

## **LARIS HOTELS TERMS & CONDITIONS**

### **§1 SUBJECT OF THE TERMS AND CONDITIONS**

1. The Terms and Conditions define the rules of providing services, liability and stay on the premises of the property and are an integral part of the contract, which is agreed upon by signing a registration card, as well as by making a reservation or paying the advance or the whole amount for staying in the property. By doing so, the Guest confirms that they have read and accept the Terms and Conditions.
2. The Terms and Conditions apply to all persons staying at the Laris Hotels Group premises.
3. The Terms and Conditions are available at the reception and at Laris Hotels Group webpage <https://www.larishotels.com/>

### **§2 CHECK-IN AND CHECK-OUT TIME**

1. A rooms are rented for nights.
2. Check-in time is 14:00, check-out time is 10:00 the next day.
3. Check in and check out time may vary due to room or offer chosen by the Guest. Actual room and offer availability is presented on Laris Hotels Group webpage <https://www.larishotels.com/>
4. The wish to extend the night i.e. an early check-in before 14:00 or a late check-out after 10:00, must be made at the stage of the booking. If such a request has not been made at the booking stage, it should be reported immediately upon arrival at the reception. The property does not guarantee the possibility of extending the night free of charge.
5. The accommodation reserves the right to refuse to extend the check in or check out time in the event of non-compliance with the Laris Hotels Group Terms and Conditions.
6. The accommodation also reserves the right to refuse to extend the check in or check out time in the event of lack of room availability.

### **§3 BOOKING AND CHECKING-IN**

1. The Guest renting the room is obliged: to present at the time of check-in valid document with photo as a confirmation of Guest's identity, to complete and sign the registration card presented by the reception team.
2. If the Guest refuses to present a valid document with a photo, the property managed by the Laris Hotels Group may refuse to check in the Guest.
3. Persons who are not registered at the property may stay in a room from 7:00 to 22:00.
4. The property may refuse to check in the Guest who during the previous stay has grossly violated the Terms and Conditions, in particular by causing damage or property of Guests, damage to the Guest, employees or other people staying in the property.
5. The accommodation may refuse to check in the Guest who, in the opinion of the team threatens the safety, health, life, image of other Guests, employees and the Laris Hotel Group (the brand).

6. In order to extend or shorten the Guest's stay (specified in Guest's reservation) the Guest is obliged to report a change to the third party by which the reservation was made.

7. If the reservation was made directly at the accommodation, the request to extend or shorten the stay outside the period specified in the reservation should be reported:

a) prior to arrival: in a written form sent to the email address of the Laris Hotel Group, in which the Guest made

the reservation (information regarding the extension or shortening the stay should include the Guest's full name, date of arrival / departure and reservation number)

b) upon arrival at the property : reception

8. The accommodation reserves the right to refuse to extend the Guest's stay in the event of non-compliance by the Guest with the Laris Hotel Group Terms and Conditions and in the event that the full payment for the stay has not been settled.

9. The property also reserves the right to refuse to extend the Guest's stay in case of no room availability.

10. The property reserves the right to refuse to shorten the stay indicated in the Guest's reservation if the Guest's booking was a non-refundable offer, or if the request to shorten the stay was made when changes to the reservation were not possible due to cancellation conditions included in Guest's booking confirmation.

11. If the reservation is not cancelled in accordance with cancellation conditions or in the event the Guest does not arrive at the property , the property will charge the whole reservation fee.

12. In case of cancellation request during the Guest's stay, the property will not refund for the day, that started and next.

13. The property reserves the right to collect a deposit equal to the amount due for the entire stay plus 30% upon check-in (when paying in cash) to protect against possible damage.

14. The deposit may be paid in cash or by filling in by the Guest credit card authorization form.

15. The collected cash deposit will be returned and the pre-authorization on the Guest's credit card will be released upon check-out after the employee has checked the room.

#### §4 SERVICES AND ADDITIONAL SERVICES

1. The property provides services in accordance with its category and standard. In case of any objections regarding the quality of services, the Guest is asked to report them immediately at the reception, which will allow the reception team to react immediately.

2. The property is obliged to provide Guests with:

- services in accordance with the category and standard of the property,
- security of stay, including security of the Guest's personal data,
- professional and courteous service in the scope of all services provided in the property,

- cleaning the room and performing necessary repairs of the devices during the Guest's absence, or Guest's presence - only when they wish to have it carried out,

- technically efficient room; in the event of any defects, the accommodation will first try to remove them; if the defect cannot be removed, the accommodation will make every effort to change the room or to compensate the inconvenience.

3. Additionally, upon the Guest's request, the property provides the following services free of charge:

- providing with information related to the stay and the journey,

- waking up call at a specified time,

- storage of money and valuable items during the Guest's stay at the property, subject to section 6, law 4 of the Terms and Conditions,

- storing the Guest's luggage (the property may refuse to accept luggage for storage on dates other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage), unless the mandatory provisions of law preclude this,

- ordering a taxi,

- phone call package available from the tablet located at the reception desk,

- WiFi access at the property area

5. Upon request, Guests staying in a property with small children are provided with a free baby cot.

6. The property does not make reservations for parking spaces.

## §5 GUESTS' RESPONSIBILITY

1. Minors should be under constant supervision of their legal guardians while staying at the property premises.

2. Legal guardians are financially liable for any damage to property facilities and technical devices done by a minor over whom they are obliged to provide guardianship.

3. The property Guest bears full financial responsibility for any damage or destruction of the equipment and technical devices, caused by the fault or the fault of people visiting them.

4. The property reserves the right to charge the Guest's credit card after their departure for any damage caused, or in case the Guest has not paid for accommodation or other services.

5. In case of violation of the Laris Hotel Group Terms and Conditions, the property has the right to refuse to provide services to the person who violates them.

6. For safety reasons, each time the Guest leaves their room, they should close the taps, close the door and the windows.

7. Due to safety reasons, it is forbidden to use in the rooms heaters and other similar devices that do not constitute room equipment.

8. Due to the safety of Laris Hotel Group team and the Guests, the Guests traveling with pets are required to inform the reception at the reservation stage. If this information is not provided at the

booking stage, the Guest should inform the reception upon check-in. The property reserves the right to refuse to check-in the Guest traveling with an animal if the presence of an animal may violate the safety of the Laris team or Laris Guests.

9. The property has a statutory lien on items brought by the Guest to the property in the event of a delay in settling payment for the stay or failure to pay for the services rendered.

#### §6 PROPERTY RESPONSIBILITY

1. The property is liable for loss or damage of items brought by Guests using its services to the extent specified by the provisions of the Civil Code.

2. The Guest should put all valuables, important documents, money and other items of considerable value in the safe.

3. The property offers the option of placing these items in safe boxes at the reception, free of charge.

4. The property is liable for loss or damage of money, securities, valuables or objects of scientific or artistic value only if these items have been placed in safe boxes at the reception.

5. In the event of damage, the Guest should notify the reception team about the damage immediately after they have noticed it.

6. The property reserves the right to refuse to place in safe boxes the items of high value, substantial sums of money, objects threatening security and bulky objects, which cannot be placed in the holding space.

7. The property is not liable for damage and loss of a car or other vehicle belonging to the Guest, items left in it and live animals, regardless of whether these vehicles were parked in the car park or outside the property premises.

#### §7 RETURN OF ITEMS LEFT IN THE PROPERTY

1. Items of personal use, left in the property room by the Guest who has already checked out, will be sent to the address indicated by the Guest, at their cost.

2. In accordance with the Civil Code, if the Guest does not leave instructions to send back the items left in the property, the property will store the items at the owner's expense for one year. After that period these items will become the property managed by the Laris Hotels Group.

3. If it is not possible to call the Guest to pick up the item found in the property within 2 years from the day it was found, the item becomes the property of the finder.

4. Compensation for damages resulting from loss of items brought into the property shall expire one year from the date of cessation of using the property services by the Guest.

5. The property does not store food or medicine or any other items that might be easily broken or products with short best before date.

## §8 COMPLAINTS

1. Guests have the right to submit complaints in the event of noticing substandard quality of services provided.
2. All complaints are accepted by the property reception team.
3. The complaint should be reported immediately after having noticing the substandard quality of provided services.

## §9 ADDITIONAL PROVISIONS

1. The property allows pets. The pets are allowed on the premises with additional charge. The owner of the pet is obliged to keep it in such a way that it does not pose a threat to other Guests and property team.
2. The Guest is responsible for removing all waste and markings left by their pet on property premises. If, due to the presence of the pet in the property, it is necessary to provide additional cleaning service to the Guest's room or other property rooms, the Guest is obliged to cover the costs of such cleaning services.
3. Smoking is prohibited in the property and its immediate surroundings, except for the places designated for that purpose.
4. It is forbidden to smoke electronic cigarettes in property common spaces.
5. Non-compliance with §9 point 2 and 3 of the Terms and Conditions will result in receiving a fine up to 500 PLN.
6. In case of activating the fire alarm by the Guest the property will impose a fine on the Guest who has caused the alarm.
7. It is forbidden to store dangerous items in property rooms, such as weapons and ammunition, flammable, explosive and illumination materials.
8. It is forbidden to carry out personal selling on the premises of the property.
9. Guests should respect the night hours in the property between 22:00 - 07:00.
10. It is forbidden to make excessive noise on the property premises, cause unpleasant odours or do other things that disturb, harm or irritate other Guests of the property.
11. Guests are not allowed to make any changes to the property rooms and common spaces and their equipment, except for a slight rearrangement of furniture and equipment, that does not affect their functionality and safety of use.
12. Issues related to processing and protection of personal data are regulated in detail in the privacy policy.
13. The content of the Laris Hotels Group privacy policy is available at the reception desk and at the webpage [www.larishotels.com/polityka-prywatnosci](http://www.larishotels.com/polityka-prywatnosci).
14. All comments regarding privacy policy should be sent via email to [daneosobowe@lhg.com.pl](mailto:daneosobowe@lhg.com.pl) or in writing to: Laris Hotels Sp. z o.o., ul. Pawia 18A/10, 31-154 Kraków.