



## **REGULATIONS & POLICIES**

### **Hotel RACIBOR \*\*\***

#### **§1 SUBJECT OF THE REGULATIONS**

1. The Regulations apply to every Person staying at the Racibor Hotel.
2. The Regulations define the rules for the provision of services, responsibility and stay at the Hotel and are an integral part of the contract, which is concluded by signing the Resident's Card, as well as by making a reservation, paying a down payment or the entire amount due for the stay at the Hotel. By concluding the above-described agreement, the Guest confirms that they have read and accept the terms of the Regulations.

#### **§2 HOTEL STAY**

1. The Hotel room is rented for hotel nights.
2. The hotel night lasts from 02:00 pm on the day of the check-in to 12:00 pm the next day.
3. Breakfast is served:
  - Monday to Saturday from 06:30 am to 09:30 am,
  - on Sundays and public holidays from 07:00 am to 10:00 am.Guests are not allowed to take the food out of the breakfast room without prior notice to the Staff. In the case of booking a room without breakfast, the Guest can buy breakfast at the Reception for PLN 55 per Person.

#### **§3 SILENT HOURS**

1. Silent hours remain between 10:00 pm and 07:00 am.
2. During silent hours, Guests and Others using the services of the Hotel are obliged to not disturb the peace of other Guests in any way.
3. Persons persistently violating, despite repeated warnings of the Hotel Employees, the silent hours may be removed from the facility by the Security Staff.

#### **§4 BOOKING, CHECK-IN, STAY, AND PAYMENT**

1. Reservations can be made in person, by phone or by e-mail.
2. When making a reservation, the Guest has the right to request the booking confirmation.
3. The Hotel reserves the right to request a down payment for the reservation.
4. If cancelled up to one day before arrival, no charge will apply.  
If cancelled later or in case of no-show, the first night will be charged.
5. For the Receptionist to check-in the Guest, the Guest is requested to provide a document with a photo confirming their identity. In the case of refusal to present the document, the Receptionist is obliged to not provide the key to the room.
6. Guest is required to personally sign the Resident's Card.

7. If the Guest did not specify the length of their stay when booking a room, it is assumed that the room was booked for one hotel night.
8. When the Guest wishes to stay beyond the period indicated during the check-in, the Guest should inform about it the Reception by 10:00 am on the check-out day. This however doesn't guarantee for the stay to be expanded, should it be not possible.
9. The Reception may refuse to extend the stay if the Guest didn't pay for the current stay.
10. The Hotel Guest has no right to transfer the room to third parties, even if the period for which they paid has not expired.
11. Guest's Visitors may temporarily remain in a Hotel room between 07:00 am and 10:00 pm. The number of Guest's Visitors must be within the range of given room due to Safety Standards.
12. The presence of Guest's Visitors in the Hotel room between 10:00 pm and 07:00 am is tantamount to a consent of the Guest to pay for adding the Visitors to the Guest's list, according to the price list submitted at the Reception.
13. The Reception may refuse to check-in a Guest that during the previous stay grossly violated the Hotel Regulations, causing damage to Hotel property or other Guests or damage to the name of Guests, Staff or Others staying in the Hotel, or otherwise disturbed the peace in the Hotel. Refusal to rent a room also applies to Minors and People under the influence of alcohol or other drugs.
14. The Guest pays for the entire declared stay at the check-in. Otherwise, the Hotel reserves the right to pre-authorize Guest's credit card. At the time of refusal, the Receptionist has the right to refuse to proceed with the check-in.
15. All payments for the stay at the Hotel are collected by the Reception and then issued with the appropriate proof of payment.
16. For early departure the Hotel does not refund money.
17. The Hotel offers free luggage storage.
18. The Guest can use the Hotel's paid parking in the amount of PLN 45 / day per car; PLN 75 / day per bus up to 3.5 t.; PLN 130 / day per vehicle over 3.5 t.
19. Guests can use the laundry service for a fee.
20. The Hotel accepts pets after prior arrangement with the Reception.
21. The Reception can give out an electronic card to the room if the previous was lost. The fee for losing the room key-card is PLN 20.
22. The Hotel reserves the right to change prices.

## **§5 GUESTS' LIABILITY**

1. Children under 13 years old must be under the care and supervision of Adults for the duration of their stay. Legal Guardians are responsible for the Children's behaviour, including caused damage.
2. Children up to 3 years old stay free of charge when sharing their parents' bed. These Children can enjoy the breakfast.
3. Each time the Guest leaves the room, the Guest ought to make sure the room's door is properly locked.
4. The Guest is required to take care of the appearance of the room – turn off the electricity and water when not using.
5. It is strictly forbidden to take out of the room items belonging to the Hotel.
6. For Safety reasons, the Guest, while leaving the room, should close all previously-opened windows.
7. Due to Fire Safety, it is forbidden to use heaters, kettles or other electrical devices, that are not a part of provided equipment, in the rooms.  
In case of not following these rules, an additional fee of PLN 100 will be added to each hotel night. This does not apply to chargers and power supplies of RTV and computer devices.
8. The Guest bears full financial responsibility for any kind of damage or destruction of provided equipment and technical devices caused by them or their Visitors.
9. The Guest should notify the Reception about the damage immediately after its discovery.
10. If the damage was caused by the Guest, he is obliged to show the damage to the staff for viewing and valuation. Only after determining the conditions of the repair, the Manager approves the leave of the Guest.

11. It is agreed that claims for compensation for damage will be implemented as follows:
  - complete removal of the damage by the Person that caused the destruction,
  - payment of the entire price of the damaged item.
12. In case of a breach of the Regulations, the Hotel may refuse to provide further services to the Guest that violated said policies. Such a Person is obliged to immediately comply with the Hotel's requests.

## **§6 HOTEL'S LIABILITY**

1. The Hotel provides services in accordance with its category and standard.
2. In the case of complains regarding the quality of services, the Guest is asked to immediately report them to the Reception or in surveys located in the rooms, which will allow Hotel Employees to improve the standard of provided services.
3. The Hotel is obliged to provide for Guests:
  - conditions for full and unrestricted rest,
  - cleanliness and order,
  - cleaning the room in accordance with the Cleaning Regulations, hung on the entrance door of each Hotel room,
  - security of stay, including the secrecy of information about the Guest,
  - professional and courteous service in the provision of services,
  - a technically efficient service.

In the event of defects that cannot be remedied, the Hotel will endeavor to replace the room or otherwise mitigate the inconvenience as far as possible.
4. Personal belongings left in the room by the departing Guest will be sent back at his expense, to the address indicated by them. If no such instruction is received, the Hotel will store these items for 3 months and then donate them to charity or public use.
5. The Hotel is not responsible for the loss or damage of securities, money, valuables, other things and objects of scientific or artistic value if these items weren't deposited at the Reception.
6. The Hotel is not responsible for damage or loss of a car or other vehicle belonging to a Guest left unattended outside the building or Hotel grounds.
7. The Hotel is obliged to change bed linen every three days and towels every 2 days or on request, but not more often than once a day. Exchange of bed linen, towels and cleaning of the room takes place in the absence of Guests, unless the Guest requests otherwise. Cleaning of rooms takes place between 08:00 am and 04:00 pm according to the Cleaning Regulations, hung on the entrance door of each Hotel room.
8. While check-in, the Guest has the right to reserve that the service does not enter the room during their stay. The Guest can also do so by hanging information about such request on the outside of the room door.

## **§7 SMOKING PROHIBITION**

1. In accordance with the Act of 8 April 2021 amending the Act on Health Protection against the consequences of using tobacco and tobacco products and the Act of the State Sanitary Inspection (Journal of Laws No. 81, item 529), smoking cigarettes and tobacco products is strictly prohibited throughout the Hotel.
2. The prohibition includes also e-cigarettes.
3. Breaking the prohibition on smoking traditional cigarettes, electronic cigarettes and tobacco products throughout the Hotel is tantamount to agreeing to cover the costs of de aromatization in the amount of PLN 500.

## **§8 COMPLAINTS**

1. The Guest has the right to file a complaint in case of noticing deficiencies in the quality of provided services.
2. All complaints are accepted by the Reception.

3. Eventual complaints cannot affect the payment at the Hotel.
4. Complaints will be considered and resolved individually. The Guest will be notified about the result of their complaint.

### **§9 ADDITIONAL PROVISIONS**

1. The Guest agrees to the storage and processing of personal data in accordance with the Act on the Protection of Personal Data (Journal of Laws of 2002 No. 101, item 926 with subsequent amendments) by Hotel Racibor for the needs necessary to carry out the Guest's stay at the Hotel. The Guest has the right to inspect and correct their personal data.
2. Dangerous items cannot be stored in Hotel rooms – weapons and ammunition, flammable, explosive and illuminating materials.
3. It is forbidden to bring any kind of vehicles to the Hotel (bicycle, scooter, etc.)
4. Guests are not allowed to make any changes to the Hotel rooms and their equipment. For any deficiencies in the equipment of the Hotel room during the Guest's stay, the Hotel has the right to charge the Guest.
5. It is forbidden to conduct canvassing and door-to-door sales at the Hotel.

The Management of the RACIBOR Hotel will be grateful for your cooperation in complying with the Regulations, which are intended to ensure the comfort, tranquility and safety of our Guests. The Hotel Staff is at Guests' disposal, providing them with advice and assistance throughout their stay. In special cases, the Hotel Manager may deviate from the above-mentioned clauses.

**We wish you a pleasant stay!**

Management of  
Hotel RACIBOR \*\*\*