

RULES OF HOTEL WANDA

§1 OBJECT OF THE RULES OF PROCEDURE

1. These Regulations shall apply in the Hotel Wanda and for all its occupants.
2. The leasing rooms are referred to as the "hotel" and the tenant is referred to as the "guest".
3. The supervisor includes a hotel reception employee.
4. Regulations define the principles of performance, accountability and staying in the hotel and is an integral part of the agreement, which is concluded by making a reservation, payment in advance or the entire amount of your reservation or by signing a registration card. In making the above Guest activity confirms that he has read and fully accept the Terms and Conditions and agrees to abide by them.
5. The Regulations are available at the reception, in the information folder in each room as well as the website of the Hotel [www.wandahotel.com .pl](http://www.wandahotel.com.pl)

§2 Check-in

1. Rooms in the hotel are rented per day.
2. Check-in begins at 14pm and check-out ends at 11 am the next day.
3. If you have not determined the length of stay at the time of the rental room, it is assumed that the room was rented for one day.
4. A request for an extension of the hotel day guests should report at the reception, no later than 10:00 am on the day ending your stay. The hotel may not take into account the wishes of extending the stay in the case of the use of all beds (rooms) or in the case of guests who violate existing rules.
5. The hotel reserves the right to refuse to extend the stay at the hotel in case of failure to make full payment in advance for the current stay.
6. Extension Check in is at extra cost. Detailed information will be given at the reception.

§3 BOOKING AND report

1. Room Reservations can be made:
 - via the Internet
 - by phone by calling the hotel reception
 - in person at the hotel Wanda
2. The basis for check-in will be to present a reception employee with photo ID and sign a registration card.
3. A hotel guest room may not be transferred to third parties, even if the period has not expired, for which the fee for the stay has been paid.
4. Persons not registered in the hotel are a guest at the invitation of hotel guests stay in a hotel room from 9 am to 9pm.
5. The Hotel may refuse to accept a guest who during a previous visit grossly violated the rules of the hotel causing damage to the property of the hotel or guests, or personal injury to a guest, the hotel staff or other occupants of the hotel or otherwise interfered with the stay of guests or the functioning of the Hotel .
6. The Hotel reserves the right not to accept without giving a reason.
7. The Hotel reserves the right to pre-authorize a payment card, or download charges for the entire stay, while making operations reported data.
8. Any additional claims arising from the stay the Guest regulates the latest on the day of departure.
9. If you leave the hotel guests at an earlier date than contained in the agreement a guaranteed reservation, the difference in costs will not be refunded.
10. In the case of not showing up, will be to the Hotel within the contractual guaranteed reservation, the hotel will not refund the amount of the paid deposit.

§ 4 SERVICES

1. The Hotel provides services to a standard consistent with its category. For reservations regarding the quality of service we ask you to report them as soon as possible at the reception, which will allow our friendly hotel to react appropriately.
2. The hotel is obliged to provide:

- conditions for full and unfettered stay
 - security of residence and protection of personal data
 - professional and courteous service of all services provided by the Hotel.
 - Room cleaning on request and making necessary repairs to equipment.
 - changing room, whenever possible, or otherwise reduce the difficulties occurring in the room when the fault can not be removed.
3. Upon request, the hotel provides the following free services:
- providing information related to the stay and travel
 - Early morning alarms at the designated time
 - the ability to store in the hotel safe money and valuables and their total value can not exceed the room rates more than one hundredfold.
 - luggage storage. The hotel may refuse to accept baggage on any other date than the date of the guest's stay and baggage not having the characteristics of personal baggage
 - ordering taxi
 - rental of irons, ironing boards and hairdryers
4. On request, the hotel provides consideration for the following services:
- room service
 - scanning and printing of documents
 - bike rental

§ 5 LIABILITY OF HOTEL

1. The hotel shall be liable for any loss or damage of objects brought by persons using its services to the extent specified by Article. 846-849 of the Civil Code, unless the parties have agreed otherwise.
2. A hotel guest should inform the hotel reception about any damage immediately after its discovery.
3. The Hotel is not liable for the theft of money, or articles, damage or destruction of securities, valuables or items of scientific or artistic value if the items were not put into deposit and placed in the hotel safe.
4. In case of loss or damage to objects, referred to above, the compensation shall not exceed the amount determined in accordance with the provisions of the Ordinance of the Minister of Justice dated 11.14.1964, No. 1, pos. 2, as amended. The hotel reserves the right to refuse admission to the hotel's deposit items of high value, large sums of money, objects threatening safety and bulky items that can not be put in the safe.
5. The hotel is not liable for any damage or loss of a car or other vehicle belonging to a guest.
6. The hotel is not responsible for the items and animals left in the vehicle, regardless of whether the vehicles were parked in the parking lot or outside the hotel.

§ 6 LIABILITY OF GUEST

1. Children under 12 years of age should be located on the hotel premises under the constant supervision of legal guardians. Legal guardians are responsible for any damage caused by their children.
2. A hotel guest is fully responsible for any damage or destruction of equipment and technical facilities belonging to the Hotel, arising from his fault or the fault of the guest visiting him.
3. The hotel reserves the right to charge by credit card for the damage found after his departure in the absence of card data is entitled to financial compensation.
4. As soon as a guest experiences any fault or damage in the room, guests are obliged to inform the receptionist.
5. In case of violation of the regulations, the hotel can refuse to provide any further services for the visitors who violate them. The guest is obliged to immediately comply with the demands of the hotel, as payment for the stay and any damage and to leave the hotel.
6. For security reasons, guests leaving the room should always close the window, turn off the TV, turn off the lights, turn off the taps and close the door and hand the key to the receptionist.

7. The hotel has a statutory lien on items brought by guests to the hotel, in case of delay or no charges for services rendered.

§ 7 RETURN objects left

1. Personal belongings left behind in a room by a guest will be returned to the address shown at this expense.
2. In the absence of guest disposal for repatriation of abandoned items the Hotel will store these items at the owner's expense for a period of three months, and after that period ownership of the items is passed on to the hotel. Food will be stored for 24 hours.

§ 8 OBSERVANCE OF NIGHT

1. The hotel is bound to observe quiet hours from 10 pm until 7.00 am the next day.
2. The behavior of guests and people using the services of the hotel should not disturb other guests. The hotel can refuse to continue to provide services to a person who violates this rule.

§ 9 PROVISIONS safety clearance

1. Due to fire safety forbids the use of open flames in the room for example, candles, using heaters, electric irons and similar devices which are not part of the equipment in the room.
2. The hotel is a non-smoking area. In case of violation guests will be charged to refresh the room. This costs 500 zł.
3. The hotel completely forbids possession and consumption of drugs prohibited by law. If there is any violation of this prohibition, this will be reported to the police and the guest will have to leave the hotel immediately without refund of costs resulting from any shorter stay at the Hotel.
4. Dangerous items such as weapons, ammunition, flammable, explosives, illumination, etc. are forbidden to be kept in the hotel rooms.
5. The guest agrees to the storage and processing of personal data in accordance with the Law on Protection of Personal Data (Dz. U. of 2002. 101, pos. 926, as amended) by the hotel Wanda for the needs of the stay at the hotel, using the will of the other services provided by the hotel. The guest has the right to inspect this personal data and to correct it where necessary.
6. It is prohibited to carry out on site the acquisition and itinerant sales.
7. It is forbidden to make excessive noise in the hotel, causing odors, or other things that disturb, harm or annoy other guests.
8. Guests are not allowed to make any changes in hotel rooms and their equipment, except for a minor rearranging furniture and equipment, without compromising the functionality and safety of their guests.
9. Any complaints regarding the stay should be addressed to the management of the hotel personally or sent by e-mail: info@wandahotel.com
10. The court competent to settle disputes between a hotel guest and the hotel is the court competent for the headquarters hotel Wanda.

The Hotel Directors