



KRUPÓWKA MOUNTAIN RESORT SZCZYRK STAY REGULATIONS

Checking in for a holiday stay

1. The Guest settles the payment for the stay at the reception upon check-in. In order to check in, the Guest fills in a registration card with the details needed for a short-term rental contract and provides their legible signature. The Guest agrees to provide personal data for the check-in purposes that are necessary for concluding the rental contract. The Guest's telephone number is also required, unless provided when making the booking, as well as the car registration number for the Resort's car park.
2. Payment for other services at the facility takes place at the moment of using them. If the Guest wishes to open a hotel credit, they need to provide their credit card data for the purpose of pre-authorisation and securing a deposit in the amount expected for the service.
3. The facility accepts payment by Visa, Mastercard and in cash on site. The terms and conditions of the purchased stay can be found in the purchase conditions of the respective offer.
4. Entering the Resort's internal roads and parking cars in the Resort's car park is only permitted for the Guests having a valid booking at the Resort. Personal cars must be parked in places designated for this purpose, without blocking the exit for other Guests. At the check-in, the Reception will indicate the most convenient parking space for the accommodation purchased by the Guest. Outsiders ignoring the signs at the entrances forbidding them to enter the premises and take photos, park vehicles and sightsee will be charged for these activities according to the price list available at the Reception.

Parking space

5. Parking space for the Resort Guest is not subject to video surveillance and it is charged. The Resort does not bear any liability for any damage caused. The Barrier / Gate leading to the Resort premises closes the entrance to / exit from the facility at specific times. Information about the price list and opening hours of the car park can be found in the conditions of the purchased offer. The price list for the car park is also available at the reception.
6. Entering the Resort's car park and the Resort's internal roads is tantamount to accepting the Car Park Regulations of the Krupówka Mountain Resort Szczyrk available at www.krupowka.pl in the Regulations section. The price lists of services and additional fees can be found at the Reception and in the appendices of the respective offer and are listed as additional fees.

Pools, relaxation zone

7. In order to use the outdoor pool, indoor pool, sauna, Jacuzzi, tub as well as SPA service, the Guest must read the rules for these attractions and accept their provisions first. All the rules and regulations are available on the website of the Krupówka Mountain Resort Szczyrk. Some of the attractions may be subject to an extra charge.

Pets

8. The Resort does not accept pets. If the Guests arrive with a pet, their booking is cancelled without the refund of the prepaid costs. It is not possible to transfer the booking to another date.

Banning the entry of outsiders to the Resort

9. Unauthorised persons are not permitted to enter the Resort, bring animals to the premises of the Resort, enter for the purpose of taking photos, filming, using a drone or for sightseeing, surveillance and disturbing other Guests. Outsiders ignoring the signs at the entrances to the Resort will be held liable and fined for unauthorised entry. The amount of the fine is specified in the price list at the reception. Information about the facility can be found on the website www.krupowka.pl and provides a full range of services.

Resort Guests taking souvenir photos during their stay

10. The Resort and the infrastructure thereof are the private, intellectual and legal property of the company and constitute the company's brand. It is therefore forbidden to use a drone, take videos and shots of the infrastructure and equipment, take photos in public areas and recreational areas, such photos being an infringement of the legal protection of the image of the Guests and staff. They constitute a theft of intellectual, non-material and legal property. Only the Guest having a valid booking has the right to take a souvenir photo in the open air or in the accommodation occupied by them, only during their stay and only to that extent. The views overlooking the Resort as well as the entire boutique resort are an attraction for the Guests purchasing stays. A photo taken at the Resort and posted by the Guest on the Internet should be branded with the Resort's website address: www.krupowka.pl.
11. It is not allowed to take stationary photos, high-altitude photos from a drone on the premises of the Facility, as well as panoramic photos and landscape photos or filming from the Resort, which is a scenic park. Such actions require prior enquiry. Companies interested therein are informed on a paid quotation and the contract specifying the possible scope of performing the photo/film activities. Outsiders entering the Resort and taking photos despite the signs at the entrances are subject to a fine collected on site, they are also obliged to delete the photographs. The amount of the fine can be found in the price list available at the reception.

Hotel day, extending the stay

12. The cottages / suites / rooms are rented for the so-called hotel days.
13. The hotel day starts at 3:00 pm and ends at 11:00 am.
14. Failing to check out by 12:00 pm is tantamount to extending the stay. The staff has the right to inform the Guest about the extra fee charged for the late departure by 2:00 pm, amounting to ½ of the hotel room price, for departing by 3:00 pm and afterwards, the full amount due for the following hotel day is charged – in accordance with the sales price list.
15. If the Guest wishes to extend their stay over the period defined in their booking, they notify the Resort's reception thereof at the latest on the day preceding the booking ending. Extending the stay is dependent on the current hotel occupancy.
16. The duration of the stay is specified by the Guest when making the booking and the confirmation of the booking together with the description of the purchased stay is sent to the Guest at the e-mail address provided.

17. If the Guest did not specify the period of their stay, it is assumed that the room has been rented for one hotel day. Each time upon leaving the rented suite / room / cottage, the Guest should check and make sure that the door has been locked and the balcony door / windows have been closed. The Guest is obliged to store their key with due caution in order to avoid losing / destroying it. There is a replacement fee charged for losing or destroying the key, the amount of which is specified in the price list available at the Resort's reception. The key is an element of a specific system applied at the entire facility. In the event of destroying or losing the key, a note will be issued to the Guest as the basis for payment. The payment is settled by the Guest on site – by credit card or in cash. Then, the Guest receives a replacement key to their accommodation.
18. It is not possible to hand the room over to other persons, even if the period for which the Guest paid the amount due has not expired yet.

Resort for the Guests exclusively

19. Non-resident Guests may not stay on the premises of the Resort and the persons checked in to the Krupówka Mountain Resort may not receive guests.
20. The quiet hours at the Resort begin at 10:00 pm and end at 7:00 am. Within them, the Guests are obliged to behave in such a manner which does not disturb the peaceful stay of other Guests of the Resort.

Material liability of the Guest

21. The Guest bears full liability for all kinds of damage to or destroying of items, equipment and technical devices caused either by them or by their visitors.
22. The Resort will settle damages caused by the Guest or by their visitors on the spot, before the Guest's departure.
23. In the event of a damage caused to the rented room, the Guest should notify the reception desk immediately after having noticed the damage, even if the damage was noticed right after entering the room.
24. Completing the booking and handing the rental space over to the Resort is done in the presence of the Resort's staff. A receptionist shall check the condition of the room to be vacated. It is not permitted to leave without giving back the key and checking out of the rental unit. If this is the case and damage or destruction is discovered, the matter will be reported to the police as an offence.
25. If the staff discovers that the Guest vacating the room did not segregate waste or that they caused excessive mess in the room, gathered oversized food packaging purchased outside the Resort, misused towels / trampled on towels, poured juice on them, including the foot towel, dirtied the bed linen with food, ketchup, contaminated the carpeting, an additional fee shall be charged due to the utilisation of rubbish and the need to clean the room, carry out necessary repairs in the room and restore the room as well as the equipment thereof to the correct condition / the condition from before the rental.

Ban on naked flame, bringing in dangerous items and smoking cigarettes on the premises of the Resort

26. The kitchenettes in the suites and cottages are intended for short-time preparation of simple meals, they are not to be used for real cooking or frying food.
27. For fire safety reasons, it is prohibited to bring and use heaters and electric kettles that do not constitute elements of the accommodation equipment.
28. It is forbidden to bring any dangerous items, weapons, munition, flammable, explosive and illumination materials /like firecrackers, fireworks, etc. / to the premises of the Krupówka Mountain Resort.
29. In accordance with the Tobacco Act, it is forbidden to smoke e-cigarettes, tobacco and tobacco products in all public areas, including balconies and terraces of the rented accommodation, as they constitute an extension of the rental areas. Special areas for smoking tobacco and e-cigarettes have been designated. If the Guest breaks the ban and smokes on the balcony / terrace / out of the window, they are charged a fine of PLN 1000 to be paid by the culprit on the spot.
30. Grilling on the premises of the Resort, even if the Guest is using their own grilling set, including on the terraces and balconies of cottages / terraces of suites is not permitted all through the Resort. The grilling hut near the swimming pool is intended for the group stays with such a service purchased and may not be used by individual Guests.

Return of the items left behind

31. Personal belongings left behind / lost by the departing Guest shall be sent back to the address given by the Guest at the Guest's expense against cash on delivery, by prior written agreement.

If there is no contact / interest on the part of the Guest, the Resort will deposit these items for 3 months and then hand them over for disposal.

Prohibition to bring equipment, to move indoors in ski footwear

32. During the Guest's stay, the staff of the Krupówka Mountain Resort may enter the room or suite rented by the Guest in order to clean it, change towels, close open windows before a storm or making necessary repairs without prior notice or at the Guest's request.
33. It is forbidden to bring bicycles as well as ski and other equipment into the hallways of the building, inside the rooms and cottages as well as to enter the premises in ski footwear. The Guest should provide themselves with suitable replacement footwear to be used inside the buildings and rented accommodation of the Krupówka Mountain Resort. The Guest can store the remaining ski or snowboard equipment in special numbered lockers outside the building or in their car as it was brought in. The number of lockers is limited and not sufficient for all the rental locations.

Right of the Host

34. If the Guest violates the Rules and Regulations of the Krupówka Mountain Resort, the Resort may refuse further service provision to such a person. The person breaking the rules is obliged to immediately comply with the staff's demands, in particular, to pay for the damage caused, and then to leave the premises of the Krupówka Mountain Resort without refund for the unused hotel days.
35. The Krupówka Mountain Resort reserves the right to refuse accommodation to persons under visible influence of alcohol or other intoxicants, persons who behave aggressively, in a manner commonly regarded as vulgar, exceeding social norms.

**Silence Zone: Pools, Sauna, Jacuzzi,
Children staying at the Resort under their parent's care**

36. Pool / sauna towels / bathrobes are issued at the Reception. White hotel towels are intended solely for the use in the hotel rooms.
37. The Resort does not offer daily Room Service. Ordered services may require extra charge. At the Guests' request, the Resort collects segregated waste. In case of longer stays, towels can be changed for new ones and the room may be cleaned. Please report such requests on the ongoing basis, in the mornings.
38. The indoor pool, Jacuzzi and saunas are parts of the so-called silence zone. Please leave your mobile phones and laptops in your room and do not bring them to the relaxation zone and the changing room. The same applies also to other valuable items. The Resort is not liable for the loss of or damage to items left behind by the Guest.
39. Children up to the age of 13 years may only stay on the premises of the Krupówka Mountain Resort if constantly supervised by their parents or legal guardians. Children under the age of 13 years are not allowed to use the Resort's facilities such as pools or Jacuzzi unattended by adults. Jacuzzi is intended for adults and persons over the age of 13 years. Sauna is only intended for adults and persons over the age of 16 years.

Legal guardians / parents bear liability for the safety of their children. They are also financially liable for any damage caused by their children.
40. If the Guest is late with the payment due for their stay or fails to settle fees for services provided or costs referred to in paragraph 7 above and § 6(4) and (5) as well as other costs arising from the damage to or destruction of equipment and technical devices at the Krupówka Mountain Resort by the Guest or by the Guest's visitors violating these Rules and Regulations, the Resort reserves the statutory right of lien on the items brought by the Guest to the Facility or, if they were not found, also on the Guest's vehicle and may detain it on the premises of the Resort.
41. The Resort reserves the right to introduce changes to these Regulations. However, in case of bookings made before the changes to the Regulations, the version of the Regulations being in force at the time the Guest makes the booking shall apply.

