

# HOTEL REGULATIONS

## A. POSTANOWIENIA OGÓLNE:

The Regulations have been drawn up by the Company POLSKIE TATRY S.A. (hereinafter: the "Service Provider"), the owner of the Kuźnice Mountain Inn, and set out the rules for the operation of the Inn and the provision of accommodation services, the rules for booking, the place of stay and the rules for the provision of services electronically through the Website maintained at [www.zajazdkuznice.pl](http://www.zajazdkuznice.pl). The services provided at the Inn are accommodation and catering services.

**Kuźnice Mountain Inn** - is a facility providing accommodation services - Rooms (Kuźnice Mountain Inn) and catering services - Restaurant (Kuźnice Mountain Inn).

## B. DEFINITIONS:

- **Hotel Guest** - a person renting a room at the Kuźnice Mountain Inn.
- **Customer** - a person who is not a Hotel Guest but visits the Kuźnice Mountain Inn Restaurant.
- **Hotel Room** - a room located at the Kuźnice Mountain Inn.
- **Service Provider** - the Company POLSKIE TATRY S.A. - the owner of the Kuźnice Mountain Inn.
- **Inn** - the Kuźnice Mountain Inn - the hotel and catering parts.
- **Restaurant** - small room, dining room with bar, grill.
- **Thermal Baths** - thermal pools and outdoor terrace, catering services (Beach Bar and Aqua Bar) and the Sauna Zone, including Finnish sauna, bio-sauna, brine sauna, steam bath, winter cabin, relaxation room at Termy Zakopińskie.
- **Hotel** - in other words the management, staff and service at the Kuźnice Mountain Inn.
- **Website** - the website for booking a stay online, via a booking system.
- **Hotel System** - the system where all the information about the stay of the Hotel Guest and his/her companions is stored.

## C. BOOKING:

1. A stay at the Inn can be booked as follows:
  - a. by telephone and email - using the (Service Provider's) telephone number or email available on the Website: <https://www.zajazdkuznice.pl/pl/kontakt>,
  - b. in person - at the Reception Desk of the Kuźnice Mountain Inn,
  - c. via the booking system - using an interactive form made available by third parties via the Website, enabling Guests to book a stay at the Inn available in the Hotel System.
2. Payment - the Website enables Hotel Guests to pay by bank transfer, credit card or cash.

## D. CHECK-IN & CHECK-OUT RULES:

1. Hotel rooms shall be rented for hotel days.
2. A hotel day shall start from 3.00 p.m. on the check-in day and last until 12.00 noon on the following day.
3. If the Guest does not specify the duration of stay while checking in, it shall be assumed that the room is rented for one day.
4. In the event of extending the stay beyond the period indicated on the check-in day, the Hotel Guest shall make such a request at the Inn's Reception Desk by 10.00 a.m. on the day on which the Hotel Room rental period expires. The Hotel shall accommodate the request to extend the stay as far as possible.
5. If the Guest stays in the Hotel Room after 12.00 noon, it shall be considered as an extension of the stay. If the Hotel Guest stays between 12.00 noon and 6.00 p.m., a half-day charge shall be collected. Each time such a possibility must be considered and accepted by the Hotel, due to room availability.
6. Should the Guest wish to check in earlier than the hotel day indicated above, i.e. between 7.00 a.m. and 3.00 p.m., this shall be treated as an extension of the stay, resulting in the collection of a half-day charge. Each time such a possibility must be considered and accepted by the Hotel, due to room availability.
7. Shortening of the stay by the Guest shall not entail reimbursement of the charge for unused services. In the event of the necessity to shorten the stay due to fortuitous reasons, the Guest shall have the possibility to use the paid services at another time. Each time such a possibility must be considered and accepted by the Manager of the Hotel and preceded by the Guest's written confirmation of the occurrence of fortuitous reasons.
8. At the Inn, curfew shall be in force from 10.00 p.m. to 6.00 a.m.

## E. HOTEL ROOM:

1. Each Hotel Room shall be equipped as standard with bed(s), table, wardrobe, TV, lighting, bed linen, hotel towel, glasses, water.
2. Each Hotel Room shall have full access to sanitary facilities (bathroom) equipped with a shower.
3. Electric kettles shall be included in the price of stay.
4. Each time the Hotel Guest leaves the Hotel Room, he/she shall properly secure it so that access by third parties is not possible. During the Guest's absence from the Hotel Room, the windows and doors shall remain closed and the lights switched off.
5. The Hotel Guest shall not be allowed to make any changes to the Hotel Room and its furnishings and equipment other than a minor rearrangement of furniture and equipment which does not affect their functionality and safety of use.

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

1. The Inn's Reception Desk shall be open from 7:00 a.m. to 7:00 p.m., after which time the Hotel shall provide a staff member.
2. There is a Guest Check-In Procedure in place at the facility (filling in the Guest Registration Card, showing the identity card to the receptionist for data verification and registering the Guest in the Inn's Hotel System).
3. The Guest Registration Card shall include, in particular:
  - a. Personal data of the Hotel Guest (purchaser) and his/her companions.
  - b. Information Clause related to the General Data Protection Regulation of 27 April 2016, hereinafter referred to as the GDPR.
  - c. Statements of the Hotel Guest, including marketing consents.
4. Persons who do not accept the Guest Check-In Procedure and do not agree to show an identity card may not be checked in at the Inn.
5. Upon check-in, the Hotel Guest shall receive a discount card, which is the basis for granting him/her due discounts and rebates on other services provided by the Company POLSKIE TATRY S.A.
6. The Hotel Guest may not transfer the Room to other persons who are not indicated in the Registration Card.
7. Persons who are not indicated in the Registration Card shall not be allowed to stay in the Hotel Room between 10 p.m. and 6 a.m.
8. The Hotel shall be obliged to charge a transient occupancy tax in accordance with the applicable regulations.
9. At check-in, the Hotel Guest shall receive an entrance ticket which entitles him/her to use Termy Zakopińskie.

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

1. The Inn's Hotel Guest shall have the possibility of admission to the Thermal Baths. The admission option available shall depend on the length of the Hotel Guest's stay:
  - 2-6 days - daily, single 2-hour admission to the swimming pools,
  - 7 and more days - daily, single unlimited admission to the swimming pools.
2. The possibility to use the Thermal Baths shall start from the moment of check-in and receipt of an entrance ticket to the Thermal Baths, but no earlier than at 3.00 p.m. It shall end on the day of check-out by the Hotel Guest, i.e. by 12 noon. If the Guest does not leave the Thermal Baths within the time limit indicated above, he/she shall settle the payment for the time spent at the Thermal Baths or in the Sauna Zone on his/her own.
3. The Guest's stay at the Thermal Baths shall start from the moment of presenting a valid entrance ticket at the Thermal Baths' ticket office - the length of stay is set out in sec. G.1 - and shall last until the moment of leaving the Thermal Baths by passing through the exit gate located at the ticket offices.
4. The Hotel Guest using the Thermal Baths may rent a pool towel and a bathrobe at the Thermal Baths. At the same time, it is forbidden to use the Inn's hotel towels at the Thermal Baths.
5. The parking space at the Inn shall be subject to an additional charge and shall go with the Hotel Room. The terms and conditions and price list for the above services form a separate appendix available on site, at the Reception Desk and on the website. The Guest using a parking space shall provide the car registration number when checking in.
6. Breakfast shall be served and consumed in the restaurant (small room) only, during the hours set by the Hotel - as standard from 7.30 a.m. to 10.00 a.m.

7. Preparing meals and taking them out of the small room shall result in an additional charge for the packed lunch according to the current price list available at the Reception Desk.
8. Smoking and e-cigarettes are prohibited on the premises of the Inn and the Thermal Baths.
9. In the event of violation of the aforementioned prohibition, the Hotel Guest may be charged a contractual penalty in the amount of PLN 400 for each detected violation of the prohibition.

**H. EXTRA PAID SERVICES NOT INCLUDED IN THE PRICE OF STAY:**

1. The catering services located at the Thermal Baths and other services in the Sauna Zone (including towel, toiletries, water, etc.) shall be subject to an additional charge. The above services can be paid for at the Thermal Baths by cash or card.
2. Catering services at the Kuźnice Mountain Inn Restaurant shall also be charged extra, according to the current price list for these services available on site and at the Reception Desk. The above services can be paid for on site by cash or card. In the case of non-payment, their value shall be added to the hotel bill.
3. The Hotel Guest having additional charges resulting from section 2 added to his/her hotel bill registered in the Hotel System shall be obliged to authorise them, i.e. to confirm the use of the above services.
4. All additional services and charges mentioned above shall be paid by the Hotel Guest at the latest at check-out from the Inn when settling the hotel bill.

**I. ADDITIONAL SERVICES PROVIDED AT THE INN - THE HOTEL AND CATERING PARTS:**

1. The cleaning of the Hotel Room and the exchange of towels during the stay shall be carried out at the express request of the Hotel Guest.
2. The charge for additional cleaning of the Hotel Room or other areas at the Inn and other unusual dirt caused by the fault of the Hotel Guest shall vary and shall depend on the degree of soiling, and each time shall be subject to cleaning cost calculation presented by the Hotel.
3. At the request of the Hotel Guest, the Hotel shall provide, free of charge, the following services: providing information related to the current stay and information on available offers and attractions of other facilities owned by the Company POLSKIE TATRY S.A., wake-up call at the appointed time, storage of luggage during the stay of the Hotel Guest, ordering of transfers, transport and taxis.
4. The Hotel shall not accept animals on its premises due to its location in the Tatra National Park.
5. The Restaurant at the Inn shall be open from 8.00 a.m. to 6.00 p.m., and in high season even until 8.00 p.m. The opening hours shall be subject to change by the Hotel. The Restaurant shall be available for both Hotel Guests and Customers, except for the small room serving hotel breakfast from 7.30 a.m. to 10.00 a.m.

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

1. In the event of any damage to the Hotel Guest's property, the Hotel Guest shall immediately report the damage at the Reception Desk of the Inn, otherwise any claim by the Hotel Guest on this account shall not be considered by the Hotel.
2. The Hotel Guest shall be responsible for the received Hotel Room key and equipment storage room key. If the key is lost or damaged, the Hotel Guest shall be obliged to cover the costs of replacing the lock. The Hotel shall each time calculate the aforementioned costs and present them to the Hotel Guest.



3. The Hotel Guest shall bear full financial responsibility for any damage, destruction, soiling of objects, furnishings, equipment and technical devices of the Inn caused by him/her or his/her visitors.
4. The Hotel Guest and his/her visitors shall behave in a cultural manner and shall not disturb other Hotel Guests using the services of the facility.
5. The Hotel Guest whose behaviour poses a threat to other Hotel Guests staying at the facility and who violates public order may be removed from the premises of the facility. In consequence, the Hotel will be compelled to call the appropriate law enforcement services, which will unequivocally recognise that the aforementioned behaviour violates public order.
6. The Hotel Guest shall be obliged to pay for the accommodation and all additional services used during his/her stay.
7. The Hotel Guest shall have the right to change the Hotel Room if he/she gives relevant reasons for doing so (e.g. technical damage).
8. The Hotel Guest shall have the right to have meals in the places and at the times of their serving by the Inn.
9. The Hotel Guest shall have the right to report inappropriate behaviour of other Hotel Guests to the hotel staff, in particular to the Reception Desk of the facility.
10. It is strictly forbidden to wear ski boots at the Inn and to bring sports equipment into the Hotel Room. The facility has a storage room designated for this purpose.

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

1. The Hotel shall not be liable for the loss of or damage to money, securities, valuables, electronic equipment and other things and objects of financial value or objects of scientific or artistic value unless they are deposited at the Reception Desk of the Inn.
2. Personal belongings left in the Hotel Room by a departing Hotel Guest shall be handed over to the Reception Desk. In order to collect the items left behind, the Guest shall send a courier at his/her own expense and inform the Reception Desk thereof. In the absence of instructions, the Hotel shall store the items for a period of three months.
3. In the event of a breach of the Regulations, the Hotel may refuse to continue to provide services to the offending Hotel Guest. Such a person shall be obliged to comply with the Hotel's demands immediately, in particular to pay for the damage and destruction caused and to leave the premises of the Inn.
4. The Hotel may refuse to check in a Hotel Guest who, during his/her previous stay, grossly violated the Hotel Regulations, in particular by: causing damage to the property of the Inn and the property of other Hotel Guests, or disrupting the operation of the facility in general, or caused damage to the person of a Hotel Guest, his/her visitors or staff.

#### **L. COMPLAINTS:**

1. If concerns arise about the quality of the services provided, such issues shall be reported as soon as the problem arises to the facility's Reception Desk, in order to make an immediate response possible.
2. The Inn's Reception Desk shall report the problem to the Manager of the Inn who shall attempt to resolve it amicably.

3. In the event of further concerns about the quality of the services provided, the Hotel Guest shall have the right to lodge a written Complaint at the Inn's Reception Desk. The Complaint shall be considered within 14 days from the date of its submission to the Reception Desk.
4. In the event of concerns about the quality of the services provided and the operation of the Inn reported during check-out, the Hotel shall not take into account such comments of the Hotel Guest due to their late submission, and they shall not be the grounds for a written Complaint referred to in section 3.

#### **L. SAFETY:**

1. For reasons of fire safety, it is prohibited to use the following in the Hotel Rooms: water heaters, irons, electric grills, toasters and other electrical appliances not included in the Room equipment. This shall not apply to chargers and power supply units for audiovisual and computer equipment.
2. In the event of a reasonable suspicion of a threat to the life or health of persons on the premises of the Inn, the Hotel, in this case the Manager (administrator) or a person authorised by him/her, may issue a decision to evacuate persons from the threatened area before the arrival of the Police and the Fire Brigade. The announcement and carrying out of the evacuation shall not give rise to any claim against the Service Provider or the Manager (administrator) and persons managing and directing the evacuation.
3. If you hear a fire alarm or evacuation announcement, leave the Hotel Room immediately, making sure that the door to the Room is closed.
4. After leaving the Hotel Room, proceed to the nearest marked evacuation doors and staircases and then, keeping calm, leave the building following the evacuation signs indicating the evacuation routes.
5. In the event of smoke on the escape routes, move in a stooping position, trying to keep your head as close to the floor as possible while covering your airways with a wet handkerchief, and move along the walls so that you do not lose track of the direction of evacuation.
6. During evacuation, remain calm and follow the instructions of hotel staff.
7. Upon noticing a fire or smoke coming from a room, or a noticeable smell, immediately notify the Reception Desk of the Inn and, if necessary, other occupants of the Hotel Rooms on the floor in question.
8. If, due to his/her incapacity or state of health, a Hotel Guest is in any doubt as to how to behave when the fire alarm is sounded, he/she should immediately contact the Reception Desk of the Inn.

#### **M. FINAL PROVISIONS:**

1. Hotel Guests and the Service Provider shall comply with the provisions of these Regulations from the moment they start using the services provided by the Service Provider. The provision of services and the stay of the Hotel Guest at the Inn shall take place in accordance with the rules specified in these Regulations.
2. The Hotel Regulations are available for inspection at the Inn's Reception Desk, in each Hotel Room, as well as on the website.

