

Please read the **Hotel Regulations** created in order to make your stay at the Aparthotel „Rakowicka Residence” (hereinafter referred to as the Hotel) comfortable and safe.

§ 1

1. With our Guests' comfort and safety in mind, the Hotel will make every effort to ensure:
 - a/ the conditions for an enjoyable and comfortable stay,
 - b/ the safety of your stay, including maintaining our Guests' confidentiality,
 - c/ professional and courteous service in relation to all services provided by the Hotel,
 - d/ cleaning rooms and performing all necessary repairs while the Guest is not in their room, and in the case of their continuous presence in the room, only upon their consent,
 - e/ cleaning room, changing towels and bed linen, replenishment of mineral water, coffee pods, tea bags takes place each time on the Guest's request - however, not more than once a day and a change of bedding - no more often than every 3 days.
 - f/ in the case of any failures that cannot be remedied, making every effort to offer the Guest, whenever possible, another room or alleviate the trouble.
2. At the Guests' request, the Hotel provides the following services, free of charge:
 - a/ providing information related to stay or travel,
 - b/ wake-up call at an indicated time,
 - c/ storing hotel Guests' luggage, whereby the Hotel reserves its right to refuse to store items not having the characteristics of personal baggage or if the storage of luggage would cover the period extending the period of the Guests' stay at the Hotel.

§ 2

1. Guests of the Hotel are obliged to check in:
 - a/ Adults- by presenting proof of identity with a photograph, confirming their identity, and filling in a hotel registration card.
 - b/ Minors or incapacitated persons may stay in the Hotel only in the company of their statutory representative or other person who looks after them and is responsible for them.
 - c/ Minors, who have limited legal capacity and who are at least 16 years old, in random situations, may independently check-in to the Hotel on the basis of a presenting a document with a photo confirming their identity and filling in a hotel registration card - no longer than for 1 hotel day.
Otherwise, a front desk clerk is obliged to refuse to check-in the Guest and provide him / her with the access codes to the room.
2. Hotel rooms are rented for days, whereby a hotel day lasts from 3 p.m. on the day of arrival till 11 a.m. on the day of departure.
3. If the Guest wishes to extend their stay for a longer period than the one indicated on the day of arrival, they should notify the front desk about their wish no later than 11 a.m. on the closing date of renting the room. The Hotel offers the possibility to extend the stay depending on the availability of rooms and in accordance with the prevailing price list.
4. If the Guest does not notify the front desk about their wish to extend their stay, in accordance with point 3 above, and if the Guest stays in the room or leaves their items in the room, it is considered as extending their period of stay in the Hotel.

5. Whether:
 - a/ the Guest leaves the room after 11 a.m. but before 6 p.m. or if they leave their items in the room after 11 a.m. but before 6 p.m., the Hotel will automatically charge a fee for a half day of rental, in accordance with the prevailing price list.
 - b/ the Guest leaves the room after 6 p.m. but before 11 p.m. of the following day or if they leave their items in the room after 6 p.m. but before 11 a.m. of the following day, the Hotel will automatically charge a fee for a day of rental, in accordance with the prevailing price list.
6. If the Guest does not declare the period of their stay, the Hotel assumes that a room has been rented for one day.
7. The hotel Guest cannot offer their room to other people without the consent of the Hotel, even if the hotel day for which the Guest has paid is not over.
8. People who are not hotel Guests are allowed to stay in hotel rooms at the hotel Guests' invitation, from 7 a.m. to 10 p.m. If people who are not hotel Guests stay in the Guest's room after 10 p.m., it is automatically considered as the Guest's approval for accommodating a third person to the Guest's room against a payment. Accommodating each third person will be charged with a fee in accordance with the prevailing price list.

§ 3

1. The hotel curfew begins at 10 p.m. and ends at 7 a.m. the following day.
2. Throughout the curfew, the hotel Guests should behave in a way that would not disturb the other Guests' stay. In the case of breaching the foregoing rule, the Hotel is entitled to refuse immediately to deliver any hotel services.

§ 4

1. The Guest should check whether the door is properly closed every time they leave the room.
2. Access PIN codes are individually assigned to open a given rented room for a given period of stay and serve as a room key exclusive for guests stays in the room. It is the Guest's responsibility to keep the received codes confidential and not to disclose them to unauthorized persons.

§ 5

1. The provisions of the Civil Code (Art. 846-849) shall apply to the Hotel's liability arising from the loss of money, securities, valuable items or items having scientific or artistic value as well as other items brought to the Hotel by the Guest.
2. The Hotel's liability shall be limited if the above-mentioned items are not deposited in the Hotel front desk.
3. The Hotel is entitled to refuse to accept items in the deposit if they are hazardous to safety or if their value is too great compared to the Hotel size or standard or if they take up too much space.
4. The hotel Guest should notify the front desk about damage immediately after such damage is noticed.
5. The hotel Guest shall bear full financial responsibility for the damage and destruction of any kind in relation to the Hotel's equipment and devices, caused by

the Guests or by people visiting them. The above means also that if the hotel linen, bedding, floor coverings and carpets, walls or wallpapers are damaged or soiled over the average measure resulting from their normal use, as a result of the Guest or other persons to whom the Guest share his / her room - then the Guest may be charged with the costs of cleaning, repairing, purchasing new equipment or otherwise restoring the Hotel's property to its previous state.

6. Any items left in hotel rooms by the Guest after their leaving shall be sent to the Guest, to the indicated address, at their own cost. If the Guest does not give the Hotel such instruction, the Hotel shall store the items for 3 months. After the given period, an item shall be destroyed under supervision.

§ 6

1. In the case of breaching the present regulations, the Hotel is entitled to refuse to provide the services to a person breaching the regulations. A person who was denied offered services of the Hotel is obliged to comply with the instructions given by the Hotel employees and to make the payment for the services and, if necessary, for the damage caused.
2. The Hotel has the right to refuse to accept a Guest who flagrantly breached the hotel regulations during a previous stay at the Hotel by causing damage to the property of the Hotel, Guests, employees or breaching the peace in the Hotel in any other way.
3. The Hotel provides the services in accordance with the best accepted standards. In the event of any objections, please notify us about your remarks to the following e-mail address: biuro@rakowickaresidence.pl
4. For reasons of safety, the use of electric devices such as heaters, electric irons and other electric devices not being the equipment of the Hotel is forbidden (not including electric shavers, hairdryers, battery chargers and power supplies for TV and computer devices).
5. Smoking and using an open fire is prohibited within the entire area of the Hotel. The prohibition does not apply to specified areas. The Hotel is entitled to charge a person who fails to comply with the above-mentioned prohibition with a PLN 250 fee, due to the infringement of the above- mentioned prohibition, whereby additional costs of refreshing the room may be added to the fee.