

HOTEL REGULATIONS

§ 1

1. INTERFERIE S.A., ul. Chojnowska 41, 59-220 Legnica, is the owner and administrator of the Interferie Aquapark Sport Hotel Malachit in Świeradów-Zdrój (hereinafter referred to as the "Hotel").
2. The Regulations set out the subject of service, liability and stay on the Hotel premises and are an integral part of the contract, which is concluded by the signing of the Check-in Card as well as by means of a implicit acts, in particular by booking and/or paying a deposit or the entire amount due for the stay at the Hotel. By performing the acts mentioned in the preceding sentence, the Guest confirms that they have read and accept the Regulations.
3. The Regulations are available for inspection at the Hotel Reception and on the website www.interferie.pl/malachit.
4. The Hotel provides accommodation, catering, conference and other services in accordance with its business profile, category and standard.
5. A description of the services, in particular the rooms and the price list of services can be found on the Hotel's website www.interferie.pl/malachit.
6. A room in the Hotel is rented for nights.
7. If the Guest does not specify the length of stay when renting the room, it is assumed that the room has been rented for one night. Check-in starts at 3.00 pm and ends at 11.00 am the following day.

§ 2

1. If the guest wishes to extend their stay beyond the period indicated on the day of arrival, they must report it to the reception by 10.00 am on the day on which the room rental expires.
2. The Hotel will take into account the request to extend the stay as far as possible.
3. Staying in a room after 11.00 am is considered an extension of the stay. If the Guest leaves the room by 3.00 pm, they will be charged PLN 20.00 per hour. If they leave their room after 3:00 pm, they will be charged for a full night.
4. In the absence of an agreement with the Hotel to extend the stay, the Hotel reserves the right to transfer the Guest's belongings to the luggage storage.

§ 3

1. The basis for the conclusion of a contract for hotel services is the presentation of a passport or national identity card of a Member State of the European Union, providing the personal data specified in the Check-in Card and signing the completed Card at the Reception.
2. The hotel guest may not transfer the room to any other people, even if the period for which they have paid has not expired.
3. People not checked into the Hotel may stay in the hotel room from 7.00 am to 10.00 pm.
4. The Hotel may refuse to accommodate a Guest who, during a previous stay, has grossly violated the hotel regulations causing damage to the property of the hotel or Guests, or injury to Guests, hotel employees or other persons staying at the hotel or otherwise disrupted the peaceful stay of Guests or the operation of the hotel.

§ 4

1. In the event of complaints about the quality of service, the Guest is requested to report them to the reception as soon as possible, which will enable the hotel to respond immediately.
2. The hotel is required to provide:
 - a) conditions for full and comfortable rest of the Guest,
 - b) security of the stay, including the security of maintaining the confidentiality of Guest information,

- c) professional and courteous service within all services provided,
- d) cleaning of the room on a daily basis and carrying out the necessary repairs of the facilities in the absence of the Guest, and in their presence only if they wish so,
- e) technically sound service; in the event of defects that cannot be remedied, the hotel will endeavour, where possible, to swap rooms or otherwise alleviate the inconvenience.

§ 5

1. At the Guest's request, the hotel provides the following services free of charge:
 - a) providing stay/travel related information,
 - b) wake-up call at the time set,
 - c) storage of money/valuables during the Guest's stay at the hotel,
 - d) storage of luggage, the hotel may refuse to accept the storage of luggage on dates other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage,
 - e) making bookings at other hotels.
2. The hotel reserves the right to refuse to accept large sums of money, items of high value and/or exceeding the storage capacity of the hotel storage as hotel deposits.

§ 6

1. The hotel is liable for loss of or damage to items brought in by people using its services to the extent specified in the provisions of Articles 846-851 of the Civil Code, unless otherwise agreed by the parties.
2. The hotel guest should notify the hotel reception of the damage as soon as it is discovered.

§ 7

1. The hotel's liability for the loss of or damage to money, securities, valuables or objects having scientific or artistic value is limited. If these items are not put for safekeeping at the reception.
2. In the event of loss of or damage to the items referred to above, the provisions of the Civil Code apply.

§ 8

1. Silence is enforced in the hotel from 10.00 pm until 6.00 am the following day.
2. The behaviour of Guests and those using the hotel's services should not disturb the peaceful stay of other Guests. The hotel may refuse to continue to provide services to a person who violates this principle.

§ 9

1. Each time the Guest leaves the room, they should check if they locked the door, turn off the taps, switch off the TV, turn off the light, disconnect any chargers and leave the key at the reception, the reception will issue the key on the basis of the check-in card. The hotel reserves the right to charge a one-off fee of PLN 100 for lost or damaged keys.
2. The Guest is financially responsible for any damage or destruction of furnishings and technical equipment of the hotel caused by them or their visitors.
3. For fire safety reasons, it is prohibited to burn candles in the hotel rooms and to use heaters, irons and other electrical appliances not included in the room furnishings. This does not apply to chargers of computers and telephones – remove the charger from the electrical socket after charging the devices. Do not charge equipment on bedding due to the risk of fire.
4. It is forbidden to bring and store dangerous goods, weapons, ammunition, flammable materials, explosives and illuminating materials on the premises of the Hotel, with the exception of officers of the uniformed services, as well as other state armed formations who are entitled by law to bring them in.

5. The hotel reserves the right to inspect rooms once every 24 hours to ensure maximum comfort and safety for Guests.
6. The hotel has 24-hour video surveillance. Recordings are kept for 7 days. The legal basis for processing the image of people covered by video surveillance is the legally justified interest pursued by INTERFERIE S.A. The Hotel does not have the right to disclose the image of the Guests, except on the express order of authorities authorised to do so.
7. The hotel does not accept pets – dogs and cats etc. Only assistance dogs are allowed at the Hotel. Owners of assistance dogs staying at the Hotel are required to have a current vaccination certificate and a certificate confirming the dog's status with them. Owners of assistance dogs are responsible for their dogs remaining quiet and not disturbing other Guests. Assistance dogs should be equipped with a harness and walked under the supervision of their owner or an authorised person. Assistance dogs may come into catering halls. Owners of assistance dogs are obliged to clean up any waste left by the dog in and around the Hotel. For safety reasons, cleaning of rooms where assistance dogs stay takes place only in the presence of the owner or when the assistance dog is not in the room. If you leave your pet alone in the room, please leave a suitable hanger on the handle, on the outside of the door.

§ 10

1. Personal belongings left by the departing Guest in the hotel room will be returned to the address designated by the Guest at their expense. In the absence of such an instruction, the hotel will store these items for 12 months.
2. Smoking tobacco products and electronic cigarettes is strictly prohibited on the Hotel premises, including in hotel rooms and on balconies. In the event of a breach of this prohibition, the hotel Guest is obliged to cover the costs of removing the odour from the premises in the amount of PLN 500, which will be added to the hotel bill.

§ 11

1. The hotel complies with and applies the regulations in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC.
2. The Hotel is not responsible for photographs taken at the Hotel and made available online by members of the public not connected with the Hotel.
3. In accordance with the provisions of the Act of 28 July 2023 on the protection of minors (LEX Kamilek), Article 22 c, paragraph 2, item 2, we inform you that the use of the Internet by minors is only permitted under the supervision of a guardian. Please ensure that minors use the Internet in a safe and responsible manner, in accordance with current legislation designed to protect them from inappropriate content and online risks.