

The management and staff of Mazowsze Medi SPA will highly value your cooperation in complying with the regulations, which is intended to ensure the peace and safety of all our guests.

1. During checking-in, a Guest is obliged to present to the reception staff a document with a photo confirming the Guest's identity. In the event of refusal to present a document, the receptionist may refuse to issue a room key.
2. Rooms are rented for days. The hotel day lasts from 2 p.m. of the rental day until 10:00 a.m. the following day.
3. If a Guest did not specify the length of stay at renting a room, it is assumed that the room was rented for one day.
4. The Guest should prolong the stay beyond the period indicated on the day of arrival at the reception by 10:00 am on the day of the rental of the room expires. The facility will take into account the wish to extend the stay as long as possible.
5. The hotel guest cannot transfer the room to other people. Non-registered guests may stay in the room from 7:00 am to 10:00 pm.
6. In case of finding overnight guests in the a room, for which no appropriate fee has been paid, the representative of Mazowsze Medi SPA facility may charge a contractual penalty of 200% the fee in line with current price list.
7. Hotel rooms are cleaned every day except Sunday (unless a Guest wishes otherwise).
8. In accordance with the general rules adopted on the premises of Mazowsze Medi SPA, lights-out period applies from 10 p.m. to 6 a.m., excluding events organized by the premises, about which guests are informed.
9. The hotel guest bears the material and legal responsibility for any damage to objects, equipment and devices in the premises caused by their fault or their pet's fault, which the object accepts in designated rooms.
10. A guest should notify the Reception about a damage **immediately** after its detection.
11. For the sake of fire safety and comfort of Guests, the entire facility is **strictly non-smoking**. Designated places for smoking are: the terrace in front of the main entrance and the balcony by the cafe. Violation of this prohibition entails a fine of PLN 300, and if the Fire Brigade arrives due to the fault of the Guest, it is connected with charging operating costs of fire engines. In the rooms, it is forbidden to use heaters, irons and other appliances that are not permanent room equipment. It is also forbidden to use devices that may pose a threat to the health and life of guests.
12. When leaving a room, a guest should always make sure that the door was closed.
13. Mazowsze Medi SPA bears limited liability for loss or damage of items brought in by people using its services to the extent specified in the provisions of art. 846-852 the Civil Code, unless the parties have agreed otherwise.
14. Valuables, securities and items of scientific and artistic value should be deposited in the safe at the Reception Desk. The hotel is not responsible for leaving personal items in a not locked locker by the pool.
15. Mazowsze Medi SPA is not responsible for any damage or loss of a car, or another vehicle belonging to a guest.
16. **Orders for the ordered treatment can be cancelled no later than 8 hours before the planned date of treatment, otherwise a guest will be charged 50% for the unused treatment.**
17. In the case of violation of the provisions of the regulations, the hotel may refuse to continue providing services to a person who violates them. Such a person is obliged to immediately adapt to the prevailing rules at the facility, settle the amount due, pay for any damages and leave the facility.
18. The hotel may refuse to accept a Guest who grossly violated hotel regulations during their previous stay.
19. Personal belongings left by a leaving guest in a hotel room will be kept for 3 months from the date of departure. After that period, if you do not send us instructions regarding the things left behind, the property will provide them for charitable purposes or for public use.
20. The regulations are an integral part of services contracts provided by Mazowsze Medi SPA facility.