilities,
  - storage of guests' valuables during their stay at the deposit at the Reception Desk,
  - storage of guests' luggage up to 4 hours proceeding the check-in time and up to 4 hours following the check-out time,
  - hotel staff is always at guests' disposal to provide them with information about all hotel services and facilities available.

12. The guest is obliged to hand over all valuables brought into the hotel for safekeeping in the hotel safe.
13. The hotel shall bear responsibility for loss or damage of the belongings brought into by its guests under the provisions of articles 846-849 of the civil code unless otherwise agreed by the parties.
14. The guest shall immediately notify the reception desk staff of the damage upon acquiring knowledge thereof.
15. The hotel's liability shall be excluded for loss, damage or destruction of any currency, securities or any valuables including, but not limited to jewellery or properties that have scientific or artistic value if not deposited in the safety deposit box at the reception desk.
16. The hotel shall not be liable for the damage, destruction or loss of any valuables left in guest's car or in any other vehicles even if parked in hotel's monitored car park.
17. Guests shall be financially responsible for any damage or destruction in the equipment and furniture caused by their own or their visitors fault. The hotel reserves the right to charge the guest the cost of rectifying damage upon departure.
18. Guests should make sure any time they leave their rooms that the door to the hotel room is properly locked.
19. For the reason of safety locking systems, guests are kindly requested not to open the windows by themselves.
20. Guests are not allowed to hand over the room key to any unauthorized persons during their stay at the hotel. The guest shall receive visitors (not checked in the hotel) in the hotel room only from 7:00 to 22:00.
21. Guests shall observe night-time peace between 22:00 and 7:00 in the morning the following day.
22. For fire safety reasons:
  - smoking, using e-cigarettes and intoxicants is prohibited throughout the hotel. If Guests do smoke in the room, the amount of room cleaning 400 zł - will be charged.
  - in case of unjustified fire alarm activation (eg by smoking), the Hotel Guest will be charged 2000 PLN for covering the costs related to the arrival of the fire brigade,
  - any use of own heating and cooking appliances, electrical irons and other such equipment (except those provided) in rooms is prohibited.
23. Regardless of other sanctions that may be imposed under the present provisions and under the provisions of the applicable law, the hotel may cease providing its services to a guest upon a material breach of the accommodation agreement. Such cases apply to hotel guests that cause damage to hotel property or other guests' property as well as cause harm to hotel guests, hotel staff or other people staying at the hotel or otherwise disturb other guests' stay at the hotel or any of hotel operations. Under the present provision, the hotel may also refuse to provide the guest with its accommodation services in the future.
24. Personal belongings left by the guest in the hotel room shall be sent at the guest's expense to the indicated address. If the guest fails to give such instruction, the hotel shall store any belongings left for no longer than 3 months.
25. Key rooms are to be returned upon check-out.