

HOTEL REGULATIONS

SUBJECT OF THE REGULATIONS

1. The Hotel Regulations apply to Pietrak Hotels and apply to all persons staying there.
2. The owner of the rooms is hereinafter referred to as 'the Hotel', while a person staying in the room is referred to as 'the Guest'.
3. The hotel reception employee is the Guest's attendant.
4. The Hotel Regulations define the rules on services provision, liability and stay in the Hotel and are an integral part of the agreement that is concluded by making a reservation, payment the earnest money or the entire payment for the stay, or that is concluded by signing a check-in form. By conducting these activities, the Guest confirms that he has read and fully accepts the terms and conditions of the regulations and undertakes to follow them.
5. The Hotel Regulations are available at the hotel reception, in the information folder in each room and on the Hotel's website www.pietrak.pl.

CHECK-IN TIME

1. The accommodation in the Hotel, hereinafter referred to as the 'room', is rented for days.
2. The check-in time starts at 2:00 pm and the check-out time finishes at 12:00 pm the next day.
3. If the Guest did not specify how long he will stay at the time of renting the room, it is assumed that the room was rented for a day.
4. The Guest should make a request at the reception desk for a longer stay at the hotel not later than 10:00 am on the day his stay ends. The hotel may not accept the request to extend the stay if all beds (rooms) are booked or if the Guest does not follow the applicable regulations.
5. Extending the check-out time to three hours is an additional cost of PLN 50, extending the check-out time over three hours is an additional fee for a full hotel day.
6. The Hotel reserves the right to refuse to extend the Guest's stay in the Hotel in case of failure to make a full payment for the previous stay.
7. Children until the age of 7, under the care of an adult (without occupying a separate bed) have accommodation for free. The fee for children over the age of 7 is charged according to the current price list.
8. The fee of PLN 100 is charged for children until the age of 7 for an extra bed and PLN 150 for two extra beds.
9. Children until the age of 7 have free breakfast.

BOOKING AND CHECKING-IN

1. Reservations can be made (not directly) via the Internet, by calling the hotel reception or personally at the Hotel.
2. After making a reservation (not directly), the Guest receives an e-mail confirmation of the initial reservation with the terms and conditions of the reservation, necessary information to make a payment for the stay. For one day reservations, there is 100% prepayment of the value of the stay, booked on the hotel account before checking in or pre-authorization according to the card number.
3. If the payment is not received in the hotel's bank account within the time limit specified in the terms and conditions of reservations or if the payment comes later, the Hotel reserves the right to cancel the reservation and sell the room to another person.
4. The stay is considered guaranteed after the payment is credited in the Hotel's bank account within the period specified in the initial reservation.
5. The guest is not charged the cancellation fee if the Guest cancels the guaranteed reservation before checking-in time. If the Guest resigns from the reservation after the checking-in time, 100 % of the fee for staying for that night will be charged.
6. The booking terms and conditions are set out in a separate agreement for group bookings / contractual agreements.
7. If the reservation is made too late to make payment via bank operations for the stay, before the date of planned arrival:
 - e-mail correspondence from the Guest will be treated as an order and will be subject to the applicable terms and conditions of cancellation,
 - the Hotel reserves the right to pre-authorize the payment card and withdraw the funds from the card in the amount of 100% of the value of stay, treating this payment as the earnest money.
8. Showing an ID card with a photo to a hotel reception employee and signing the check-in form is the basis for accommodating the Guest. If the Guest refuses to show the identity card to make the accommodation possible, the receptionist shall be obliged to refuse to give the key to the room.
9. The guest personally fills in his name and surname in the check-in form and signs it.
10. At the Guest's request, the Receptionist may fill in the remaining registration details from the identity document.

SERVICES

1. The Hotel provides services in accordance with its category. In the event of objections concerning the quality, please report them immediately to the reception, to allow hotel staff to react.
2. The hotel is required to guarantee:
 - conditions for full and undisturbed rest,
 - security of stay and personal data protection,
 - professional and kind approach in all services provided by the hotel,
 - cleaning the room and performing necessary repairs of devices during the Guest's absence, and in his presence only if he wishes so,
 - changing of the room according to the possibilities if the defects in the room cannot be removed.
3. Upon the Guest's request, the hotel provides the following services free of charge:
 - providing information related to stay and travel,
 - waking up at the indicated time,
 - ordering taxi,
 - the possibility of keeping money and valuables in a hotel safe, but their total value cannot exceed 100-fold price of the room,
 - renting an iron and ironing board
 - changing the bed sheets every three days or at the guest's request
 - changing the towels according to the guest's request (according to the indications in the bathroom)
 - renting a baby bed
4. Upon the Guest's request, the hotel provides the following paid services:
 - room service,
 - scanning and printing documents,
 - washing
 - ironing

HOTEL'S LIABILITY

1. The hotel guest should notify the reception about the damage immediately after it is discovered.
2. The hotel shall not be made liable for theft of money, theft, damage or destruction of securities, valuables or items of scientific or artistic value, if these items were not deposited and placed in a hotel safe.
3. The Hotel reserves the right to refuse to accept the items of high value, high amounts of money, items that pose a threat to safety and large size items that cannot be placed in the safe in the Hotel deposit.
4. The hotel shall not be made liable for damage and loss of a car or other vehicle belonging to the guest if such vehicle is not left in 24-hour guarded car park.
5. The hotel shall not be made liable for items left in the vehicle and live animals regardless of whether the vehicle was parked in the hotel car park or outside the hotel area.

GUEST'S LIABILITY

1. Children under the age of 12 should stay in the hotel under the constant supervision of their legal guardians. Legal guardians shall be held financially liable for any damage caused by children.
2. The hotel guest shall bear full financial liability for any damage or destruction of the Hotel's technical equipment and devices, caused by his fault or the fault of guests who visit him.
3. The hotel reserves the right to charge the Guest's card for damage caused after the Guest's departure, and if there are no card details, the Hotel shall have the right to apply for financial compensation to the Guest.
4. The guest shall be obliged to inform the reception employee at the time any defects or damage appear in the room.
5. In case of violation of the provisions of the regulations, the Hotel may refuse to provide further services to the Guest who violates these regulations. The Guest shall be obliged to immediately comply with the Hotel's requests, settle the payment for his stay and any damage and leave the Hotel.
6. For security reasons, the Guest leaving the room should always close the window, remove the room card from the power switch, turn off the taps and close the door.
7. The Hotel has a statutory lien on items brought by the Guest to the Hotel in the event of delay or failure to pay for provided services.

RETURN OF LEFT ITEMS

1. Personal items left inattentively by the departing Guest in the room will be sent back at the expense of the Guest to the indicated address, after paying the costs of the shipment.
2. If the Guest does not give the instructions regarding sending back the items he has left, the Hotel will store the items at the owner's expense for a period of three months, and after this period these items will be utilized in the presence of commission. Food and medications will be stored for 24 hours.

QUIET HOURS

1. The Guests are required to respect the quiet hours in the Hotel from 10:00 pm to 06:00 am the next day.
2. The behavior of guests and persons using the services of the hotel should not interfere with the peaceful stay of other guests. The hotel may refuse to continue providing the services to a person who violates this rule.
3. An exception to the quiet hours of the Hotel are planned events / parties resulting from the nature of the business.

ADDITIONAL PROVISIONS

1. For the fire safety reasons, it is forbidden to use open fire in the room, e.g. candles, irons or other similar electrical devices in the room.
2. The hotel accepts pets for an additional fee: small pets PLN 25, large pets PLN 50 per day. The owner of the animal is obliged to read and strictly observe the separate regulations regarding the stay of animals in the Hotel. Regulations are found at the reception.
3. It is possible to use the Relaxation Zone at the Hotel, according to separate regulations available at the reception and on the Hotel website. Guests are required to read and comply with these regulations.
4. In the hotel it is completely forbidden to smoke tobacco products and electronic cigarettes (apart from the designated areas). Violation of the ban on smoking cigarettes and tobacco products in the hotel room means the consent of the Guest of the room to cover the costs of deodorization of the room in the amount of PLN 1,000.
5. If the Sound Warning System is activated and the fire brigade arrives, the Guest will also be charged with the equivalent of the amount the State Fire Brigade charges the Hotel (not less than 500 PLN)
6. It is strictly forbidden in the Hotel to have or use intoxicants prohibited by law. In case of violation of this prohibition, this fact will be reported to the Police and the Guest will have to immediately leave the Hotel without the right to a cost refund resulting from shortening his stay in the Hotel.
7. Dangerous items, i.e. weapons, ammunition, flammable materials, lighting materials etc. cannot be kept in hotel rooms.
8. If the hotel rooms have an electricity management system with the use of room cards, cards received at the reception should be placed in the power switches after entering the room. The Guests shall be charged with one-time fee of PLN 50 for losing their card.
9. Guests' personal data is processed to provide hotel services. Pietrak Hotel spółka jawna and EJP Hotele spółka z.o.o with its registered office in Trzemeszno, ul. Folska 4 are the personal data controllers. Full information about keeping personal data is available on the website www.pietrak.pl and at the reception.
10. Acquisition, door-to-door sales and any other form of external services are prohibited in the Hotel.
11. It is forbidden to make excessive noise in the Hotel area, to cause unpleasant smells, or to do other activities that disturb, harm or irritate other Hotel Guests.
12. Guests are not allowed to make any changes to the hotel rooms and their interior design except for a slight relocation of furniture and equipment, without affecting their functionality of such equipment and without affecting the safety of guests.
13. Any complaints regarding the stay should be made at the hotel reception or to the hotel email address.
14. Persons who did not check-in at the hotel may stay in the Guest's hotel room no longer than until 10:00 pm.

The Hotel Management Board will be grateful for cooperation in complying with these regulations, aiming at ensuring peace and quiet and security of our guests.

Management Board of Pietrak Hotels