

# HOTEL REGULATIONS

## A. GENERAL PROVISIONS:

These Regulations were drawn up by POLSKIE TATRY S.A. company, (hereinafter: „Service Provider”), the owner of the Kuźnice Mountain Inn, and they define the rules for the operation of the Inn, the provision of accommodation services, the rules for booking, place of stay and the rules for providing services electronically via the Website maintained at [www.zajazdkuznice.pl](http://www.zajazdkuznice.pl). The services provided at the Inn include accommodation and catering services.

Górski Zajazd Kuźnice [Kuźnice Mountain Inn] – is a facility where accommodation services are provided – Rooms (Kuźnice Mountain Inn) and catering – Restaurant (Kuźnice Mountain Inn).

## B. DEFINITIONS:

**The Ordering Party** – a natural or legal person or an institution that is a party to the contract indicated in the Booking Confirmation, who reserves a room in the Inn.

**Booking confirmation** - the contract for the provision of accommodation services, contains information such as details of the dates of stay, type of room and information about payment and cancellation conditions and GENERAL TERMS AND CONDITIONS.

**A hotel Guest** – a person who rents a room in the Kuźnice Mountain Inn.

**Customer** – a person who is not a Hotel Guest, and uses the Kuźnice Mountain Inn Restaurant.

**Hotel room** – a room located in the Kuźnice Mountain Inn.

**Service Provider** – POLSKIE TATRY S.A. company – the owner of Kuźnice Mountain Inn.

**Inn** – Kuźnice Mountain Inn - hotel and catering part.

**Restaurant** – a small room and a restaurant with a bar and barbecue facilities.

**Thermal baths** – thermal pools and outdoor terrace, catering services (Beach Bar and Aqua Bar) and Sauna Zone, among others: Finnish sauna, bio-sauna, brine sauna, steam bath, winter cabin, relaxation room in Zakopane Thermal Baths.

**The Hotel** – otherwise the management, staff and service at the Kuźnice Mountain Inn.

**Website** – a website that allows you to book a stay online, using the booking system.

**Hotel system** – a system where all information about the stay of the Hotel Guest and their companions is stored.

## C. BOOKING:

- The booking options for a stay at the Inn are:
  - by phone and e-mail – using the telephone number or e-mail (of the Service Provider) available on the Website: <https://www.zajazdkuznice.pl/pl/kontakt>,
  - in person – at the Reception Desk of the Kuźnice Mountain Inn,
  - through the booking system – an interactive form made available by third parties
 via the Website enabling booking a place in the Inn available in the Hotel System.
- Payments – the Website provides the hotel guest with the possibility of making payments: by bank transfer, credit card, in cash.
- After accepting the booking in accordance with item 1 letters a) and b), the authorized employee of the Hotel will send the

Booking Confirmation to the Ordering Party on behalf of the Service Provider. The booking is guaranteed if the payment is made in accordance with the conditions in force in the booking confirmation. Lack of guarantee of payment for bookings made under the previously agreed conditions may result in cancellation of the booking by the Hotel.

- In the case of multiple bookings of the stay by the Ordering Party, which result in failures to appear and failure to pay the fee for an earlier stay on time or failure to make a prepayment, which were indicated in the booking confirmations, the Hotel may refuse to accept another booking by the Ordering Party or propose new, different booking conditions that it will deem matching the circumstances.

## D. CHECK-IN:

- The hotel room is rented for hotel nights.
- The check-in begins at 3 PM on the day of arrival and lasts until 12 PM the next day.
- If the Guest does not specify the duration of their stay when renting a hotel room, it is assumed that it is a single-day rental.
- In the event of extending the stay beyond the period indicated on the day of arrival, the Hotel Guest should report such a request at the Reception Desk of the Inn by 10.00 AM at the latest, on the day on which the term of renting the Hotel Room expires. The hotel will take into account the request to extend the stay if practicable.
- The Guest's stay in the hotel room after 12 PM is treated as an extension of their stay. In the event that the hotel Guest stays between 12 PM and 6 PM, a half-day fee will be charged. In each case, such an option will be considered and accepted by the Hotel, subject to availability of rooms.
- In the event that the Guest wants to check in earlier than the above-mentioned hotel day, i.e. between 7:00 AM and 3:00 PM, this is considered an extension of the stay, which results in a half-day fee. In each case, such an option will be considered and accepted by the Hotel, subject to availability of rooms.
- Shortening the stay by the Guest does not entail a refund of the fee for unused benefits in accordance with Art. 38 sec. 12 of the Consumer Rights Act. If it is necessary to shorten the stay, due to fortuitous event, the Guest has the opportunity to use the paid benefits at another time. In each case, such an option must be considered and accepted by the Inn Manager and preceded by a written confirmation of the occurrence of random causes by the Guest, on the appropriate form, which is available at the Inn Reception Desk. The obligation to prove the circumstances referred to in the previous sentence rests with the person who applies for a refund. (Art. 6 k.c.)
- Quiet hours in the Inn are from 10 PM to 6 AM.

## E. HOTEL ROOM:

- Each Hotel Room is equipped as standard with a bed, table, wardrobe, TV set, lighting, bed linen, hotel towel, drinking glasses, electric kettle.
- Each hotel room has full access to a sanitary facility (bathroom) equipped with a shower and a hairdryer.
- Each time leaving the Hotel Room, the Hotel Guest is obliged to properly secure it so that access by third parties is not possible. During the Guest's absence in the hotel room, the windows and doors must remain closed, and the light must be turned off.
- It is forbidden for the hotel Guests to make any changes to the

hotel room and its equipment, except for a slight relocation of furniture and equipment, which does not compromise their functionality and safety of use.

**F. ACCOMMODATION, CHECK-IN, STAY:**

1. The Reception Desk of the Inn is open from 7:00 AM to 7:00 PM, after this time, the Hotel provides the services of a designated employee.
2. The facility has a procedure for checking-in the Guests (filling in the Guest Registration Card, showing proof of identity to the receptionist in order to verify the data and registering the Guest in the Hotel System of the Inn).
3. The Guest Registration Card shall include, in particular:
  - a. Personal data of the Hotel Guest (the Ordering Party) and their companions, including children under the age of 18.
  - b. Information Clause regarding the General Data Protection Regulation of 27.04.2016, hereinafter referred to as the GDPR.
  - c. Declarations of the Hotel Guest, including marketing consents.
4. Persons, who do not accept the check-in procedure for the Guest and do not consent to the presentation of an identity card for verification purposes cannot be checked-in to the Inn.
5. Bearing in mind the legal obligation arising from the provisions of the Act of 13 May 2016 on Counteracting the Threats of Sexual Crime and the Protection of Minors, children/minors traveling with an adult Hotel Guest are subject to special protection. In this case, the procedure of checking-in the Hotel Guest and their companions is applied, in accordance with the Standards of Protection of Minors in place at the Facilities of the POLSKIE TATRY S.A. Company, available at [www.polskietatry.pl/pliki/SOM-PolskieTatrySA.pdf](http://www.polskietatry.pl/pliki/SOM-PolskieTatrySA.pdf)
6. Upon check-in, the Hotel Guest receives a Package of Discounts and Benefits, which are the basis for granting discounts and rebates due, as well as the right to use other services provided in and covering the POLSKIE TATRY S.A. Company.
7. The Hotel Guest may not transfer the Room to other persons, who are not indicated on the Registration Card.
8. Persons, who are not indicated on the Registration Card may not stay in the Hotel Room from 10 PM to 6 AM.
9. The Hotel is obliged to collect a fee set by the Zakopane Town Council in an amount in accordance with applicable regulations - payable in cash at the Reception Desk of the Inn.
10. Upon check-in, the Hotel Guest receives an entry ticket, which enables them to use the Zakopane Thermal Baths.

**G. ADDITIONAL SERVICES INCLUDED IN THE PRICE OF THE STAY:**

1. The hotel Guest of the Inn has the option of using access to the Thermal Baths. The admission option depends on the length of the Hotel Guest's stay:
  - 1-6 nights - daily, one-time 2-hour entry to the swimming pool area,
  - 7 and more nights - daily, one-time, unlimited access to the swimming pool area.
2. The possibility of using the Thermal Baths starts from the moment of check-in and receipt of the ticket to the Thermal Baths not earlier than from 3 PM. It ends on the day of the Guest's check-out, i.e. till 12:00 PM. In the event of not leaving the Thermal Baths within the time indicated above, the Guest, on their own, shall pay for the time spent at the Thermal Baths.
3. The stay at the Thermal Baths begins from the moment of presenting a valid entrance ticket at the ticket office – the length of stay is regulated by item G.1 – until leaving the

Thermal Baths, passing through the exit gate located at the ticket offices.

4. A hotel guest using the Thermal Baths can rent a bath towel and a bathrobe in the Thermal Baths. At the same time, it is forbidden to use the hotel towels of the Guesthouse in Thermal Baths.
5. The parking space at the Guesthouse is additionally paid and is tied to the Hotel Room. The terms and conditions and the price list for the above services constitute a separate attachment, which is available on the site, at the Reception Desk and on the website. Guests using a parking space are obliged to provide the registration number of their car at check-in.
6. Breakfast is served and consumed only in the restaurant (small hall) in the hours set by the Hotel - as a standard 7:30 AM - 10:00 AM.
7. Preparing meals and taking them out from the above room results in charging an additional fee for the so-called „dry food” according to the current price list, available at the Reception Desk.
8. Smoking and vaping are prohibited on the premises of the Inn and the Thermal Baths.
9. In the event of a violation of the above prohibition, the Hotel Guest may be charged with a contractual penalty in the amount of PLN 400 for each identified violation of the prohibition.

**H. ADDITIONALLY PAID SERVICES THAT ARE NOT INCLUDED IN THE PRICE OF THE STAY:**

1. In addition, catering services located at the Thermal Baths and other services in the Sauna Zone (including towel, cosmetics, water, etc.) are paid. You can pay for the above services in the Thermal Baths in cash or by card.
2. In addition the catering services in the Restaurant of the Kuźnice Mountain Inn are additionally payable, according to the current price list for the above services, available on site and at the Reception Desk. You can pay for the above services on site in cash or by card. In the event of non-payment, their value is added to the hotel bill.
3. A hotel guest with additional charges resulting from item 2 added to their hotel account is obliged to authorize them, i.e. confirm the use of the above services.
4. The Hotel Guests are obliged to pay for all additional services and fees listed above, at the latest when checking out from the Inn when settling the hotel bill.

**I. ADDITIONAL SERVICES PROVIDED IN THE INN - HOTEL AND CATERING PART:**

1. Cleaning of the hotel room and replacement of towels during the stay takes place at the express request of the hotel guest, except for the first hotel day.
2. The fee for additional cleaning of a Hotel Room or other surfaces located on the premises of the Inn and other unusual, dirty or soiled, caused by the Hotel Guest is varied and depends on the degree of soiling and each cleaning cost calculation presented by the Hotel.
3. At the request of the Hotel Guest, the Hotel provides the following services free of charge: providing information related to the current stay and information on available offers and attractions of other facilities that belong to POLSKIE TATRY S.A., waking up at the set time, storage of luggage during the Hotel Guest's stay, ordering transfers, transport and taxis.
4. The hotel does not accept the presence of animals on the premises of the facility due to its location in the Tatra National Park.
5. The restaurant at the Inn is open from 7:30 AM - 6:00 PM, and up to 8:00 PM in the high season. The operating hours may be

varied at the discretion of the Hotel. The above Restaurant is available to both the Hotel Guests and the Customers, except for the small room, which between 7:30 and 10:00 AM serves the hotel breakfast.

**J. RIGHTS AND OBLIGATIONS OF THE HOTEL GUEST:**

1. In the event of any damage to the property of the Hotel Guest, they are obliged to immediately report the above-mentioned damage to the Reception Desk of the Inn, otherwise any claims of the Hotel Guest in this respect will not be considered by the Hotel.
2. The hotel guest bears responsibility for the received keys to the hotel room and equipment storage. In the event of its loss or destruction, they are obliged to cover the costs of replacing the lock. The above costs will be calculated each time and presented by the Hotel to the Hotel Guest.
3. The Hotel Guests bear full financial responsibility for all types of damage, destruction, soiling of objects, equipment and technical devices of the Inn, caused by them or their visitors.
4. The Hotel Guests and visitors should behave in a cultural manner and not interfere with the stay of other hotel guests using the services of the facility.
5. A Hotel Guest whose behaviour poses a threat to other hotel guests staying on the premises of the facility and violates public order may be removed from the premises of the facility. In connection with the above, the Hotel will be forced to call the appropriate law enforcement services, which clearly recognize that the above-mentioned behaviour violates public order.
6. The Hotel Guests are obliged to pay for the accommodation and all additional services they used during their stay.
7. The Hotel Guests have the right to change the Hotel Room if they provide important reasons (e.g. technical damage).
8. The hotel guest has the right to eat meals in the places and during the hours of their serving by the Inn.
9. The Hotel Guest has the right to report to the hotel staff, in particular the Reception Desk of the facility, inappropriate behaviour of other Hotel Guests.
10. In the Inn (hotel part) there is a total ban on walking around the facility in ski boots and a ban on bringing sports equipment to the Hotel Rooms. The facility has a special room intended for this purpose.

**K. RIGHTS AND OBLIGATIONS OF THE HOTEL:**

1. The Hotel shall not be liable for loss of or damage to money, securities, valuables, electronic equipment and other things and objects of value or objects of scientific or artistic value if they are not deposited at the Reception Desk of the Inn.
2. Personal items left in the hotel room by the departing Hotel Guest will be handed over to the Reception Desk. In order to collect the items left behind, the Guest is obliged to order a courier at their own expense and notify the Reception Desk about this fact. In the absence of instructions, the Hotel will store the items for a period of three months.
3. In the event of a breach of the provisions of the Terms and Conditions, the Hotel may refuse to continue to provide services to the Guest, who violates them. Such a person is obliged to immediately comply with the requests of the Hotel, in particular to pay for damages and destruction caused and to leave the area of the Inn.
4. The Hotel may refuse to accept a Hotel Guest who, during the previous stay, grossly violated the Hotel Regulations, in particular: causing damage to the property of the Inn and the property of other Hotel Guests or disturbing the functioning of the Inn in general. This also applies to persons who caused personal damage to other Hotel Guests, the people visiting them or the staff.

**L. COMPLAINTS:**

1. In the event of any objections to the quality of the services provided, such issues should be reported immediately upon the occurrence of the issue at the Reception Desk of the facility.
2. The Reception Desk of the Inn will refer the issue to the Inn Manager, who will attempt to resolve the issue amicably.
3. In the event of further objections as to the quality of the services provided, the Hotel Guest has the right to submit a Complaint in writing, submitted at the Reception Desk of the Inn, on the appropriate form, which is available at the Reception Desk of the Inn. The above Complaint will be considered within 14 days from the date of its submission to the Reception Desk. The Hotel Guest will be notified about the decision on the submitted complaint by e-mail to the indicated address or in writing to the indicated correspondence address.
4. If the complaint is accepted, which will involve a partial or complete refund of money for the service/goods provided to the Hotel Guest, the element necessary for this refund is the original document confirming the purchase of the service/goods, i.e. a fiscal receipt or invoice, returned by the Hotel Guest.
5. In the event of objections as to the quality of the services provided and the activities of the Inn, reported during check-out, the Hotel will not take into account the above comments of the Hotel Guest due to their late submission and they will not form the basis for submitting the Complaint in writing, as described in item 3.

**L. SAFETY:**

1. There is a CCTV system on the premises of the Inn in order to protect the property and the safety of people staying in the area covered by the monitoring. CCTV recordings may be the basis for liability of the Hotel Guest and their visitors, who fail to comply with the regulations and instructions in force in the Inn. The Inn Manager guarantees that the monitoring is carried out in a manner that does not violate the personal rights and dignity of all persons, in accordance with the applicable regulations, and in particular in the field of personal data protection. CCTV recordings may be made available at the written request of relevant authorities.
2. Due to fire safety, it is forbidden to use water heaters, irons, electric grills, toasters and other electrical devices, that do not form part of the Room equipment, inside the Hotel Rooms. This does not apply to chargers, RTV and computer power supplies.
3. Due to a reasonable suspicion of a threat to the life or health of persons staying on the premises of the Inn, the Hotel, and in this case, the Inn Manager (administrator) or a person authorized by them, may issue a decision to evacuate persons from the threatened area even before the arrival of the Police and Fire Service. The announcement and carrying out of the evacuation will not be the basis for any claims against the Service Provider or the Manager (administrator) as well as persons managing and supervising the evacuation.
4. If you hear a fire alarm or an evacuation message, leave the hotel room immediately, ensuring that the door to it has been locked.
5. After leaving the hotel room, it is necessary to proceed to the nearest designated escape doors, staircases, and then, while remaining calm, leave the building following the evacuation signs indicating the directions of evacuation.
6. In the event of smoke in the escape routes, move in a tilted position, trying to keep your head as close to the floor as possible, while covering your airways with a damp handkerchief, move along the walls so as not to lose orientation as to the direction of evacuation.
7. During the evacuation, keep calm and follow the instructions of the hotel staff.

# KUŹNICE MOUNTAIN INN

A PLACE RIGHT NEXT TO THE GATEWAY TO THE TATRAS



8. As soon as you notice a fire, smoke coming out of the room or a noticeable smell, you should immediately notify the Inn Reception Desk and, if necessary, other people staying in the hotel rooms on a given floor.
9. If, due to their disability or health condition, the Hotel Guests have any doubts as to how to behave after the announcement of the fire alarm, they should immediately contact the Inn Reception Desk.

## M. FINAL PROVISIONS:

1. The Hotel Guest and the Service Provider are obliged to comply with the provisions of these Regulations from the moment of accepting the terms of the agreement indicated in the Booking Confirmation, as well as from the moment of using the services provided by the Service Provider. Booking, as well as its cancellation, provision of services, the stay of the Hotel Guest in the Inn and issues related to the complaint of the stay and security take place on the terms set out in the above Terms and Conditions.
2. The hotel regulations are available for review at the Reception Desk of the Inn, in each Hotel Room, as well as on the website.

