

LIV'INN APARTHOTEL REGULATIONS

Ensuring the comfort and safety of guests, the management of Liv'Inn Aparthotel (hereinafter referred to as the hotel) kindly asks guests to familiarize themselves with the hotel regulations, which have been created to ensure a comfortable and safe stay at Liv'Inn Aparthotel.

§ 1

SUBJECT OF THE REGULATIONS

1. These regulations define the scope and terms of service provision, the responsibilities of both parties, and the rules of stay at Liv'Inn Aparthotel. They form an integral part of the agreement concluded upon signing the registration card, as well as through making a reservation and/or paying a deposit or the full amount for the stay. By performing the aforementioned actions, the guest confirms that they have read and accepted the regulations.
2. The regulations apply to all persons staying at Liv'Inn Aparthotel.
3. The regulations are available for review at the hotel reception and on the website: www.livinn.pl/aparthotel.
4. The hotel reception serves as the guest's primary point of contact.

§ 2

HOTEL NIGHT

1. Hotel rooms are rented for hotel nights.
2. The hotel night lasts from 2:00 PM on the day of arrival until 11:00 AM on the day of departure.
3. Guests wishing to extend their stay beyond the period specified on arrival must inform the reception by 9:00 AM on the scheduled departure day. The hotel will accommodate the request subject to room availability and according to the current price list available on www.livinn.pl.
4. Early check-in and late check-out are possible depending on room availability and must be arranged with and confirmed by the reception.
5. Late check-out is subject to availability and must be arranged in advance with the reception.
6. The hotel reserves the right to refuse a guest's request for an extended stay if there is no room availability, payment has not been made for the previous stay, or the guest has violated the hotel regulations.
7. Failure to inform the reception about an extended stay, staying in the room beyond check-out time, or leaving belongings in the room will be considered an extension of the stay.
8. If a guest fails to vacate the room or leaves belongings in it after 11:00 AM but before 6:00 PM, the hotel will charge 75% of the daily room rate according to the current price list.
9. If a guest fails to vacate the room or leaves belongings in it after 6:00 PM, the hotel will charge the full daily room rate according to the current price list.
10. If a guest does not specify the duration of their stay, it is assumed that the room is rented for one night.

§ 3

RESERVATIONS AND CHECK-IN

1. Guests (both adults and minors) must present a valid photo ID at reception upon check-in, complete and sign the registration card, and provide the credit card used for the reservation (which must be owned by the guest). Signing the registration card confirms the agreement for accommodation services and other hotel services, as well as the guest's acceptance of the hotel regulations. If a guest refuses to provide an ID or the credit card used for the reservation, the hotel reserves the right to refuse accommodation and cancel the reservation according to the applicable cancellation policy.
2. The hotel reception is open from 7:00 AM to 10:00 PM. Check-in is available during these hours. Outside these hours, self-check-in is available, requiring prepayment, submission of an ID, and acceptance of the regulations. After 10:00 PM, self-check-out is also available, but a refundable deposit of 300 PLN is required. Room keys and access cards must be returned to the drop box in front of the reception.
3. Guests may not transfer their room to third parties, even if the rental period has not yet expired.
4. Visitors who are not checked into the hotel may stay in the guest's room between 7:00 AM and 10:00 PM. After 10:00 PM, the presence of unregistered persons in the room will result in an automatic charge for their stay, according to the current hotel price list.
5. The hotel reserves the right to refuse accommodation to a guest who has previously violated the regulations, particularly by causing damage to hotel or guest property or harming other guests, hotel employees, or other persons on the premises.
6. A standard reservation (flexible booking) can be canceled free of charge until 11:59 PM two days before arrival. If canceled within this period, any prepayments will be refunded. Failure to cancel within this period or failure to use the reservation will result in a cancellation fee equivalent to the guarantee deposit and cancellation of the reservation.
7. To guarantee a reservation, payment for the first night must be made within 24 hours. Failure to make payment within this timeframe will result in cancellation.
8. A non-refundable reservation requires full prepayment at the time of booking. Failure to make payment within 24 hours will result in cancellation, and any deposit paid will not be refunded.
9. A deposit of 300 PLN per night must be paid at check-in, either as a credit card pre-authorization or in cash, to cover additional services or potential damages. This deposit is mandatory and will be refunded upon check-out, subject to a room inspection by housekeeping.

§ 4

SERVICES

1. The hotel provides services according to its category and standard.
2. Any concerns regarding service quality should be reported to reception immediately to allow staff to address and rectify the issue.
3. The hotel ensures:
 - a. Conditions for an undisturbed and comfortable stay,
 - b. Safety, including the confidentiality of guest information,
 - c. Professional service across all provided services,
 - d. Daily room cleaning and necessary repairs (mandatory inspections occur daily between 6:00 AM and 2:00 PM),
 - e. Technical maintenance and, if necessary, room changes or compensation for inconveniences due to unresolved issues.
4. Additionally, upon request, the hotel offers the following free services:
 - a. Information regarding stays and travel,
 - b. Luggage storage for guests only during their reservation period,

- c. Accepting the Guest's money and valuables for deposit at the hotel reception during their stay, subject to §6 section 3 of the Regulations., d. Taxi booking.
5. Upon request, guests staying with young children (ages 0-3) can receive a complimentary baby cot, subject to availability.
 6. Only food and beverages provided by the hotel may be consumed in public areas of the hotel.
 7. The hotel offers paid parking services in an unguarded parking lot at the Military Hospital premises.

§ 5

GUEST RESPONSIBILITIES

1. Children under the age of 12 must be under the constant supervision of their legal guardians within the hotel premises. Legal guardians are financially responsible for any damage to the hotel's equipment and technical devices caused by children under the age of 18.
2. Hotel guests bear full financial responsibility for any damage or destruction of hotel equipment and technical devices caused by them, their visitors, or those visiting their guests. The hotel reserves the right to charge the guest's credit card for any damages incurred after departure. The price list of equipment and damages is attached as Annex No. 1 to the Regulations.
3. Regardless of the price list, the hotel reserves the right to individually assess damages based on the necessary repairs. Additionally, if required, the guest will be charged for the temporary removal of the room from availability based on the current price list on www.livinn.pl for the duration of necessary cleaning or repairs.
4. Guests must comply with Polish law, especially regarding public behavior. Verbal and physical violence toward other guests or hotel staff is strictly prohibited. The use of offensive language, as well as behavior violating social norms and customs—such as aggressive, vulgar, or obscene conduct—is not allowed.
5. Proper dress code is required in the hotel's public areas. Hotel staff will inform guests about appropriate attire when necessary, and guests must adhere to these requirements. It is strictly forbidden to remain in public areas without clothing (naked) or in attire deemed inappropriate for the location.
6. Guests must follow proper etiquette and avoid behavior that may disturb other guests or hotel employees (e.g., excessive noise, shouting, or playing loud music or sound from electronic devices).
7. In the event of a violation of these regulations, the hotel reserves the right to refuse service to the offending guest. The guest must immediately comply with the hotel's request, settle outstanding charges, pay for any damages, and leave the hotel upon request.
8. For safety reasons, guests should turn off the TV, lights, and water taps and ensure that windows and doors are properly closed before leaving the room.
9. The hotel has a statutory lien on the belongings brought in by the guest in case of delayed payment for their stay or unpaid services.

§ 6

HOTEL LIABILITY

1. Guests must report any damages to the reception immediately upon discovery, no later than within 24 hours, and always before leaving the hotel, under the penalty of losing the right to claim compensation.
2. The hotel is only liable for the loss or damage of money, securities, valuables, or items of scientific or artistic value if they have been deposited at the reception and the hotel has formally accepted responsibility in writing.

3. The hotel reserves the right to refuse the safekeeping of high-value items or large sums of money if they exceed the hotel's storage capacity.
4. The hotel is not responsible for any damage or loss of a guest's car or other vehicle, whether parked on the external parking lot or the street.

§ 7

GUESTS WITH PETS

1. The hotel allows small pets—dogs and cats up to 35 cm in height at the withers and weighing no more than 15 kg. A fee of 80 PLN per stay per pet applies, with a maximum of two pets allowed.
2. The presence of pets must be reported and confirmed with the hotel reception before arrival.
3. Guests must specify the species/breed of their pet during the reservation process. The hotel reserves the right to refuse pets that are considered dangerous, aggressive, sick, recovering, or otherwise non-compliant with these regulations.
4. Only healthy pets are allowed—proof of vaccination (including rabies) and deworming must be presented at check-in.
5. The pet owner is financially responsible for any damage or soiling caused by their pet.
6. The owner is liable for any damage caused by their pet to hotel property or other guests' belongings.
7. The owner assumes full responsibility for their pet's behavior towards other hotel guests.
8. If leaving a pet alone in the room, guests must hang the provided door sign on the exterior handle. The hotel is not responsible for pets escaping from rooms.
9. Pets must be kept on a leash or in a carrier in common areas. In special cases, the hotel may require pets to wear a muzzle.
10. Using hotel towels for pet hygiene, allowing pets on beds, sofas, or chairs, and permitting pets to relieve themselves inside the room is strictly prohibited.
11. For safety reasons, rooms with pets will only be cleaned in the owner's presence or with prior consent when the pet is absent. Cleaning times should be arranged with the reception.
12. If an unattended pet disturbs other guests, damages property, or poses a threat, the hotel will attempt to contact the owner. If unreachable, hotel staff, possibly with the assistance of relevant authorities, may remove the pet and transfer it to the nearest animal shelter. The pet owner bears all related costs.
13. Pets are not allowed in the hotel restaurant.
14. By signing the registration card, the pet owner acknowledges and accepts these rules.

§ 8

LOST AND FOUND ITEMS

Personal belongings left by guests in the hotel room will be sent to the address provided by the guest at their expense. If no shipping instructions are received, the hotel will store items at the owner's cost for three months, after which they will be disposed of according to applicable law. Perishable items and medications will only be stored for 24 hours.

§ 9

QUIET HOURS

The hotel observes quiet hours from 10:00 PM to 6:00 AM.

§ 10

COMPLAINTS

1. Guests have the right to file complaints regarding service quality.
2. Complaints should be submitted to the reception or the General Manager at es@livinn.pl.
3. Complaints must be submitted promptly, within 24 hours of noticing an issue, and always before leaving the hotel. Failure to do so will forfeit the right to claim.

§ 11

ADDITIONAL PROVISIONS

1. Smoking, including the use of tobacco products and any smoke-emitting devices, is strictly prohibited in the hotel except in designated areas. A fine of 450 PLN applies for violations, plus additional costs for restoring the room (e.g., ozone treatment). The guest may also be charged for removing the room from availability.
2. The hotel prohibits storing illegal substances, hazardous materials, weapons, ammunition, flammable, explosive, or illuminating materials.
3. Guests agree to the processing and storage of personal data per Polish data protection laws by HOME & TRAVEL A. TOMASZEWSKA, T. WOJCIECHOWSKI, Piotrkowska 21, Łódź 90-406, for purposes necessary for the guest's stay and hotel services. Guests have the right to access and correct their data.
4. Solicitation, peddling, gambling, and commercial activities are prohibited in the hotel.
5. Guests must not create excessive noise, emit unpleasant odors, or otherwise disturb other guests.
6. Guests may only make minor adjustments to furniture placement without affecting functionality or safety.
7. Recording videos and taking photos for commercial use without prior written consent from the hotel is strictly prohibited. Violators may be denied check-in or asked to leave immediately without a refund. Guests must delete unauthorized media upon staff request.
8. The above restrictions apply only to commercial use, not private, souvenir, or recreational photography.
9. If the hotel becomes aware that photographs or video recordings taken within the hotel premises have been used without prior written consent as specified in point 7, the hotel reserves the right to demand appropriate compensation and to request the cessation of further use and distribution of materials obtained or created in violation of these regulations.

Annex No. 1

1. Keys with tags are individually assigned to open the rented room for a specific stay. The Guest is responsible for properly taking care of the assigned key. In case of its damage or loss, the hotel will charge the Guest, with whom the room rental agreement was made, a fee of 300 PLN.
2. The loss of a gate card incurs a fee of 200 PLN.
3. The loss of an air conditioning remote control incurs a fee of 300 PLN.
4. The loss of a TV remote control incurs a fee of 200 PLN.

5. Damage to bedding incurs the following fees:

Duvet cover: 70 PLN
Pillowcase: 40 PLN
Large towel: 40 PLN
Small towel: 30 PLN
Foot towel: 30 PLN
Bedsheet: 70 PLN