

Regulations of Stara Gorzelnia Hotel

Management of Stara Gorzelnia Hotel will be grateful you for cooperation in respecting Hotel Regulations, which are intended to ensure peace and security of all our Guests during their stay.

GENERAL RULES

1. Regulations provide rules of hotel service, liability and presence at the hotel area and are an integral part of agreement, to be concluded with the signature of registration card as well as reservation or advance payment of part or the whole stay at the hotel. To do the above Guest confirms he knows and accept the Regulations.
2. Regulations are obligatory for all Guests staying at the hotel area.
3. Regulations are available at the hotel Reception Desk, at every hotel room and at internet site www.staragorzelnia.pl.
4. Stara Gorzelnia Hotel is non-smoking area. Non-compliance with this regulation results in penalty of 400 PLN. Smoking is allowed only in indicated smoking area.

STAY AT THE HOTEL

1. Hotel rooms are rented for nights. Check-in starts at 15:00, check-out at 11:00 of the following day.
2. If the Guest did not inform about check-out date it is assumed that room has been rented for one night.
3. Guests who want to extend their stay at the hotel shall inform the reception the latest at 10:00 am of the last day of their stay.
4. Hotel will consider the request of extended stay according to the possibilities but reserves the right to propose different room.

RESERVATION AND CHECK-IN

1. Guest to be registered at the hotel must provide to Reception Desk employee ID or other document with photo and sign registration card.
2. Hotel Guest is not allowed to hand over the room to others even if the paid period has not passed.
3. Visiting people who are not registered at the Hotel can stay at the Guest's room from 7:00 to 22:00.
4. Room reservation will be guaranteed after the advance payment of min. 30% of the stay value within 7 days from reservation date. Without advance payment reservation can be cancelled.
5. Reservation can be made by e-mail, by phone, internet sites or personally at the Reception Desk.
6. In case of cancellation of Guest stay during booked hotel night, hotel will not return the payment for this night.

7. Hotel can refuse to accommodate Guest who during the previous stay seriously infringed the hotel Regulations including damage to property, harm to the other Guests or employees or other people staying at the hotel or at any other way disturbed the peaceful stay of hotel Guests or interrupted regular operation of Stara Gorzelnia Hotel.

SERVICE

1. Hotel provides services according to its category and standard. In case of problems with the quality of services the Guest is asked to report it at the Reception Desk as soon as possible. It will allow the staff to act immediately. Not reporting the concerns the latest at the day of departure results in failure to call the concerns ever in the future.
2. Hotel is obliged to ensure to its Guests: conditions to full and unhampered rest, safe stay including safety of secrecy information about Guest, professional and kind service, room cleaning and necessary repairs of devices during absence of Guest at the room and during Guest stay only on request or in case of justified reasons; quick technical service; in case of failures, which cannot be repaired, hotel will undertake all efforts, if they are possibilities, to change Guest room or find a solution on individually agreed way.
3. Additionally on Guest request Hotel provides following services free of charge:
 - Replies to questions regarding stay or traveling,
 - Wake up service on requested time,
 - Secure storage of money or any expensive elements during the stay,

LIABILITY

1. Hotel takes liability of Guest items loss or damage at the hotel within range described with Polish Civil Code art. 846-849 unless the parties have agreed otherwise.
2. Liability of hotel due to loss or damage of money, securities, valuables or objects having scientific or artistic value is limited if these items were not disposed at the Reception Desk. Hotel takes no responsibility for damage or loss of car or other vehicle of Guest.
3. Guest shall report without any delay to Reception Desk any revealed damages.
4. Guest shall be fully financially and legally liable for all types of damages or destruction of objects or devices of the hotel caused by his/her fault or by fault of his/her visitors. Hotel reserves the right to charge Guest for damages disclosed after Guest departure.
5. In case of violations to hotel Regulations, hotel has right to refuse its service to person who does not respect the rules. Such person is obliged to act according to requests of hotel staff, payment for current stay, payment for

- revealed damages and leave the hotel.
6. Each time Guest leaving the room, for safety reasons, shall turn off TV, switch off light, close water taps, close the door and make sure it's locked.
 7. Children under 18 years old should stay under the supervision of the legal guardians at all times. Legal guardians take financial responsibility for any damages occurred as result of their children fault.
 6. Hotel parking lot is unsecured and free of charge.

ADDITIONAL SETTLEMENTS

1. Quiet hours of the hotel are in effect from 10:00 pm to 6:00 am. Hotel reserves the right to break the quiet hours due to organized parties. Furthermore, hotel is obliged to inform the Guests about this fact the latest at the registration /check -in at the Reception Desk.
2. Hotel accepts animals at the rooms after prior notification to the hotel staff. Additional fees may occur.
3. Due to fire safety it is forbidden to use in the rooms heaters, electric irons and similar devices not being the part of hotel room equipment.
4. In hotel room is forbidden to keep hazardous materials – weapon and ammunition, flammable materials and explosives.
5. Objects of personal use left in the room by the leaving Guest shall be sent back on his/her cost to the address stated by him/her. If such instruction is not received, hotel shall store these objects for 3 months. Food products will be stored for 24 hours.
6. Claims – any comments regarding the stay shall be reported without the delay, providing the basis of complain. Any claims and complains will be considered individually.

***WE WISH YOU A PLEASANT STAY
HOTEL MANAGEMENT***