

HOTEL RULES AND REGULATIONS

as on 21^h of July 2023

§ 1

1. INTERFERIE S.A. seated at 41 Chojnowska Street, 59-220 Legnica (hereinafter referred to as "the Hotel") is the owner and administrator of Interferie Aquapark Sport Hotel Malachit in Świeradów-Zdrój.
2. The Rules and Regulations shall specify a range of services, scope of responsibility, staying terms and conditions at the Hotel premises and shall be an integral part of an agreement concluded by signing a Guest Card as well as conducting implicit operations, in particular by making a booking and/or paying an advance payment or entire payment for stay at the Hotel. By performing the operations listed in the previous sentence, Guests shall confirm reading and approving the Rules and Regulations.
3. The Rules and Regulations shall be available for inspection at the Hotel Reception Desk and on the following website: www.interferie.pl/malachit.
4. The Hotel shall provide accommodation, catering, conference and other services in line with the profile of its business activity, category and standard.
5. The specification of its services, in particular room details and their price list can be found on the Hotel website www.interferie.pl/malachit.
6. Rooms at the Hotel shall be rented per night.
7. If Guests did not specify the length of stay when renting their room, it is assumed that the room was rented for one day (24 hours). The Hotel check-in shall be from 3.00 PM on arrival and the Hotel check-out - by 11.00 AM on departure.

§ 2

1. If Guest wish to extend their stay beyond the time specified on arrival, they should report it at the Hotel Reception Desk by 10.00 AM in the day when the room rental expires.
2. The Hotel shall fulfil their wish to the best of its capability.
3. Staying in the room upon 11.00 AM shall be treated as an extension of stay. In case Guest leave the room prior to 3.00 PM, an extra payment of PLN 20.00 per hour shall be charged. If they leave the room upon 3:00 PM, a full night's payment shall be charged.
4. If no arrangements are made with the Hotel in order to extend the stay, the Hotel shall reserve the right to transfer Guests' belongings to the luggage storage room.

§ 3

1. In order to conclude an agreement for the Hotel services, Guests are required to provide their Passport or National Personal Identity Card issued in a Member State of the European Union, make available their personal data specified in the Residence Card and sign the completed Card at the Hotel Reception Desk.
2. The Hotel Guests may not pass their room to other persons, even if the paid period has not expired.
3. Persons without registration of residence at the Hotel may stay at the Hotel from 7.00 AM to 10.00 PM.
4. The Hotel may refuse to admit Guests who during their previous stay grossly violated the Hotel regulations causing damage to the Hotel / other Guests' property or personal injury to other Hotel Guests, staff or any other persons staying at the Hotel or otherwise disturbed the peaceful stay of other Guests or the Hotel operation in general.

§ 4

1. In case any reservations regarding the quality of services are made, Guests are asked to report them to the Hotel Reception Desk as soon as possible, which will let the Hotel to react immediately.
2. The Hotel shall be required to provide:
 - a) adequate conditions for Guests' full and unrestricted rest,
 - b) security of Guests' stay, including keeping information about them secret,
 - c) professional and courteous attendance in all the services provided,
 - d) daily cleaning of the Hotel room and making any necessary repairs to the equipment while Guests are absent or when they are present but only when they allow for such cleaning / repairs,
 - e) technically efficient servicing; in case of any faults which cannot be eliminated, the Hotel shall make all its endeavours to provide Guests with another room or otherwise alleviate all inconveniences.

§ 5

1. On request, the Hotel provides Guests with the following free-of-charge services:
 - a) provision of information related to their stay and travel,
 - b) waking them up at the time appointed,
 - c) safekeeping of money/valuables during Guest's stay at the Hotel,
 - d) storage of baggage, however the Hotel may refuse to accept such storage beyond Guest's stay or items having no characteristics of personal baggage,
 - e) making bookings at other hotels.

2. The Hotel shall reserve the right to refuse to accept large amounts of money, items of high value and/or exceeding the Hotel deposit facilities.

§ 6

1. The Hotel shall be liable for loss or damage to property brought in by persons making use of its services to the extent specified in Article 846-851 of the Civil Code, unless the Parties agreed otherwise.
2. Guests should notify the Hotel Reception Desk of any damage occurring as soon as it is ascertained.

§ 7

1. The Hotel's liability for loss of or damage to money, securities, valuables or items of scientific or artistic value shall be limited if these items are not placed at the Hotel Reception Desk deposit.
2. In case of loss or damage to the items referred to above, compensation shall not exceed the amount calculated in line with the provisions of the Regulation of the Minister of Justice of 14 November 1964 on the limitation of the liability of persons commercially running hotels or other similar establishments (Journal of Laws of 1965, no. 1, item 20, as amended).

§ 8

1. The Hotel's quiet night hours shall be from 10.00 PM to 6.00 AM on the following day.
2. The behaviour of Guests and persons benefitting from the Hotel services should not interfere with the peaceful stay of other Guests. The Hotel may refuse to continue providing its services to any person who violates this rule.

§ 9

1. Every time when leaving the Room, Guests should check the door lock and leave their key at the Hotel Reception Desk which gives it back upon presentation of the residence card.
2. Guests bear financial responsibility for any damage or destruction of the Hotel equipment and technical units arising from their fault or their visitors' fault.
3. For reasons of fire safety it is forbidden to smoke candles and use heaters, irons and other electrical devices which are not part of equipment in the Hotel rooms. This rule shall not apply to computer adapters and telephone power chargers.
4. It is forbidden to bring in and store dangerous goods, weapons, ammunition, flammable, explosive and illuminating materials at/to the Hotel (except for the uniformed services and other national armed formations who are entitled to bring them in by law).
5. The Hotel shall reserve the right to inspect the rooms every 24 hours to ensure the maximum comfort and safety of all Guests.
6. Some public areas at the Hotel shall be monitored.
7. The Hotel shall accept small and medium-sized (up to 20 kg) pets - dogs and cats - in some of its rooms. Such pets may stay at the Hotel upon prior approval of the Hotel granted during the booking process and shall be subject to additional charges - in line with the current price-list (except for assistance dogs). Pet owners staying at the Hotel shall be required to hold the current vaccination certificate of their pets. Pet owners shall be liable for keeping them quiet and not disturbing other Guests. Dogs must be led out on a leash and in a muzzle under the supervision of their owner or any authorised person. Pets (except for assistance dogs) may not be brought into eating and catering areas. Pet owners shall be obliged to clean any waste left by their animals at and within the Hotel. The Hotel may refuse to accept animals: dogs found at the list of dog breeds, reptiles, amphibians, arthropods, rodents and other animals considered dangerous by the Hotel management. For safety reasons, the Hotel rooms where pets are present shall only be cleaned in the presence of their owner or when they are absent in these rooms. If Guests leave their pet alone in the room, they shall be requested to leave an information tag on the outside door handle.

§ 10

1. Personal belongings left by Guests in any Hotel room shall be sent at their expense to the address provided by them. If not requested to do so, the Hotel shall store these items for 3 months and then hand them over to charity or dispose of them.
2. Within the Hotel premises, including all its rooms and balconies, smoking tobacco products and electronic cigarettes shall be strictly prohibited. In case of a breach of this prohibition, Guests shall be obliged to cover costs of room de-aromatisation in the amount of PLN 500 added to their hotel bill.