PIETRAK
HOTEL

HOTEL REGULATIONS

The management of the Pietrak Hotel Chain would be grateful for your cooperation in complying with these rules and regulations, which are designed to ensure a peaceful and safe stay for our guests.

SUBJECT OF THE REGULATIONS

1. The Hotel Regulations apply within the Pietrak Hotel Chain and concern all persons staying at the hotel.
2. The person renting rooms is hereinafter referred to as the 'Hotel', while the person renting a room is referred to as the 'Guest'.
3. The Guest's guardian is a member of the hotel reception staff.
4. The Hotel Regulations define the rules for the provision of services, liability and staying at the Hotel and form an integral part of the agreement, which is concluded by making a reservation, paying a deposit or the entire amount due for the stay, or by signing the registration card. By performing the above actions, the Guest confirms that they have read and fully accept the terms and conditions and undertake to comply with them.
5. The Hotel Regulations are available at the hotel reception desk, in the information folder in each room, and on the Hotel's website at www.pietrak.pl.

HOTEL NIGHT

1. The accommodation at the Hotel, hereinafter referred to as 'the room', is rented per nights.
2. Check-in time is at 14:00 and check-out time is at 12:00 the following day.
3. If the Guest has not specified the length of stay at the time of booking, it is assumed that the room has been booked for one night.
4. Guests should submit requests for extended stays at reception by 10:00 on the day of departure at the latest. The hotel may refuse requests for extended stays if all accommodation (rooms) is fully booked or if the guest has failed to comply with the applicable regulations.
5. Extending your hotel stay by up to three hours is subject to an additional charge. The price list is available at reception. Extending your hotel stay by more than three hours is subject to an additional charge equivalent to the cost of a full night's stay.
6. Children under 7 years of age accompanied by adults (without occupying a separate bed) stay free of charge. Children over 7 years of age are charged according to the current price list.
7. Breakfast is free for children under 7 years of age.
8. Extra beds can be provided in hotel rooms for an additional fee according to the current price list.

RESERVATIONS

1. Reservations can be made through online travel agencies, by e-mail, by telephone, by calling the hotel reception, or in person at the hotel.
2. After making a reservation, the guest receives a preliminary booking confirmation via e-mail, which contains the terms and conditions of the reservation and the information necessary to pay for the stay. For one-night bookings, the prepayment amount is 100% of the value of the stay, credited to the hotel's account before the start of the hotel day, or payment security – pre-authorisation of the payment card account.
3. If payment is not received in the hotel's bank account within the time limit specified in the booking conditions, or is received later, the hotel reserves the right to cancel the booking and sell the room to another person.
4. Once the payment has been credited to the Hotel's bank account within the time limit specified in the initial reservation, the stay is considered guaranteed.
5. If the Guest cancels a guaranteed reservation 24 hours prior to check-in, no cancellation fee will be charged. If the cancellation is made less than 24 hours prior to check-in, 100% of the accommodation fee will be charged. Special offers are non-refundable.
6. In the case of special offers, promotions, group bookings, and corporate agreements with companies, the booking conditions will be specified in the booking confirmation.
7. If a booking is made too close to the date of arrival to allow for the bank to process the payment for the stay, correspondence received from the Guest will be treated as an order and will be subject to the applicable cancellation policy. The hotel reserves the right to pre-authorise the payment card account and charge it with 100% of the value of the stay, treating this payment as a deposit.

CHECK IN

1. Due to the need to confirm the Guest's identity and in order to conclude a contract and issue a VAT invoice, the Guest is required to present a photo ID before receiving the room key.
2. Based on the identity document presented, the Guest or reception desk fills in the Customer Registration Card. A correctly completed Customer Registration Form confirms the conclusion of a contract with the Guest, and the data disclosed therein constitutes the basis for issuing an invoice or bill. If the Guest refuses to present a document enabling check-in, the Receptionist is obliged to refuse to issue a room key.
3. The guest personally enters their first and last name on the registration card and signs it.
4. At the guest's request, the receptionist may enter the remaining registration details from the identity document themselves.
5. If a Guest refuses to present a photo ID confirming their identity, the Hotel may refuse to issue a room key or must charge the Guest for the entire stay In advance.

SERVICES

1. The hotel provides services in accordance with its category. In the event of any reservations regarding quality, please report them immediately to the reception desk so that the hotel staff can take corrective action.
2. The hotel is obliged to provide:
   - conditions for complete and unrestricted relaxation,
   - safety during their stay and protection of personal data,
   - professional and courteous service in all services provided by the Hotel,
   - room cleaning and necessary repairs of equipment during the Guest's absence, and in their presence only if they so request,
   - a change of room, subject to availability, if faults in the room cannot be repaired.
3. Upon request, the Hotel provides the following services free of charge:
   - u providing information related to your stay and travel,
   - wake-up calls at a specified time,
   - ordering a taxi,
   - renting an iron and ironing board,
   - renting a cot,
   - luggage storage (the hotel may refuse to accept luggage for storage at times other than the guest's stay and items that are not personal luggage), unless this is contrary to mandatory provisions of law
   - storage (during the guest's stay at the hotel) of money, securities and valuable items, in particular valuables and items of scientific or artistic value. The hotel may refuse to accept these items only if they pose a threat to safety or are of excessive value in relation to the size or standard of the hotel, or if they take up too much space, unless this is contrary to mandatory provisions of law.

4. Upon request, the Hotel provides the following services for a fee:
   - room service,
   - document printing,
   - laundry
   - ironing
   - parking services

HOTEL RESPONSIBILITY

1. Hotel guests should notify the reception desk of any damage immediately after it is discovered.
2. The hotel is liable for loss or damage to items brought in by persons using its services to the extent specified in Articles 846-852 of the Civil Code.
3. The hotel is not liable for damage to or loss of a car or other vehicle belonging to a guest. The car park is unguarded.
4. By entering the car park, a contract for the paid use of a parking space is concluded, which ends with the payment of the parking fee and departure from the car park.
5. By entering the car park, each vehicle user agrees to the terms and conditions of the Car Park Regulations – available at the Reception – and undertakes to strictly comply with its provisions.
6. The hotel is not responsible for items left in the vehicle or live animals, regardless of whether the vehicle was parked in the hotel car park or outside the hotel premises.

GUEST RESPONSIBILITY

1. Children under the age of 12 should be under the constant supervision of their legal guardians while on the premises of the Hotel. Legal guardians are financially responsible for any damage caused by children.
2. Hotel guests bear full financial responsibility for any damage or destruction of the hotel's equipment and technical devices caused by them or their visitors.
3. The hotel reserves the right to charge the guest's payment card for any damage found after their departure, and in the absence of card details, it has the right to request financial compensation from the guest.
4. In the event of any faults or damage in the room, the guest is obliged to inform the reception staff.
5. In the event of a breach of the regulations, the Hotel may refuse to provide further services to the guest who breaches them. The guest is obliged to comply with the Hotel's requests immediately, settle the bill for their stay and any damage, and leave the Hotel.
6. For safety reasons, Guests leaving their rooms should always close the windows, remove their room card from the power switch, turn off the taps and close the door.
7. The Hotel has a statutory right of lien on items brought by Guests to the Hotel in the event of a delay or failure to pay for the services provided.

RETURN OF LEFT-BEHIND ITEMS

1. Personal items left behind in the room by a departing Guest will be sent back at the Guest's expense to the address provided, after payment for the shipment has been made.
2. If the guest does not provide instructions regarding the return of the items left behind, the hotel will store the items at the owner's expense for a period of three months, after which they will be disposed of by a commission. Food and medicines will be stored for 24 hours.

CURFEW

1. Guests are required to observe quiet hours from 22:00 to 6:00 the following day.
2. The behaviour of guests and persons using the Hotel's services should not disturb the peaceful stay of other guests. The Hotel may refuse to continue providing services to any person who violates this rule.

ADDITIONAL PROVISIONS

1. For fire safety reasons, it is forbidden to use open flames in the room, e.g. candles, electric heaters, heaters and other similar devices that are not part of the room's equipment.
2. The Hotel accepts pets for an additional fee. The pet owner is required to read and strictly comply with the separate regulations regarding pets in the Hotel. The regulations are available at the reception desk.
3. The Hotel offers a Relaxation Zone, which is subject to separate regulations available at the reception desk and on the Hotel's website, which guests are required to read and comply with.
4. Smoking tobacco products and electronic cigarettes is strictly prohibited on the Hotel premises (except in designated areas). Violation of the ban on smoking cigarettes and tobacco products in a hotel room is tantamount to the guest renting the room agreeing to cover the costs of neutralising odours in the room in the amount of PLN 1,000.
5. In the event of the DSO system being activated and the fire brigade arriving, the guest will also be charged the equivalent of the cost incurred by the Hotel by the State Fire Service (not less than PLN 500).
6. The Hotel strictly prohibits the possession and use of illegal intoxicants. Any violation of this prohibition will be reported to the police and the Guest will be required to leave the Hotel immediately without the right to a refund for the shortened stay.
7. Dangerous items, such as weapons, ammunition, flammable materials, fireworks, etc., may not be stored in the hotel rooms.
8. If the hotel rooms are equipped with an electricity management system based on room cards, the cards issued at the reception desk should be inserted into the power switches upon entering the room. The loss of a key with a key ring will result in an additional fee of PLN 100.
9. Guests' personal data is processed for the purpose of providing hotel services. The administrator of personal data is: Pietrak Hotel Spółka Jana and EJP Hotele Spółka z.o.o with its registered office in Gniezno, ul. Dojazd 7. Full information on the storage of personal data is available at www.pietrak.pl and at reception.
10. Canvassing, door-to-door sales and any other form of external service provision are prohibited on the premises of the Hotel.
11. It is forbidden to make excessive noise on the premises of the Hotel, cause unpleasant odours or perform other activities that disturb, harm or irritate other Hotel Guests.
12. Guests are not permitted to make any changes to the hotel rooms or their decor, except for minor rearrangements of furniture and equipment, without compromising their functionality and the safety of guests.
13. Any complaints regarding your stay should be submitted at the hotel reception or to the hotel's email address.
14. Persons not registered at the hotel may stay in a guest's hotel room until 22:00 at the latest.

We wish you a pleasant stay at our hotels!
Pietrak Hotels Management Board

Issued on 27 August 2025