



## HOTEL'S RULES & REGULATIONS

### §1 OBJECT OF THE RULES OF PROCEDURE

1. The regulations stipulate the rules of provision of services, responsibility and stay within the hotel's premises and they constitute an integral part of an agreement concluded by signing the registration form, as well as by booking or making an advance payment or the full payment for the stay at the Hotel. By making the above mentioned actions the Guest confirms that they have acquainted themselves and accept the terms and conditions thereof.
2. Regulations are binding for all Guests staying at the premises of Borowiecki Hotel.
3. Regulations can be found in the hotel's Reception, in each hotel room and at the website [www.hotelborowiecki-lodz.pl](http://www.hotelborowiecki-lodz.pl)

### §2 HOTEL'S DAY

1. A hotel room is rent for a day.
2. The hotel's day lasts from 2 p.m. to 12 a.m. of the next day.
3. A wish to extend the stay over the time indicated on the day of arrival at the Hotel should be reported by the Guest till 10 a.m. of the day on which the deadline of renting a room expires. The Hotel will satisfy the Guest's wish to stay longer if possible.
4. Keeping the room after 2 p.m. will be deemed as extended stay.

### §3 BOOKING AND CHECKING - IN

1. The basis for Guest's checking – in is the presentation of an identity card including photo to a Reception employee and signing the registration form.
2. A hotel Guest must not pass the room to other people, even if the period for which the Guest paid did not expire.
3. People who are not checked in the Hotel can stay in a hotel's room from 7 a.m. till 10 p.m.
4. The Hotel may refuse to accept the Guest who grossly violated the hotel regulations during the last stay by damaging the Hotel's or Guest's belongings or injured other Guests, Hotel's workers or other people staying at the Hotel; or in other way disturbed the peaceful stay of Guests or the functioning of Borowiecki Hotel.
5. When checking – in the Hotel reserves the right to draw an authorisation hold of the credit card or to draw a cash deposit in the amount of the full stay.
6. In case of failure to cancel a room booking till 2 p.m. of the arrival day or in case of failure to arrive at the Hotel in the scheduled time, the advance payment shall not be returned.
7. If the Guest resigns from a stay within the duration of the hotel's day, the Hotel shall not return the charge for the given hotel's day.

### §4 STAYING IN THE HOTEL

1. The Hotel is bound to observe quiet hours after 10 p.m. till 7 a.m. the next day.
2. In the Hotel we do accept pets for an additional fee 30 PLN. However, the owner of the animal is obliged to keep it in such a way that it does not pose a threat to other Guests and staff. The Guest is obliged to remove all impurities left by the animal in the Hotel. In the event of damage caused by an animal, the Owner is obliged to pay an appropriate fee for damage.
3. **In Borowiecki Hotel there is a smoking ban. Non – compliance with the above mentioned ban will result in imposing a monetary penalty in the amount of:**

**A) 250 PLN – without firefighters action;**

**B) 500 PLN – with firefighters action;**

4. In the hotel's room you cannot store dangerous items – weapons and ammunition, flammable, explosive and illumination items etc.
5. Prohibited is to engage in the acquisition and sale of hotel itinerant.
6. It is forbidden to excessive making noise in the Hotel, causing unpleasant odors or other things that disturb, harm or annoy other Guests.
7. Guests are not allowed to make any changes in hotel's rooms and their equipment, except for a minor rearranging furniture and equipment without compromising the functionality and safety of their Guests.

## **§5 SERVICES**

1. The Hotel provides services in accordance with its category and standard.
2. In case of any reservations concerning the quality of the services the Guest is asked to report them to the Reception desk as soon as possible what will enable us to react immediately.
3. The Hotel is required to provide the Guests with:
  - conditions of full and unfettered Guest's leisure;
  - safe stay including security of secrecy of information about a Guest;
  - professional and kind service;
  - cleaning the room and maintaining the equipment during the absence of a Guest, and at their presence only if requested;
  - technically functional service; in case of any defects which could not be repaired the Hotel will spare no efforts to as far as possible switch the room or in other way make up for the inconvenience.
4. In addition the Hotel may provide the following free services at a Guest's request:
  - provide information related to stay and travel;
  - wake up at the appointed hour;
  - keep money and valuables during the Guest's stay in the Hotel;
  - store the luggage at times other than the date of Guest's stay and the things that do not have the characteristic features of personal luggage;

## **§6 LIABILITY OF GUEST**

1. Children below the age of 12 shall stay on the Hotel premises under the care of their legal guardian. The legal guardians bear material responsibility for any damages arising from the actions of children.
2. The Hotel Guest bears material responsibility for any damage or destruction of the equipment and technical devices arising from the Guest's fault or from the fault of people visiting him. The Hotel reserves the right to charge the Guest's credit card for the damage incurred after they left.
3. In case of violation of these Regulations the Hotel may refuse to provide the services to a person who violates them. Such a person shall be obliged to immediately comply with the Hotel's demands, to settle the liabilities for previous services, to pay for the possible damages and to leave the Hotel.
4. Due to the safety requirements each time leaving the room a Guest shall turn off the TV, turn off the light, turn off the water and lock the door.

## **§7 LIABILITY OF HOTEL**

1. The Hotel reserves the right to refuse to deposit the hotel's high – value items, large sums of money, objects threatening the safety and bulky items that can not be put in escrow or safe.
2. The responsibility of the Hotel for the loss or damage of money, securities, valuables or objects of scientific or artistic value is restricted if these objects have not been deposited at the Reception desk,
3. The Hotel bears no responsibility for the damage or loss of a car or other vehicle belonging to a Guest.

## **§8 RETURN OBJECTS LEFT**

1. Personal belongings left behind inadvertently in the room by a Guest will be returned to the address shown at his expense.
2. In the absence of references will be available on the left thing the Hotel will store these items at the expense of the owner for a period of three months and after that period they pass on ownership of the Hotel. Food will be stored for 12 hours.

**THE DIRECTORATE HOTEL**