

HOTEL REGULATIONS

1. These Regulations apply to all persons staying at Hotel Weiser.
2. In the case of reservations that have not been paid for prior to arrival, payment for the stay shall be collected from the Guest upon check-in.
3. Guaranteed (non-refundable) reservations are not subject to cancellation or modification. This means that the full amount for the ordered services will be charged even if the Guest cancels the reservation, fails to arrive at the hotel, or shortens their stay.
4. Non-guaranteed reservations: if the Guest fails to arrive by 6:00 p.m. on the scheduled arrival date, the hotel reserves the right to cancel the reservation without notifying the Guest.
5. For reservations prepaid prior to arrival, please provide the details required for issuing an invoice during the reservation process. For reservations paid for upon check-in, please provide the invoice details by entering them in the designated section of the registration card. In both cases, failure to provide the required details, including the VAT identification number (NIP), within the above-mentioned time limit will result in the issuance of a named receipt, with no possibility of subsequently changing the details.
6. The hotel accepts cash payments exclusively in Polish currency (PLN). Cash in other currencies is not accepted. Cashless payments may be made using payment cards accepted by the hotel, in accordance with the terms and conditions applicable to the payment operator.
7. After an invoice has been issued, the Reception may provide a paper confirmation of the transaction relating to the issued invoice. At the Guest's request, this confirmation may also be sent in PDF format to the e-mail address provided. The actual invoice document is available in the National e-Invoice System (KSeF).
8. Check-in is subject to presentation of a valid photo ID, i.e. an identity card or passport. Failure to present a valid photo ID will result in refusal of check-in at the hotel. The stay will be settled in accordance with the terms and conditions applicable to the reservation. In the case of a non-refundable reservation, the reservation will not be cancelled and the payment for the stay will not be refunded.
9. Upon check-in, a registration card is issued for each adult person staying in the room. Refusal to complete the registration card will result in refusal of check-in at the hotel. The stay will be settled in accordance with the terms and conditions applicable to the reservation. In the case of a non-refundable reservation, the reservation will not be cancelled and the payment for the stay will not be refunded.
10. The hotel reserves the right to decide to collect a security deposit of PLN 200 (in cash) at check-in. The decision to collect a deposit may be made based on circumstances observed at check-in, in particular the behaviour of the Guest and accompanying persons, as well as other objective circumstances that may indicate an increased risk of damage, violation of the Regulations, or the necessity for the hotel to incur additional costs. If a deposit is required, payment of the deposit is a condition of check-in. Refusal to pay the required deposit may result in refusal of check-in and provision of the stay, subject to the applicable reservation terms and legal regulations. If the room is left in a condition requiring above-standard cleaning or if any dirt, damage, or destruction is caused, the hotel has the right to charge the Guest for the costs of cleaning or repairs. After the end of the stay and inspection of the room, the deposit, in full or any unused portion thereof, shall be returned.
11. Rooms are rented on a hotel-day basis. For individual reservations, the hotel day runs from 2:00 p.m. on the day of arrival until 11:00 a.m. on the day of departure. For group reservations of more than 10 rooms, the hotel day runs from 4:00 p.m. until 10:00 a.m. on the day of departure. The hotel does not rent rooms by the hour.
12. The hotel does not guarantee the possibility of early check-in, even if the Guest has notified the hotel in advance. Early check-in is possible only subject to room availability and may be subject to an additional charge.
13. If the Guest does not specify the duration of their stay when renting the room, it shall be assumed that the room has been rented for one hotel day.
14. A request to extend the stay beyond the period specified upon arrival should be reported to the Reception by 10:00 a.m. on the day on which the room rental period expires. Requests to extend the stay will be accommodated subject to room availability and are subject to an additional charge.
15. Keeping the room after 11:00 a.m. (for individual reservations) or after 10:00 a.m. (for group reservations) will result in a charge for another hotel day, in accordance with the rate applicable on the relevant date.
16. If a Guest decides to terminate their stay (for reservations under the standard offer) during an ongoing hotel day, the payment for that day will not be refunded.
17. When staying at the hotel with children, please note that the hotel is legally required to apply child protection standards and to establish the identity of minors and their relationship with the accompanying adult. Children up to 6 years of age stay free of charge (maximum 1 child). A child up to 6 years of age may stay free of charge only if sleeping in the parents' bed and using bedding appropriate to the room standard. For a booking for 2 adults and 2 children up to 6 years of age, please select an offer without breakfast and increase the number of adults to 3 (accommodation in the apartment on a sofa, subject to an additional charge). Breakfast is payable on site in accordance with the applicable terms. For parents who wish their child to sleep in the same bed, we recommend booking a DBL room. The child's age is determined by year of birth. "Age by year of birth" means the child's age calculated based on the year of birth, without taking into account the exact day and month of birth.
18. The hotel provides services in accordance with its category and standard.

19. The hotel is obliged to provide: conditions for the Guest's full and undisturbed rest, safety during the stay, professional and courteous service.
20. The Guest's point of contact is the RECEPTION. The Reception is available 24 hours a day. A telephone connection is available from every room: extension 2000.
21. At the Guest's request, the following services are provided free of charge: providing information related to the stay and travel, wake-up calls at a specified time, safekeeping of money and valuables in a safe during the Guest's stay, luggage storage on the day of check-in and the day of check-out, ordering taxis, lending additional equipment listed in the hotel information guide.
22. The hotel provides paid, monitored parking, subject to availability. The hotel is not liable for damage to or loss of a car or other vehicle belonging to the Guest. The parking service price list is available at the Reception or on the hotel's website.
23. The hotel restaurant is open during breakfast hours. Breakfast is served at the following times:
Monday - Friday: 7:00 a.m. - 10:00 a.m.; Saturday - Sunday: 8:00 a.m. - 11:00 a.m.
Breakfast serving hours may differ on public holidays. Current information is available at the Reception. Breakfast is subject to an additional charge if it was not included in the terms of the reservation. Payment for breakfast must be made at the Reception when the service is ordered. Breakfast is intended to be consumed on the premises, in the hotel restaurant. Guests should not take meals or breakfast products to their rooms. Room service is subject to an additional charge and is not included in the breakfast price. Packing and taking away food or food products provided as part of breakfast is prohibited. For hygiene reasons and for the comfort of all Guests, animals are not permitted in the restaurant where breakfast is served.
24. The bar is available to Guests 24 hours a day. Room service is subject to an additional charge and is not included in the price of the stay.
25. Hotel Guests may use the indoor swimming pool free of charge during designated hours. Current pool opening hours are available on the hotel's website or at the Reception. During public and religious holidays that are days off work, the swimming pool may be closed or its opening hours may change. The service may also be unavailable for a short period immediately before or after holidays, or its opening hours may change. The swimming pool is an additional service provided completely free of charge. Therefore, any claims for compensation or cancellations due to restrictions on access to this service in the above-mentioned circumstances will be rejected. The hotel shall not be liable if a Guest fails to read the information published above concerning restrictions on access to the swimming pool.
26. Wireless Wi-Fi is available throughout the hotel. Use of Wi-Fi is free of charge. It is prohibited to use Internet resources in a manner contrary to the laws applicable in the Republic of Poland.
27. The hotel provides a television set free of charge for the Guest's private use during their stay, and the Guest rents it for their own personal use for the duration of the stay.
28. The hotel's liability for loss of or damage to money, securities, valuables, or items of scientific or artistic value is limited if such items have not been placed in the hotel's deposit.
29. The hotel reserves the right to refuse to accept items of exceptionally high value or large amounts of money for safekeeping.
30. The Guest is financially liable for any damage to or destruction of furnishings, equipment, or technical installations caused by the Guest or persons visiting the Guest. Any charges for resulting damage will be automatically added to the Guest's bill.
31. The Guest may not transfer the room to any third party, even if the period for which the Guest has paid has not yet expired.
32. The Guest should notify the Reception of any damage immediately after discovering it.
33. Whenever leaving the room, the Guest should switch off the television, turn off the lights, close the water taps, and make sure that the door is locked.
34. A fee of PLN 50 gross will be charged for the loss of a room key/card.
35. Payment for all additional services is due at the time the service is ordered.
36. The hotel accepts Guests travelling with pets. The Guest is fully responsible for any damage caused by accompanying pets. The hotel reserves the right to refuse to accept a particular animal. The Guest is required to inform the hotel at check-in that they are staying with a pet. A refundable deposit of PLN 100 gross per animal is charged (payable in cash in PLN). In common areas, pets must be kept on a leash. For hygiene reasons, pets are not permitted in the hotel restaurant. The regulations concerning stays with pets are available on the hotel's website or at the Reception.
37. Smoking tobacco and using electronic cigarettes or other devices emitting smoke or aerosol are strictly prohibited throughout the hotel. The prohibition applies to all rooms and areas of the building. Please strictly observe the applicable rules. A fee of PLN 500 gross will be charged for violating the smoking ban. The charge will be automatically added to the Guest's bill.
A designated smoking area is located in front of the hotel and on the summer terrace (seasonally).
38. For fire safety reasons, the use in rooms of electrical appliances that are not part of the room equipment is prohibited. This does not apply to chargers and computer power supplies. The use of candles, incense, and other products involving an open flame or glowing embers is also strictly prohibited throughout the hotel.
39. Storing hazardous materials, weapons, or ammunition in rooms is prohibited.
40. For safety reasons, luggage and other belongings should not be left unattended in corridors, evacuation routes, or other common areas of the hotel where they could obstruct movement or evacuation.
41. In the event of intervention by the fire brigade resulting from the Guest's failure to comply with the hotel's regulations, all costs of the intervention shall be borne by the Guest.
42. In the event of intervention by the lift/elevator service resulting from the Guest's failure to comply with the operating instructions, all costs of the intervention shall be borne by the Guest.
43. For the safety of Guests and employees and for the protection of property, video surveillance is operated throughout the hotel premises. Surveillance covers selected common areas and the hotel grounds. Private Guest rooms are not subject to surveillance. Being present in an area covered by surveillance constitutes acknowledgement of the fact that video surveillance is in operation. Surveillance recordings are used exclusively for purposes related to ensuring safety and protecting persons and property, in accordance with applicable laws and personal data protection regulations.
44. Quiet hours apply at the hotel from 10:00 p.m. to 6:00 a.m.

45. In the event of intervention by hotel security caused by the Guest's failure to comply with the Hotel Regulations, violation of quiet hours, safety or public order rules, or other behaviour endangering the health, life, safety, or comfort of other Guests or employees, all costs related to the intervention shall be borne by the Guest. In the event of a serious or repeated violation of the Regulations, in particular those concerning quiet hours, safety, public order, and rules of coexistence with other Guests, the hotel reserves the right to require the Guest to leave the premises immediately. In such a case, the Guest shall not be entitled to a refund for the unused portion of the stay or to any other claims arising from the shortening of the stay for reasons attributable to the Guest.
46. Persons who are not registered as hotel Guests may stay on the hotel premises only as visitors of hotel Guests, between 8:00 a.m. and 10:00 p.m. Every visitor must be registered at the Reception. After 10:00 p.m., unregistered persons are not permitted to remain in Guest rooms or in the residential areas of the hotel. The hotel reserves the right to refuse entry to a visitor if their presence could compromise the safety, order, or comfort of other Guests.
47. The hotel may refuse to accommodate a Guest who, during a previous stay, seriously violated the Regulations by causing damage to the hotel's property, the property of other Guests, or other persons, or otherwise disturbed the peaceful stay of Guests or the operation of the hotel. Such a person is required to comply immediately with the requests of the hotel staff, in particular to pay for any damage or destruction caused and to leave the hotel premises.
48. Personal belongings left in the room by a departing Guest are stored by the hotel for 3 months. After this period, the items will be destroyed. Found cleaning products, underwear, food, and toothbrushes are disposed of after room cleaning. Any shipment of personal belongings left behind is made at the owner's expense. The hotel does not arrange cash-on-delivery shipments.
49. Guests' personal data are processed by the data controller for purposes related to making and fulfilling reservations, providing hotel services, settlements, and fulfilling legal obligations imposed on the hotel. Personal data are processed in accordance with applicable personal data protection regulations, in particular the GDPR and the Act of 10 May 2018 on Personal Data Protection. Detailed information regarding the processing of personal data, including Guests' rights, is available in the hotel's Privacy Policy.
50. Disputes arising from the use of hotel services shall be resolved by the competent courts in accordance with applicable law.

These Regulations shall apply as of 13 October 2026.