

## **KSIAŻ HOTEL\*\***

### **HOTEL REGULATIONS**

1. Each hotel room is rented for a 24-hour period.
2. The hotel check-in time is from 3 p.m., and check-out time is up to 11 a.m. on the following day.
3. If the guest does not specify the length of stay in a room, he/she accepts that the room has been booked for one night (one twenty-four hour period). Guests who wish to extend their stay, beyond the period that they stated on their arrival, must make this request at the hotel reception before 10 a.m. on the last day of their already-booked stay. Where this situation occurs, the hotel will take the request to prolong the stay into consideration, if there are vacancies.
4. The hotel provides services in accordance with its category and standard. We kindly ask that any concerns or complaints about the quality of the service be brought promptly to the reception desk, enabling the Hotel to respond, and resolve the problem, as quickly as possible.
5. The hotel is obliged to assure that:
  - a) its guests enjoy full and undisturbed rest and leisure,
  - b) its guests are safe, and their private information is safeguarded,
  - c) its service is professional and courteous,
  - d) room cleaning and essential repairs to facilities take place while the guest is out of the room, unless the guest, wishing such work to be done, agrees to this taking place in his/her presence,
  - e) a guest is accommodated, where possible, in another room if there is a problem which cannot be resolved in his/her reserved room; or, if another room is not available, to mitigate the inconvenience to the guest in another way.
6. At the guest's request, the hotel will provide the following services free of charge:
  - a) giving information related to the hotel stay, and further travel,
  - b) waking up of the guest, at an agreed hour,
  - c) safekeeping of the guest's money and valuables during the guest's stay in the hotel, with consideration to the limits described in article 849 § 3 of the Civil Code
  - d) storage of the luggage of guests who have registered at the hotel

## REGULAMIN HOTELOWY HOTELU KSIAŻ

7. The hotel shall be responsible for loss or damage to items brought to the hotel by those who avail themselves of the hotel's services, to the extent set down in the regulations of articles 846 to 849 of the Civil Code, unless the parties have agreed otherwise. The guest should inform the hotel reception about any damage incurred as soon as it is discovered.
8. The hotel's responsibility shall be limited in the case of loss or damage to money, securities, valuables or items of artistic or scientific value, if these items have not been deposited at reception for safekeeping.
9. The hotel guest bears material responsibility for any kind of damage to, or destruction of, hotel equipment and technical facilities, if the damage or loss is the fault of the guest or a person visiting the guest.
10. Each time the guest leaves the room, he/she should check that the door is locked, and leave the key at reception.
11. The hotel guest may not make the room available to third parties, even when the period for which the guest has paid for the room has not expired.
12. Those who have not registered at the hotel may be in the hotel room from 7 a.m. to 10 p.m.
13. The hotel's quiet hours are from 10 p.m. to 7 a.m. on the following day.
14. Because of fire safety concerns, guests may not use heaters, including electrical heaters, or similar equipment in their rooms.
15. The hotel may refuse to admit a person as a guest who has, on a previous visit, egregiously violated the hotel rules by damaging the property of the hotel or its guests, or otherwise harmed a guest, a hotel employee or any other person present at the hotel.
16. In the event that a guest leaves an item of personal use in the hotel room, the hotel will immediately send the item to the address indicated by the guest.
17. When items left behind, as described in point 16, have been mailed to the guest and returned by the post office, they will be kept by the hotel no longer than three months from the time of their return.

**The management of Książ Hotel\*\* greatly appreciates your compliance with these regulations, which serve to ensure a peaceful and safe stay for all our guests.**