



# POLSKIE TATRY SPÓŁKA AKCYJNA

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## HOTEL REGULATIONS

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### ***§ 1 check-in and check-out time***

1. The room is rented for nights.
2. Check-in time is 3 p.m. Check-out time is at midday on the following day.
3. If the duration of the stay is not specified, the room is rented for one night.
4. Any request to extend the duration of the stay beyond the period indicated on the day of arrival should be reported at the reception desk by 10 a.m. on the check-out day. The Hotel will accept the request of prolonged stay if possible.
5. Not checking-out by 2 p.m. is treated as extending the stay. If the guest checks-out by 6 p.m., they will be charged with a fee for half a night.

### ***§ 2 accommodation, registration, stay***

1. The reception desk is open 24 hours a day.
2. The hotel applies an admission procedure (filling out a card of Guest admission, presenting an identity card to the receptionist to verify data, registering the guest in the computer system of the facility).
3. Persons who do not accept the admission procedure and refuse to present an identity card cannot be admitted to the hotel.
4. After checking-in, guests receive a residence card which at the same time is a document confirming the stay, booked services and is the basis for granting due discounts, rebates and reductions for other services provided by POLSKIE TATRY S.A.
5. Hotel guests cannot transfer their rooms to other persons who are not indicated on the residence card.
6. Persons who did not receive the residence card can't stay in their rooms between 10 p.m. and 7 a.m.
7. The parking place is included in the price of the room. Leaving the car after check-out results in charging additional fees in the amount of PLN 20.00/day.

### ***§ 3 staying with a pet***

1. The hotel accepts pets. They may stay within the area of the facility for an extra fee.
2. The permission for a pet to stay is issued by the reception desk of the hotel.
3. The owner of the pet is responsible for any damages caused by his or her animal.
4. Depending on the species, the pet must have a valid rabies vaccination certificate as well as be subject to all the necessary precautions associated with ensuring the safety of other guests and staff members (leash, muzzle, cage, etc.)
5. The owner of the animal is obliged to make the room available for cleaning purposes every day and to remove any waste left by the animal within the premises of the facility.
6. It is strictly prohibited to bring the animals to the gastronomic part of the facility.
7. In the event of any complaints from other guests or staff members, the hotel has the right to refuse the provision of services and to remove the animal from the hotel.

### ***§ 4 general provisions***

1. The guests are requested not to disturb the quiet between 10 p.m. – 6 a.m.
2. The cleaning of the rooms takes place every day.
3. On request, the hotel provides the following services free of charge: providing information related to the stay, waking the guest at an indicated hour, storing the luggage during the stay, booking services in other facilities of POLSKIE TATRY S.A.

## ***§ 5 rights and obligations of the guest***

1. In the event of any damage to the property of the guest, the guest shall be obliged to immediately notify the reception desk of the above mentioned damage, otherwise any claims of the guest in that respect shall expire.
3. Guests shall be responsible for the keys to the room. If the key is lost, the guest shall be obliged to pay a fee in the amount of PLN 100.
4. Guests are financially responsible for damaging, destroying and staining the objects, equipment and technical devices in the hotel as a result of his or her fault or the fault of their visitors. A fee for additional cleaning of the room or other hotel surfaces from unusual stains amounts to PLN 100.
5. Behaviour of the guests and the people benefiting from the hotel services should not disturb the peace and quiet of other guests.

## ***§ 6 rights and obligations of the hotel***

1. The hotel is not responsible for the loss or damage of money, securities, valuables, electronic equipment and other things and valuable objects or objects of scientific or artistic value, unless they are deposited at the reception.
2. The hotel is not responsible for the damage or loss of the car or other vehicle belonging to the Guest.
3. Personal belongings left by a guest in a hotel room shall be mailed at his or her expense to the indicated address. In the event of lack of such instructions, the hotel shall store the objects for three months.
4. In the event of any breach of the regulations, the hotel may refuse further provision of services to the breaching person. Such a person shall be obliged to immediately comply with the requests of the hotel, in particular to pay for the incurred damages and leave the premises of the hotel.
5. The hotel may refuse to accept a guest who grossly violated hotel regulations during their previous stay, causing damage to the property of the hotel or other guests or causing personal injury to the guests, hotel employees or other people staying in the hotel, or otherwise disturbed the peace and quiet of Guests or the functioning of the hotel.

## ***§ 7 Complaints***

1. In the event of any reservations in respect to the quality of the provided services, the guest shall be obliged to immediately submit a written notification of the above mentioned reservations to the reception desk which will allow the staff to react instantly.
2. Comments and reservations in respect to the activities of the facility and the quality of provided services reported at check-out shall not be considered the basis for any claims.

## ***§ 8 Safety***

1. It is prohibited to smoke on the hotel premises.
2. Due to fire safety, it is forbidden to use heaters, irons and other electrical devices which are not part of the equipment of a room. The above does not apply to loaders and feeder of RTV equipment and computers.
3. Owing to a reasonable suspicion of the occurrence of a threat to the life or health of those staying within the premises of the facility, the manager (administrator) of the facility or an authorized person may issue a decision to evacuate the people from the hazard area before the arrival of the Police and the Fire Department. Announcing and conducting the evacuation shall not be the basis for any claims against the facility's owner or manager (administrator) or against the people managing the evacuation.
4. In the event of hearing a fire alarm or an evacuation message, it is advisable to immediately leave the hotel room ensuring that the door to the room has been closed.
5. After leaving their hotel room, guests are requested to go to the nearest emergency exit door, staircases, and then, while keeping calm, leave the building and follow the emergency signs providing directions of evacuation.
6. In the event of smoke in the escape routes, guests are advised to move in a stooped position, trying to hold their head as close to the floor as possible, at the same time shielding their respiratory tract with a damp handkerchief, and move along the walls so as not to lose the direction of evacuation.
7. While evacuating from the building, guests should not use lifts because those remain inactive during the fire.
8. During the evacuation, it is advisable to remain calm and act in accordance with the instructions of the hotel employees.
9. Upon encountering fire, smoke coming out of a room or a tangible smell, guests should immediately notify the reception desk and, if necessary, other people staying in the rooms on that same floor.
10. If, due to their disability or state of health, guests have any doubts about how to behave after a fire alarm is announced, they should immediately contact the reception desk of the facility.