

§1 Hotel day

1. The room in the Facility is rented on a daily basis. The hotel day begins at 3:00 p.m. on the day of arrival and ends at 11:00 a.m. the following day.
2. If the Guest does not specify the length of stay when renting a room, it is assumed that the room has been rented for one day.
3. Upon the Guest's request and subject to availability, the Facility may extend the hotel day for an additional fee.
4. The request to extend the stay (beyond the specified arrival date) or to extend the hotel day should be reported to the reception by 10:00 a.m. on the day the original room rental period expires. The Facility will accommodate the request to extend the stay subject to availability.
5. In case the reception is not informed about the intention to extend the hotel day within the specified timeframe or if the hotel room is not vacated by 11:00 a.m., and the request for extension cannot be accommodated, the Facility reserves the right to charge the Guest for the equivalent cost of renting the room for another day without prior acceptance.
6. If the Guest does not vacate the room after the hotel day has expired, the Facility reserves the right to pack the Guest's belongings by at least two representatives of the Facility, one of whom must be the Facility's Director or Reception Manager. The packed items will be placed in the hotel's deposit and will be available for collection at the reception.
7. Renting a room requires providing necessary information, including the Guest's personal data, to the extent necessary for the proper execution of the contract.

§2 Reservation and Check-in

1. The basis for guest check-in is presenting a photo ID and signing a registration card.
2. Persons not registered at the facility may stay in the hotel room after prior notification to the reception, from 7:00 a.m. to 10:00 p.m. After 10:00 p.m., there is an obligation to register additional persons staying with the guest in the room.

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3. The Facility may refuse to accept a Guest who grossly violated the Facility's regulations during a previous stay, causing damage to the Facility's property or guests, or damage to the person, Facility staff, or other persons staying in the Facility, or otherwise disturbed the peaceful stay of guests or the functioning of the Facility.
4. Children under 18 years of age should be under the constant supervision of adults throughout their stay at the facility.
5. The Guest may not transfer the room to other persons even if the period for which the Guest paid the due fee has not expired.

§3 Assurances

1. The Facility provides services in accordance with its category and standard. In the event of any complaints regarding the quality of services, the Guest is requested to report them to the reception as soon as possible, enabling the hotel staff to react promptly.
2. The Facility is obliged to provide:
 - a) conditions for full and unrestricted rest of the Guest,
 - b) safety of stay, including the safety of keeping information about the Guest confidential to the fullest extent permitted by law (including respecting the Guest's personal data in accordance with Art. 6(1)(b) of the GDPR (understood as Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC), i.e., processing is necessary for the performance of a contract to which the Guest is a party)
 - c) professional and courteous service in all services provided at the facility,
 - d) cleaning of the room (from 8:00 a.m. to 4:00 p.m.) and performing necessary repairs to devices during the Guest's absence, and in their presence only when requested by the Guest,

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e) technically efficient room; in case of defects that cannot be rectified, the facility will make efforts to change the room or mitigate inconveniences in other ways,

f) exchange of bed linen and towels in the Guest's absence, and in their presence only upon the Guest's explicit request, provided that at the time of check-in, the Guest did not specify otherwise.

§4 Services

1. Upon the Guest's request, the Facility provides the following services free of charge:
 - a) providing information related to the stay and travel,
 - b) wake-up calls at a designated time,
 - c) luggage storage (the Facility may refuse to accept luggage for storage on dates other than the Guest's stay and for items that do not constitute personal luggage),
 - d) storage of valuables in the reception safe during the Guest's stay at the Facility, in accordance with the relevant provisions of the Civil Code, whereby the Facility accepts items up to the value of PLN 1000 and may refuse to accept items that may pose a potential threat or take up too much space,
 - e) ordering transportation services.

§5 Facility's Liability

1. The Facility is liable for the loss or damage to items brought by the Guest within the scope specified by the relevant provisions of the Civil Code.
2. Valuable items, money, and documents should be kept in a closed safe located in the room or in the deposit at the reception. If valuable items are left outside the safe/deposit in the Reception, the Facility shall not be liable for them.
3. The Guest should notify the reception of any damage immediately after its discovery.
4. The Facility is not liable for damage to or loss of the Guest's car or other vehicle (and items left in it) parked on the Facility's parking lot.

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5. The Facility is not liable for damages in the event of a lack of electricity/gas/heat supply not caused by the Facility, as well as restrictions on gas, heat, and electricity supplies due to the introduction of power rationing.

§6 Night Silence

1. Night silence is in effect at the Facility from 10:00 p.m. to 7:00 a.m. the following day.
2. The behavior of Guests and persons using the Facility's services should not disturb the peaceful stay of other Guests. The Facility may refuse further services to a person who violates this rule.

§7 Guest's Responsibilities

1. Upon leaving the room, the Guest is obliged to properly secure it to prevent access by third parties. When closing the room, the Guest should ensure that the door is properly locked. During the Guest's absence from the room, windows and doors must remain closed.
2. After checking into the Facility, the Guest should familiarize themselves with the room's equipment and keep it in an undamaged condition. In case of noticing any damages, the Guest should immediately inform the hotel reception. In the absence of information and upon discovering defects by the Facility's staff, the Guest will be held financially responsible for the damage caused.
3. The Guest is financially liable for any damage or destruction of equipment and technical devices of the Facility resulting from their fault, the fault of visitors, as well as persons for whom they are responsible (especially minors), as well as pets.
4. In the event of biological contamination in the hotel room, the Guest will be charged an amount of 500 PLN to cover the cost of cleaning. In the case of particularly severe biological contamination, the cost will be assessed individually.
5. The Facility reserves the right to charge the Guest's credit card for amounts corresponding to:
 - a) the value of the damage caused to the Facility,
 - b) compensation for using additional orders even after the Guest's departure.

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6. Due to fire safety, the use of electric heaters and similar devices not belonging to the room's equipment is prohibited in hotel rooms.
7. Dangerous goods, including weapons and ammunition, flammable, explosive, and illuminating materials, cannot be stored in hotel rooms.
8. Guests are not allowed to make any changes to hotel rooms and their equipment, except for minor rearrangements of furniture and equipment that do not affect their functionality and the safety of other Guests.
9. The Guest is obliged to comply with the applicable standards of behavior, show respect for the surroundings, and not damage the Facility's property.

§8 Return of Left Items

1. Personal items left in the hotel room by departing Guests will be sent to the address provided by the Guest at their expense. In the absence of such instructions, the Facility will store these items for 3 months.

§9 Tobacco Smoking

1. Smoking tobacco, electronic cigarettes, electronic tobacco heaters, and other substances are strictly prohibited in the rooms. The Facility may charge Guests a fee of 500 PLN for refreshing the room (including painting costs, decoration replacement, etc.) if smoking is detected.

§10 Pets

1. Guests of the Facility have the right, for an additional fee, to stay in a room with a pet.
2. Pets that may pose a threat to human life or health, especially venomous animals, are not allowed on the Facility's premises.
3. Guests are responsible for taking care of their pets in a manner that does not endanger the safety of other Guests or Facility staff.

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4. All damages to the Facility's property or the property of other Guests caused by pets will be assessed by the Facility, and the costs will be borne by the Owners.
5. Pets are strictly prohibited from entering points of sale, the SPA, and wellness areas, recreational areas, and children's areas.
6. Dogs on the Facility's premises must be kept on a leash. Other domestic animals must be transported in dedicated carriers.

§11 Guest's Obligation to Observe Health and Safety Regulations and Fire Safety

1. Occupational Health and Safety (OHS):
 - 1.1. The Guest undertakes to comply with all Occupational Health and Safety (OHS) regulations applicable on the Facility's premises.
 - 1.2. Guests must adhere to markings and safety information displayed prominently in public areas and hotel rooms.
2. Fire safety precautions:
 - 2.1. The Guest undertakes to comply with all fire safety regulations applicable on the Facility's premises.
 - 2.2. The use of electrical, heating, or flammable devices in a manner inconsistent with their intended use and fire safety rules is prohibited
 - 2.3. In the event of a fire alarm, the Guest agrees to promptly evacuate the building and follow the instructions of the hotel staff or emergency services.
3. Incident Reporting:
 - 3.1. The Guest agrees to immediately report any situations that may pose a threat to the safety and health of themselves or others, including Facility staff.
 - 3.2. Incident reporting also includes situations related to defects, damages, or abnormal behavior of fire safety equipment.

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4. Prohibition of Using Hazardous Substances:

4.1. The Guest undertakes not to bring or use flammable, explosive, or other hazardous materials on the Facility's premises without the express consent of the staff.

5. Penalties for Violating Regulations:

5.1. Improper behavior by a guest, failure to comply with OHS and fire safety regulations may result in the imposition of a financial penalty, and in cases of serious violations, even the loss of the right to use the Facility's services.

6. Cooperation with Facility Staff:

6.1. The Guest undertakes to cooperate with the Facility staff to comply with safety regulations and take remedial action in emergency situations.

§12 Complaints

1. The Guest has the right to lodge a complaint regarding the operation of the Facility and the provision of services by the Facility not in accordance with the conditions and principles specified in the Regulations.
2. All complaints, containing the Guest's data, i.e., name and surname, along with an email address and a brief description of the reported objections, should be submitted through the contact address available on the Facility's website under the "Contact" tab or in writing by post to the Facility's address.
3. The Facility is obliged to consider the complaint within 14 days from the date of its receipt. If the complaint concerns services provided electronically and cannot be processed within 14 days, the Facility will inform the Guest about the reasons for the delay and the expected date of complaint resolution.
4. Submitting a complaint does not exempt the Guest from paying for the services used provided by the Service Provider.

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§13 Additional Provisions

1. An integral part of this regulation are the regulations for selected services offered by the Facility, in particular:
 - a) Wellness Zone Regulations,
 - b) Indoor Parking Regulations,
 - c) Pet Stay Regulations.
2. For violating and not adhering to the regulations, the Guest will be subject to a penalty of 1000 PLN.
3. The content of the Regulations may change. Guests will be informed about any changes through information on the Facility's website. The effective date of the changes will be no earlier than 14 days from the date of their announcement.

§14 Personal Data

1. The administrator of personal data is "ARCHE" S.A. with its registered office in Warszawa, ul. Puławska 361, 02-801 Warszawa.
2. Personal data will be processed for the purposes related to the conclusion and performance of the contract, for the administrator's marketing purposes, as well as for archival, statistical, and tax purposes.

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