

# DWÓR UPHAGENA

ARCHE GDAŃSK

## Regulations of the Uphagen Manor - Arche Hotels Gdańsk

These Regulations define the rules for providing services, liability and staying within the facility the Uphagen Manor - Arche Hotel Gdańsk (hereinafter referred to as the 'Facility') and is an integral part of the agreement, which is concluded by making a reservation, paying a deposit or the whole payment for the stay by signing the registration card.

### §1 Hotel day

1. The room in the Facility is rented for the day.
2. If the Guest does not specify the duration of their stay, it is assumed that the room was rented for one day.
3. Renting a room requires providing necessary information, including the Guest's personal data, to the extent necessary for the proper implementation of the Agreement.
4. Hotel day begins at 16:00 on the day of arrival, and ends at 11:00 the next day.
5. If the guest wishes to extend the stay beyond the period indicated on the day of arrival, they should notify the reception by 10:00 a.m. on the day when the room rental expires.

### §2 Reservation and check-in

1. The basis for check-in of the guest is presenting a valid identity document with a photograph and signing the registration card.
2. Persons who are not registered in the facility can stay in the hotel room from 6:00 to 22:00. After 22:00 there is an obligation to check in additional persons staying in the room with the Guest.
3. The property may refuse to accommodate a Guest who grossly violated the regulations of the property during the previous stay, causing damage to the property of the Facility or Guests, or to the staff of the Facility or other people staying at the Facility, or who in any other way disturbed the peaceful stay of Guests or functioning of the Facility.
4. Children under 18 years old should be under constant supervision of adults throughout their stay at the Facility.
5. The Guest is not allowed to transfer the room to other people even if the period for which they have paid the payment has not expired.

### §3 Assurances

1. The facility provides services in accordance with its category and standard. In case of any disclaimers concerning the quality of services provided at the Facility, the Guest is requested to report them at the reception desk or to the e-mail address [biuro@archedworuphagena.pl](mailto:biuro@archedworuphagena.pl) as soon as possible, which will allow the Facility staff for immediate reaction.
2. The Facility is obliged to provide:

- a. conditions for full and unrestricted rest of the Guest,
- b. security of the stay, including secrecy of keeping information about the Guest in confidence. To the fullest legally permissible scope,
- c. professional and courteous service in the scope of all services provided at the Facility,
- d. cleaning the room and performing necessary repairs of devices in the absence of the Guest, and in his/her presence only when the Guest expresses such a wish
- e. a technically efficient room; in case of defects that cannot be remedied, the Facility staff will endeavor, to the best of their ability, to change rooms or otherwise remove the inconvenience,
- f. change of bed linen and towels in the absence of the Guest, and in his/her presence only at his/her explicit request, unless the Guest agreed otherwise at the time of check-in

#### **§4 Services**

1. At the request of the Guest the following services are provided free of charge:
  - a. providing information related to the stay and trip,
  - b. waking up at the appointed time,
  - c. luggage storage (the Facility's staff may refuse to accept luggage for storage on dates other than the date of the Guest's stay and things that do not have the characteristics of personal luggage),
  - d. during the Guest's stay at the Facility entrusted money, securities and valuable items, in particular especially valuables, items of scientific or artistic value, are stored in the Facility's depository in the reception safe. However, the Facility accepts items up to the value of 1000 PLN and may refuse to accept an item which may pose a potential hazard or if it takes up too much space.

#### **§5 Responsibility of the Facility**

1. The property is not responsible for things left in the room by the Guest.
2. The Guest should inform the reception about the damage immediately after it is noticed.
3. The property is not responsible for damage, loss of a car or other vehicle and things left in it belonging to the Guest and left on the premises of the Facility.

#### **§6 Curfew**

1. The Facility maintains the curfew from 10:00 p.m. to 6:00 a.m. the next day.
2. The behavior of Guests and people using the services of the hotel should not disturb the peaceful stay of other Guests. The facility may refuse to provide further services to a person who violates this rule.

#### **§7 Responsibility of Guests**

1. Each time the Guest leaves the room they should check if the door is locked.
2. The Guest bears material responsibility for any damage or destruction of equipment and technical devices of the Facility caused by him/her, his/her visitors, persons for whom he/she is responsible (especially minors) as well as animals.
3. The Facility reserves the right to charge the Guest's credit card in amounts corresponding to:
  - a. an equivalent of the damage done to the Facility,

b. the remuneration for the use of additional orders also after the departure of the Guest.

#### **§8 Return of items left behind**

1. Personal belongings left in the hotel room by the departing Guest will be returned to the address indicated by the Guest at his/her own expense, only after prior instruction of the Guest. If the Guest does not give such an instruction, the Facility will store the items for 3 months. After that time the items will be disposed of. This procedure does not apply to food and medicine.

#### **§9 Smoking**

1. Smoking of tobacco, electronic cigarettes, electronic tobacco warmers and other substances is strictly forbidden in the rooms. The Facility is entitled to charge the Guest with the cost of 500 PLN for refreshing the room (including the cost of painting, replacing decorations, etc.) in case of violation of the smoking ban. For the sake of fire safety, it is also forbidden to use open fire, e.g., candles and to use irons, electric heaters and other similar devices. If, due to violation of this ban, the smoke detectors located in the hotel room, the Guest will be obliged to bear the costs of fire department intervention.

#### **§10 Animals**

1. The Guest of the Facility has the right to live in the room with an animal for an additional fee.
2. Animals that can pose a threat to human life or health, especially venomous animals, are not allowed in the Facility.
3. The Guests are obliged to take care of the animal in a way that does not endanger the safety of other Guests or the Facility's staff.
4. All damages to the property of the Facility or the property of other Guests caused by animals will be valued by the Facility Management, and their costs will be charged to the owners of the animals.

#### **§11 Additional provisions**

1. Regulations of the wellness zone (sauna and gym) of the Facility constitute an integral part of these regulations.
2. In the event of biological contamination in the room, the Guest shall be charged of the amount of 500 PLN for the cleaning costs. In the case of special biological contamination, the cost is valued individually.
3. Dangerous goods - weapons and ammunition, flammable, explosive and quantitative materials - cannot be stored in the hotel rooms.
4. For breaking and not adhering to the Regulations the Guest will be charged a fine of 1000 PLN.
5. Canvassing and door-to-door selling on the premises of the Facility is prohibited.
6. Guests are not allowed to make any changes in the hotel rooms or their equipment other than minor rearrangement of furniture and equipment, without compromising their functionality and safety of other Guests.
7. The current price list of services and fees applicable in the Facility is available at the reception desk of the Facility and on the website <https://archedworuphagena.pl>.

8. Any complaints regarding your stay should be submitted to the Facility management in writing at the following email address: [biuro@archedworuphagena.pl](mailto:biuro@archedworuphagena.pl).

9. The court competent to settle disputes between the Guests and the Facility is the court with jurisdiction over the registered office Object.

10. The Facility reserves the right to refuse to accept - on behalf of the Hotel Guest - shipments, including courier shipments, unless the Facility has given its prior consent to receive such shipments and the Facility staff has not been given the proper power of attorney or authorization.

courier shipments on behalf of the Hotel Guest, unless the Facility has given its prior consent to receive such shipments 11) The Facility reserves the right to accept shipments on behalf of the Hotel Guest.

11. The Facility reserves the right to inspect the rooms once a day to ensure maximum comfort and safety of the Guests on the condition that there is a justified suspicion of a threat to the Guest's safety.

### **§12 Personal data**

1. The administrator of the personal data is "ARCHE" SA. with its registered seat in Warsaw, 361 Puławska St., 02-801 Warsaw.

2. Personal data shall be processed for purposes related to the conclusion and performance of the contract for hotel services, for marketing purposes of the data controller, as well as for archiving, statistical and tax purposes.

We wish you unforgettable memories.

Dwór Uphagen Team