



# HOTEL CRISTAL PARK®

## HOTEL RULES AND REGULATIONS

### §1. Subject matter of the Regulations

1. The Regulations set out the rules for the provision of services, liability and stay in the Hotel. It is an integral part of the contract concluded by signing the registration card, making a reservation or paying a deposit or the entire amount due for the stay in the Hotel. Performing any of these actions implies acceptance of the terms of the Regulations.
2. The Regulations apply to all persons staying in the Hotel.
3. The Regulations are available for inspection at the reception desk of the Hotel.
4. The Guest's guardian at the Hotel is the Reception, phone ext. 800.

### §2. Hotel Day

1. A hotel room is rented for hotel days.
2. A hotel day lasts from 3:00 PM to 11:00 AM the following day.
3. A Guest should report a wish to extend their stay no later than 9:00 AM on the day the room rental period expires. The hotel will fulfill the request subject to room availability.
4. The hotel reserves the right to refuse to extend a Guest's stay in the event of failure to pay in full for the current period of stay or failure to comply with the regulations.
5. The hotel may refuse to accept a Guest who has flagrantly violated the Regulations during a previous stay, in particular by causing damage to the property of the Hotel or Guests, or damage to the person of Guests, hotel employees or other persons staying at the Hotel.
6. For an additional fee, the Guest may extend the hotel day at the rate applicable on that day.
7. If the Guest did not specify the length of stay when renting the room, it is assumed that the room was rented for one day.

### §3. Reservation and Registration

1. The basis for registering a Guest is to present an identity document with a photograph and fill in a registration card.
2. Each Guest (main Guest and accompanying persons) is obliged to provide their data and sign the registration card.
3. The Guest may not transfer the room to other persons not registered at the Hotel, even if the period for which they paid the fee has not expired.
4. Persons not registered at the Hotel may stay in the hotel room as guests from 7:00 to 22:00.
5. The Hotel may charge a deposit (in cash or on a debit/credit card) of PLN 500 or more per room per day for any additional expenses.
6. The Hotel reserves the right to verify the credit card before the Guest's arrival date.
7. In the event of cancellation of the stay during the hotel day, the Hotel will not refund the fee for that day.

### §4. Services and Additional Services

1. The Hotel provides services in accordance with its category and standard.
2. In the event of any reservations regarding the quality of services, the Guest is requested to report them immediately to the Reception Desk, which will enable appropriate action to be taken.

3. The Hotel is obliged to provide the Guests with:
  - a. conditions for full and unrestricted rest,
  - b. safety of stay, including the safety of stored information about the Guest,
  - c. professional and courteous service,
  - d. cleaning and technical repairs during the Guest's absence, and in their presence only at their request,
  - e. efficient technical service, and in the event of a failure that can be removed immediately- a change of room or other actions to alleviate the inconvenience.
4. At the Guest's request, the Hotel provides the following services free of charge:
  - a. providing information related to the stay and travel,
  - b. wake-up call at a specified time,
  - c. storing money and valuables in the Reception deposit, subject to § 7 sec. 4,
  - d. storing the luggage of a Guest who is registered at the Hotel or has a reservation,
  - e. ordering a taxi.
5. Guests can use the fitness room free of charge, unless otherwise agreed.
6. At the request of a Guest staying with small children, the Hotel can place a cot in the room for an additional fee, depending on availability.
7. The Hotel reserves the right to charge the Guest's credit card for services, products or damage caused at the Hotel, in the event of failure to pay the amount due by the Guest during the stay.

#### **§5. Guest Responsibility**

1. Children under 12 years of age should be under the constant supervision of guardians.
2. Guardians are financially liable for any damage caused by children.
3. Minors cannot register at the Hotel without the presence of an adult guardian.
4. Minors may stay in common areas and in the hotel room only under adult supervision.
5. Minors up to 13 years of age may use the hotel elevators only under adult supervision.
6. The Guest is fully financially liable for any damage caused by his or her fault or the fault of people visiting him or her. The Hotel reserves the right to charge the Guest's credit card for damage caused after his or her departure. The price list for damage and additional work constitutes Annex No. 1 to the Regulations. Regardless of the price list, the Hotel reserves the right to make an individual and separate valuation of damage depending on the work necessary to remove the damage.
7. In the event of a violation of the Regulations, the Hotel may refuse to provide services to the person violating the regulations. Such a person is required to settle the amount due for previous services, pay for any damages and leave the Hotel.
8. Each time the Guest leaves the room, they should turn off the TV, turn off the lights, close the taps and check if the doors are closed.
9. The Hotel has the right to a lien on items brought by the Guest to the Hotel in the event of a delay in settling payment for the stay or services provided.

#### **§6. Conditions of Stay with Pets/Accompanying Animals**

1. The basic condition for accepting an animal in the Hotel is to report its presence during the booking. This is necessary due to the limited number of rooms designated for animal stays.
2. Only pets/companion animals may stay in the Hotel.
3. In the event of failure to report the stay with the animal, the Hotel has the right to refuse accommodation.
4. The animal's stay in the Hotel is only possible if it has a health booklet with current vaccinations and a certificate of deworming.
5. For safety reasons, the animal should be equipped with a leash, collar, muzzle or cage- depending on the species of the animal.
6. The fee for the animal's stay is PLN 60 per day for an animal weighing up to 10 kg, PLN 90 per day for an animal weighing over 10 kg.

7. An animal staying on the premises of the Hotel may not disturb other Guests. It is necessary to make sure that the pet does not make noise, especially at night.
8. In the event of repeated complaints from other Guests, the Hotel reserves the right to ask the Guest to check out of the facility together with the animal, at their expense.
9. The owner of the animal is fully liable for any damage caused by the animal on the Hotel premises.
10. The owner of the animal is responsible for maintaining cleanliness in the room, in the public areas and in the area surrounding the Hotel. Please clean up after your pet.
11. Animals should not be allowed on beds and sofas.
12. Cleaning of the room where the animal is staying takes place only in the presence of the owner. Please contact the Reception to arrange convenient cleaning hours.

#### **§7. Hotel Responsibility**

1. The hotel is liable for the loss or damage of items brought in by guests in accordance with the provisions of the Civil Code.
2. The guest should immediately report any damage to the reception.
3. The hotel is liable for the loss or damage of money, securities, valuables or items of scientific or artistic value only if they have been deposited in the reception's deposit.
4. The hotel reserves the right to refuse to accept high-value items, large sums of money or bulky items for deposit.
5. The hotel is not liable for damage or loss of a car or other vehicle belonging to the guest, or for items left in them, regardless of whether the vehicle was parked in the garage or in the car park in front of the hotel. Parking is at the guest's own risk.

#### **§8. Return of Abandoned Items**

1. Personal items left by the Guest in the hotel room will be sent at the Guest's expense to the address indicated by him. 2. In the absence of instructions regarding the return of the items left behind, the Hotel will store these items for 3 months. After this period, these items will be considered abandoned and donated to charity or destroyed.

#### **§9. Silence of the Night**

1. The Hotel has a night silence from 10:00 PM to 6:00 AM the following day. 2. The behavior 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 a person who violates this rule.

#### **§10. Additional Provisions**

1. Smoking is strictly prohibited in the Hotel and on its premises, except for designated smoking areas. In the event of a violation of the smoking ban, the Hotel will charge the Guest a contractual penalty of PLN 500 for each violation.
2. Due to fire safety, it is prohibited to use electrical devices that are not part of the Hotel's equipment (e.g. heaters, irons, electric kettles) in hotel rooms. The above does not apply to chargers and power supplies for RTV and computer equipment.
3. It is prohibited to bring dangerous materials, firearms, ammunition, flammable, explosive and illuminating materials onto the Hotel premises.
4. Guests are not allowed to rearrange furniture or make any decorative changes in the rooms.
5. The Hotel is prohibited from conducting canvassing and door-to-door sales, collecting donations, conducting surveys and any type of marketing activity without the prior consent of the Hotel Management.
6. It is prohibited to make excessive noise, play loud music, make noise or take any action that may disturb the peace of the Guests' stay.

7. Guests are not allowed to take any property that is part of the room equipment out of the hotel room.

#### **§11. Dispute Resolution**

1. In the event of any disputes arising from the agreement, the parties will strive to resolve them amicably. In the event of failure to reach an agreement, such disputes will be resolved by the court with jurisdiction over the Hotel's registered office.

#### **§12. Changes to the Regulations**

1. The Hotel reserves the right to make changes to the Regulations at any time. The changed Regulations become binding from the moment of their publication on the Hotel's website and making them available at the Hotel's Reception.

#### **§13. Entry into force**

1. These Regulations shall enter into force on 19 August 2024.

DAMAGE REMOVAL PRICE LIST	PRICE Gross
Mattress replacement 180/200cm	1200 zł
Mattress replacement 90/200cm	900 zł
Lamp damage in the room (regardless of type)	350 zł
Door damage	1300 zł – 2300 zł
Furniture damage (scratches, breaks, etc.)	500 zł – 2600 zł
Flooding of the room (depending on the flooded furniture, carpet)	5000 zł – 8000 zł
Replacement of carpet in the room (depending on the scope)	3000 zł – 7000 zł
Damage to the sink in the bathroom	600 zł
Breakage/damage to the mirror	700 zł
Permanent damage to the hair dryer	400 zł
Permanent damage to the iron	400 zł
Disturbing the night peace (depending on the scope)	600 zł – 7000 zł
Damage to towels or bed linen	80 zł – 140 zł / sztuka
Damage to the parking barrier	1200 zł
Damage to the parking bollard (depending on the scope)	800 zł – 8000 zł
Breakage/Damage to the lamps in the corridor	1100 zł
Damage to the elevator door	18000 zł
Removal of physiological dirt- in the room or corridor (depending on the surface)	800 zł – 3000 zł
Damage to the ROP, resulting in the activation of the fire alarm	Individual pricing depending on the involvement and damage caused