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# HERBARIUM

HOTEL & SPA



## HOTEL REGULATIONS

The Hotel Management will be very grateful for your cooperation in complying with these rules and regulations, which are intended to ensure the peace and security of the stay of all our guests. For any additional information, please contact the 24-hour hotel reception at telephone number 52 30 77 000 (ext. 100)

### §1

1. These terms and conditions set out the basic rules for the provision of hotel and catering services, liability and stay on the Hotel's premises and are an integral part of the contract concluded between you and the Hotel, which is concluded by signing the registration card or making a reservation and/or paying a deposit or the entire amount due for your stay at the Hotel. By performing the actions mentioned in the previous sentence, the Guest confirms that he/she has read and accepts the terms and conditions of the regulations. Acceptance of these terms and conditions is tantamount to acceptance of the other Hotel rules, regulations and recommendations in force, which are made available to all visitors and Guests in the facility and on the Hotel's website, • [www.herbariumhotel.pl](http://www.herbariumhotel.pl).
2. The rules and regulations apply to all people staying at the Herbarium Hotel & SPA\*\*\*\*.
3. The regulations are available for inspection at the hotel reception and in each room.

4. On the basis of the applicable legislation and for the purposes detailed in the Privacy Policy of the Herbarium Hotel & SPA\*\*\*\* facility in Chomiąza Szlachecka, the hotel is subject to video surveillance and telephone call recording. Your data is collected only for the purposes shown in the applicable privacy policy, in a way that does not violate the personal rights of the guests, including the right to image or telecommunications secrecy. Data collected and processed in this way is stored by the Hotel for a period not exceeding 60 days. Detailed information on the grounds and methods of processing of personal data by the Hotel is contained in the current Privacy Policy, available for inspection by Guests at the hotel reception or on the Hotel's website, [www.herbariumhotel.pl](http://www.herbariumhotel.pl) under Privacy Policy.

## §2

1. Check-in time is from 16.00 to 11.00 the following day.
2. If the Guest does not specify the duration of his/her stay when renting the room, it is assumed that the room was rented for one day.
3. At the time of check-in at the Hotel, the Guest is obliged to pay for the entire stay and services included in his/her existing reservation. In the event of early cancellation due to reasons attributable to the Guest, the fee for the duration of the unused stay is non-refundable - the lack of the right to withdraw in the case of Guests who are consumers results from the wording of Article 38(12) of the Consumer Rights Act.
4. If the Hotel Guest wishes to extend his/her stay beyond the period indicated on the day of arrival, he/she should notify the reception desk by 10:00 a.m. of the day on which the room rental period expires.
5. The Hotel will accommodate requests to extend the stay as far as possible. The Hotel reserves the right to refuse to extend the stay, in particular in the event of a lack of available rooms or if Guests do not comply with these regulations.
6. Extension of a hotel night is charged. Detailed information on charges for extending a night is available at the hotel reception.
7. In the event that the Guest does not inform the reception desk about his/her wish to extend the hotel stay on the specified date or does not leave the hotel room by 11:00 a.m. in a situation where the request to extend the stay cannot be taken into account, the Hotel reserves the right to charge the Guest the equivalent of the room rental cost for the next night.
8. The Guest's check-in is based on presenting an identity document with a photograph at the reception and signing the check-in card.
9. Should the Guest wish or need to receive an invoice for their stay, they are obliged to inform the receptionist prior to payment and provide all the necessary details for the invoice.
10. The hotel guest may not independently transfer the room to a third party.
11. Persons not checked in at the Hotel or not included in the reservation may stay in the hotel room from 7:00 a.m. to 10:00 p.m. After 10:00 p.m., Guests are required to check in additional persons staying in their rented hotel room. The obligation to register additional persons is incumbent on the Guest who has rented the hotel room and entails incurring relevant charges for the stay, in accordance with the applicable price list of services. The Hotel Guest accepting unregistered or non-reserved persons in the room is responsible for their actions, including any damage caused, as if they were their own. .

12.The hotel may refuse to admit a Guest who, during a previous stay, has grossly violated the hotel regulations causing damage to hotel property or the Guests or damage to the Guests, hotel employees or other persons staying at the hotel, or who has otherwise disturbed the peaceful stay of the Guests or the operation of the hotel.

13.The stay packages prepared and offered, which may be purchased and redeemed by Guests, are not subject to modification with regard to the services contained therein. The Hotel reserves the right to change the content of the packages in exceptional situations, of which it is obliged to immediately inform the Guests implementing the package.

### §3

1.The hotel provides services according to its category and standard. If you have any concerns about the quality of service, please report them to reception as soon as possible so that we can respond promptly.

2. The hotel is obliged to provide:

- a. conditions for full and unhindered relaxation, ,
- b. safety of your stay and protection of your personal data,
- c. professional and courteous service in all the services provided by the hotel, ,
- d. cleaning of your room and carrying out necessary repairs of equipment while you are away,
- e. clean the room and carry out any necessary repairs to the facilities when the Guest is not present and only when the Guest requests it, keep the room free of technical faults and ready to accommodate the Guest, in case of there are faults that cannot be remedied, the hotel will make every effort to- if possible, change the affected room or otherwise alleviate the inconvenience.

3. At the Guest's request, the Hotel provides the following services free of charge:

- a. providing information related to the stay and travel,
- b. wake-up call at the time indicated by the Guest,
- c. storage of luggage of Guests registered at the hotel,
- d. the possibility of storing money and valuables in the hotel safe, although the Hotel reserves the right to refuse to accept high-value items, large sums of money, items that pose a threat to security and bulky items that cannot be placed in the hotel safe deposit box.

4.The daily cleaning of the rooms takes place between 9 a.m. and 4 p.m. In the case of a Guest with a pet, the daily cleaning takes place at the times indicated by the Guest, with the owner ensuring proper care of the pet for the cleaning timea.

5.The Hotel stipulates that if the Guest leaves a do not disturb tag on the entrance door to the room for more than 24 hours and the Guest cannot be contacted, the floor service department will be entitled to open the door and enter the room by commission.

6.The hotel shall not be liable for loss of or damage to items brought in by persons using its services within the scope of the provisions of Article 846-849 of the Civil Code, unless otherwise agreed by the parties.

7.The liability of the hotel for loss of or damage to money, securities, valuables or objects of scientific or artistic value is limited if such objects are not deposited at the reception.

8.For the comfort of all Guests visiting the Hotel, it is forbidden to bring pets into the restaurant and Wellness & Spa area. Guests accompanied by a pet may use the services of the Verbena restaurant by choosing available seats in the fireplace room, located opposite the entrance to the restaurant, or on the terrace.

9. Guests should notify the hotel reception of any damage as soon as it is discovered.
10. The hotel is not responsible for damage to or loss of a car or other vehicle belonging to the Guest.
11. Każdorazowo opuszczając pokój Gość powinien sprawdzić dokładne zatrzaśnięcie drzwi wejściowych.
12. Each time the Guest leaves the room, he/she should check the exact locking of the entrance door. Hotel room doors are secured with magnetic locks operated by cards programmed and issued at the reception during check-in. For the safety of our guests, in the event of loss of the card, the guest is requested to immediately report this to the hotel reception. The reception has the possibility to make a duplicate magnetic card and block the lost card. At the end of the stay, the Guest is obliged to return the key (card) received to the hotel reception.

#### §4

1. The hotel has a curfew from 10 pm to 6 am.
2. For reasons of fire safety, the use of heaters, electric irons, candles and other similar appliances that are not hotel room equipment is prohibited in the rooms.
3. Personal belongings left by the departing Guest in the hotel room will be sent back only at the express request of the Guest, to the address provided and at the Guest's expense. If no such instruction is received, the Hotel will store the left items for a maximum period of 3 months. Perishable items (food, cosmetics, medicines) will be stored after the Guest's departure for a maximum of 48 hours.
4. Hazardous goods - weapons and ammunition, flammable, explosive and illuminating materials - may not be stored in hotel rooms.
5. The hotel guest shall be held financially liable for any damage or destruction of the hotel's furnishings and technical equipment caused by him, his companions or visitors.
6. For safety reasons, it is prohibited to park cars in the courtyard. In the event of non-compliance with the prohibition, the Hotel will charge the owner of the vehicle a fine of 300 PLN for each day of parking.
7. If there is biological soiling in the hotel room, the Hotel Guest will be charged PLN 500 to cover the cleaning costs. In the case of special biological soiling, the cost is calculated individually.
8. Smoking and/or heating of tobacco is strictly prohibited in the Hotel, including smoking and/or heating of novelty tobacco products and smoking and/or heating of electronic cigarettes (except in designated areas). For violation of the smoking ban, Guests are required to pay an additional fee of PLN 500 for cleaning and ozonation of the room..
9. The hotel is a pet-friendly venue. In the case of Guests using the services in the company of pets, the provisions of the Hotel's rules of stay with animals are binding. A fee is charged for the stay of a pet in a hotel room in accordance with the current price list available at the hotel reception. If you fail to register your pet in the hotel room despite its presence in the room, the hotel reception will automatically charge a fee of 200 PLN per day per pet.
10. The Hotel is not responsible for photos taken in the facility and made available online by outsiders not connected with the Hotel.



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## TERMS AND CONDITIONS FOR STAYS WITH ANIMALS IN THE HERBARIUM HOTEL & SPA\*\*\*\*

When going to the Herbarium Hotel & SPA\*\*\*\* , you do not have to leave your pets at home. When booking your stay at our hotel, please let us know if you would like to come with your pet. There will be a bed, a bowl and treats waiting for your furry friends in your room.

For your comfort and the comfort of our hotel guests, we kindly ask you to read and adhere to these terms and conditions. For any additional information, please contact the 24-hour hotel reception at telephone number:  
52 30 77 000 (ext. 100).

On behalf of the Hotel management, we would like to thank you for adhering to the following terms and conditions, especially as the regulations serve to ensure the comfort and safety of all Hotel guests.

## §1

### Basic information

1. These Terms and Conditions set out the basic rules for the provision of services to Guests travelling with animals, liability and the presence of animals on the premises of the Hotel and are an integral part of the generally applicable Hotel Regulations and the contract concluded between you and the Hotel, which is concluded by signing the check-in card or making a reservation and/or paying a deposit or the entire amount due for the stay at the Hotel. By performing the actions mentioned in the previous sentence, the Guest confirms that he/she has read and accepts the terms and conditions of the Regulations.

2. The Terms and Conditions apply to all persons staying with animals on the premises of Herbarium Hotel & SPA\*\*\*\* in Chomiąza Szlachecka (hereinafter referred to as: Hotel).

3. The Terms and Conditions are available for inspection at the reception of the hotel and in each room, as well as on the Hotel's website under: Hotel Regulations.

## §2

### Conditions for accommodating animals at the hotel

1. The basic condition for the stay of animals at the Hotel is that the Guest declares his/her intention to use the hotel services with the pet at the time of booking. .

2. The owner of the animal is obliged to have the animal's current vaccination booklet and present it for inspection upon request of the Hotel staff;

3. The Hotel reserves the right not to allow the pet to use the Hotel's services in the event of:

- a) there is no availability of rooms designated for the stay with animals,
- b) animals commonly regarded as dangerous or aggressive (in accordance with generally applicable laws, including, with respect to dogs, the Regulation of the Minister of Internal Affairs and Administration of 28 April 2003 on the list of dog breeds regarded as aggressive), as well as reptiles and arachnids;
- c) no up-to-date vaccination booklet for the animal and/or refusal to show it to the Hotel staff;

4. The owner of the animal is obliged to bring accessories for its safe stay and the safety of other guests, such as a leash, collar, muzzle, cage, etc., appropriate to the needs of the animal, its size and temperament, as well as pet food to feed the animal during its stay at the facility;

## §3

### Payment

1. A fee is charged for the stay of each pet in the hotel room, according to the current price list available at the Hotel Reception. If a pet is not registered in the hotel room despite its presence in the room, the Hotel will charge a fee of PLN 200 per day per pet.

2. Part of the Hotel's income generated from the fee referred to in paragraph 1 is allocated to the animal shelter "Schronisko dla Bezdomnych Zwierząt Przyborówko".

§4  
Responsibility

1.The owner of the animal is responsible for any damage and pollution caused by his/her animal and is obliged to cover all costs related to it. Any damage to the Hotel property or the property of other Guests using the Hotel's services caused by the animal will be assessed by the Hotel Management and the costs will be charged to the animal owners.

2.It is prohibited to let animals run free in the Hotel. Animals must be walked on a leash, under the supervision of the owner or an authorised person.

3.In the event that an animal left in the room disturbs other Guests, damages Hotel property or may cause a situation of danger to itself or other Guests, the Hotel Management will immediately contact the owner in order to resolve the problem. If it is not possible to contact the owner of the animal or if the owner disregards the situation, the Hotel reserves the right to call the relevant services and, if the animal is left in the hotel room, to open the occupied room in which the animal is located and transfer the animal to the nearest animal shelter. All costs resulting from the above actions shall be borne by the owner of the animal.

§5  
Other provisions concerning the stay of animals

1.For safety reasons, cleaning of the room where the animal is staying takes place only when the owner is present. Please contact the staff to arrange a convenient time.

2.Dog owners are required to clean up any waste left by their dogs in the Hotel's surroundings. Droppings bags are available in the park area.

3.Cat owners are obliged to have a litter tray with sand and to empty it.

4.For the comfort of all guests visiting the Hotel, it is prohibited to bring pets into the restaurant and Wellness & Spa area. Guests accompanied by a pet may use the services of the Verbena restaurant by choosing available seats in the fireplace room, located opposite the entrance to the restaurant, or on the terrace.

*These Terms and Conditions shall come into effect on: 30.11.2022 and forms an integral part of the Hotel Regulations of the Herbarium Hotel & Spa \*\*\*\*.*

Hotel management