

## **HOTEL TERMS AND CONDITIONS**

1. These Terms and Conditions define the rules for the provision of services, liability, and staying on the premises of the Hotel, as well as the Restaurant forming part of the Hotel.
2. These Terms and Conditions apply to all persons staying on the Hotel premises ("Guests").
3. The Terms and Conditions are available for inspection at the hotel reception and on the Hotel's website.
4. These Terms and Conditions constitute an integral part of the agreement concluded upon making a reservation, paying a deposit or the full amount for the stay, as well as signing the registration card and settling payment for additional services provided by the Hotel. By choosing to use the Hotel's services, the Guest confirms that they have read and accept these Terms and Conditions.
5. The Child Protection Standards constitute an integral part of these Terms and Conditions and are available on the Hotel's website and at reception. By accepting the Terms and Conditions, the Guest confirms that they have read and agree to comply with the Child Protection Standards.
6. Hotel rooms are rented on a daily basis. The hotel day lasts from 3:00 PM to 12:00 PM (noon) the following day.
7. Requests to extend the hotel day (early check-in before 3:00 PM or late check-out after 12:00 PM) should be reported at reception immediately after arrival. The Hotel does not guarantee free extension of the hotel day. Failure to report such a request and leaving belongings in the room after 12:00 PM will be treated as an automatic extension for the next day. If no rooms are available, the Guest's belongings will be stored by the Hotel.
8. The Hotel reserves the right to refuse extension of the hotel day in case of violation of these Terms and Conditions or failure to settle previous payments in full.
9. The Hotel also reserves the right to refuse extension due to lack of room availability.
10. The Hotel reserves the right to accommodate only adults. In individual cases, minors over 16 years old may stay independently only with prior approval from Hotel management. This does not apply to organized tour groups.
11. The Guest renting a room is required to present a photo ID at check-in for identification purposes, complete the registration card, and sign it. If the Guest refuses to present an ID or sign the registration card, the Hotel may refuse check-in.
12. The Hotel may refuse to accept a Guest who, during a previous stay, grossly violated the Terms and Conditions, caused damage to Hotel or Guest property, violated personal integrity of Guests or staff, or otherwise disrupted the peaceful stay or operation of the Hotel.
13. The Hotel may refuse to accept any Guest who, in the opinion of the staff, poses a threat to the safety, health, life, reputation of other Guests, staff, or the Hotel.
14. The Hotel reserves the right to refuse shortening of a stay specified in a reservation, especially in the case of non-refundable bookings or when the request is made after the deadline specified in cancellation terms.
15. If a reservation is not canceled within the specified deadline or the Guest does not arrive, the Hotel will charge for the first night. In the case of non-refundable bookings, the full stay will be charged. If the card cannot be charged or pre-authorized, the Hotel reserves the right to cancel the reservation.

16. These fees are compensatory and constitute compensation for lost benefits resulting from late cancellation, resignation, or no-show. If the Guest resigns during a hotel day, the fee for that day is non-refundable.
17. Payment for the stay will be collected or secured in full no later than at check-in, unless otherwise agreed in writing.
18. The Hotel reserves the right to collect a deposit equal to the total stay (for cash payments) to cover potential damages. The deposit may be paid in cash or via card pre-authorization. It will be refunded/released after room inspection.
19. To receive an invoice, the Guest should inform reception no later than at check-in. Requests made later will result in a fiscal receipt being issued.
20. From April 1, 2026, invoices for services will be available to Polish clients via the KSeF system. Foreign clients will receive invoices via email.
21. For safety reasons, Guests with mobility issues should inform the Hotel at check-in about the need for assistance in case of evacuation.
22. The Guest may not transfer the room to others, even if the stay has been paid for. Unregistered visitors may stay in the room between 7:00 AM and 10:00 PM.
23. The Hotel provides unguarded outdoor and underground parking. Parking spaces are not reserved.
24. Minors must remain under the constant supervision of legal guardians, who are financially responsible for any damage caused by them.
25. The Guest is responsible for any damage, destruction, or loss of Hotel property caused by them or their visitors, according to the current price list. Items not listed will be individually priced. The Hotel reserves the right to charge the Guest's card after departure.
26. For fire safety reasons, using non-hotel electrical devices in rooms is prohibited (except chargers and power supplies). Guests should turn off taps and close doors and windows when leaving the room.
27. The Hotel has a statutory lien on items brought in by the Guest in case of unpaid dues.
28. The Hotel is liable for loss or damage to items brought in by Guests within the limits of applicable law (Articles 846–849 of the Civil Code). Guests should report damage immediately. Liability for money, securities, and valuable items is limited unless deposited. The Hotel may refuse to store such items if they pose risks, are too valuable, or too large.
29. Guests must report any damage immediately upon discovery.
30. The Hotel is not responsible for damage or loss of vehicles, items left inside them, or live animals, regardless of parking location.
31. Personal belongings left in rooms will be returned at the Guest's expense to the indicated address.
32. If no instructions are given, items will be stored for one year at the owner's expense and then become Hotel property. Perishable items are not stored.
33. Claims for damages expire after six months from awareness of the damage, and no later than one year after the Guest stops using Hotel services.
34. The Hotel provides services according to its category and standard. Complaints should be reported immediately to reception.

35. Guests have the right to submit complaints regarding service quality. Complaints should be submitted promptly after noticing deficiencies.
36. In the Restaurant, it is strictly prohibited to:
- take food or drinks from breakfast outside the restaurant,
  - consume own food and beverages (except water),
  - enter or stay in bathrobes, pajamas, or swimwear.
37. The Hotel does not sell alcohol to minors, intoxicated persons, or those under the influence of substances. It also does not sell caffeinated or taurine drinks to minors.
38. To receive an invoice for restaurant services, Guests must inform staff before the receipt is issued. Entering the Restaurant implies acceptance of these Terms and Conditions.
39. Pets are allowed for an additional fee according to the price list. Owners must ensure pets do not pose a threat and must clean up after them. Additional cleaning costs may apply.
40. Pets must be kept on a leash or in carriers in all public areas and outdoor spaces. They may not move freely in common areas.
41. Guests traveling with pets must inform the Hotel at the reservation stage or at check-in and provide a contact number.
42. Pets must stay on the floor near the Guest's table and are not allowed on furniture. They are not permitted in food service areas. Guide dogs are exempt and may access all areas available to the Guest.
43. Smoking (including e-cigarettes, heated tobacco, vaporizers, etc.) is strictly prohibited except in designated areas. Violation results in a PLN 500 deodorization fee. If a fire alarm is triggered, the Guest will bear the cost of fire brigade intervention.
44. Dangerous items (weapons, ammunition, flammable, explosive materials) are prohibited in rooms.
45. Quiet hours apply from 10:00 PM to 6:00 AM. Guests must not disturb others. The Hotel may refuse entry to non-guests and prohibits solicitation and door-to-door sales.
46. Common areas, entrances, and parking are monitored by video surveillance (image only). Data may be shared only with authorized entities and is stored for up to 30 days, after which it is overwritten. Monitoring is conducted to ensure safety, based on legitimate interest under Article 6(1)(f) GDPR.