


WEISER | HOTEL

REGULATIONS

1. The Regulations apply to all persons staying in **WEISER HOTEL**.
2. The guardian of the guest is RECEPTION. Reception is available 24 hours per day. From each room is possible to make a phone call: ext. no. **2000**.
3. Fee for the stay is taken from the guest on the day of arrival in advance.
4. Guaranteed bookings (non-refundable): no possibility to change or cancel reservation. It means that guest will be charged for all services ordered, even if guest do not show up at the hotel or shorten stay.
5. Return bookings (unguaranteed): in case of no show up to 6 P.M. on the day of the planned start of the stay, hotel reserves the right to release the room without informing the guest about it.
6. In case of resignation of the guest from the stay, during the day is not refunded.
7. The basis for registering a guest is the presentation of a valid identity card or passport.
At check-in a registration card is issued in the amount corresponding to the persons living in the room.
8. The room is rented for hotel night. The hotel day lasts from 2 P.M. to 11 A.M. (individual res.), from 4 P.M. to 10 A.M (group res. above 10 rooms). The hotel does not rent rooms per hours.
9. Hotel does not guarantee the possibility of earlier check-in, even if the guest has sent information/request to the hotel in advance. Earlier check-in is possible only if rooms are available.
10. If the guest did not specify the time of stay by renting a room, it is assumed that the room is rented for one day.
11. Wish to extend the stay beyond the period indicated on the day of arrival, the guest should report at the reception desk till 10 A.M. of the day on which the rental period of the room expires. The wish to extend the stay shall be taken into account as long as free rooms are available.
12. Keeping of the room after 11 A.M. is connected with the charging for the next day, according to the price valid on the date. Hotel provides services in the form of a charge for the next day.
13. Hotel provides services in accordance with its category and standard.
14. Hotel is obliged to provide: conditions rest of the guest, safety of stay, professional and courteous service.
15. On request, we provide the following services free of charge: information related to the stay and travel, wake up at a specified time, storage in a safe money and valuables during the guest's stay, storage luggage of guests checked in the facility, ordering taxi, renting an iron and ironing board.
16. In the whole facility, the hotel offers a professional and courteous service.
There is a wireless Wi-Fi Internet access available in the whole building. Using it is free of charge. It is forbidden to use the Internet resources in a manner contrary to the law in force in the Republic of Poland.
17. The facility provides free of charge for private use for the duration of the stay, and the guest rents for the duration of the stay, for their own personal use a television set.
18. The liability of hotel for the loss of or damage to money, securities, valuables or objects of scientific or artistic value is limited if these items are not deposited.
19. Hotel reserves the right to refuse accept objects of high value or large amounts of money for deposit.
20. Hotel does not have a guarded car park. Hotel is not responsible for damage or loss of a car or other vehicle belonging to the guest.
21. The guest shall be liable for any damage or destruction of equipment and technical devices, resulting from his fault or from the fault of persons visiting him. The charge for any damage will be automatically added to the guest's bill.
22. The guest should inform the reception about the occurrence of damage, immediately after it is found.
23. Each time leaving the room the guest should turn off the TV set, turn off the light, close the taps of the water supply system, check the closing of the door, and leave the key/card at the reception desk.
24. For losing the key/card to the room there is a fee of 15 PLN gross.
25. For any additional services used by the guest and additionally paid, which have not been settled during the stay will be charged the payment card specified at the time of booking.

- 26.** Guest may not transfer the room to third parties, even if the period for which he paid the fee due for the stay has not expired.
- 27.** Hotel accepts guests travelling with animals and the guest is fully liable for damage caused by accompanying animals. Hotel reserves the right to refuse accept some animals. The guest is obliged to report the arrival of the animal at the check-in. A returnable deposit of 100 PLN gross/piece is charged for the animal. Animals must be kept on a leash in public areas.
For hygienic reasons they may not enter the hotel's restaurant.
- 28.** Smoking in the whole building is forbidden.
For breaking of the smoking ban, a fine of 400 PLN gross will be charged. The penalty will be automatically added to the guest's account.
- 29.** Due to fire safety it is forbidden to use in the rooms electrical appliances which are not equipment of the room. This does not apply to computer chargers and power supplies.
- 30.** It is forbidden to keep dangerous goods, weapons and ammunition in the room.
- 31.** In case of fire brigade intervention, related to the guest's failure to comply with the facility regulations all intervention costs are borne by the guest. Intervention costs 500 PLN gross.
- 32.** In case of elevator service intervention, related to the guest's failure to comply with the instructions for use all intervention costs are borne by the guest. Intervention costs 500 PLN gross.
- 33.** In case of intervention of security of the facility, related to the guest's failure to comply with the rules of the facility or in case of a health hazard and life resulting from the fault of the guest all costs of intervention are borne by the guest. The cost of intervention is 500 PLN gross.
- 34.** Unsolicited persons may stay in the hotel room only from 7 A.M. to 10 P.M.
- 35.** Night silence applies between 10 P.M. and 6 A.M.
- 36.** Hotel may refuse to accept a guest who during the previous stay grossly violated the regulations causing damage to the property of the facility or other guests or other persons, or otherwise disturbed the peaceful stay of guests or the functioning of the facility. Such a person is obliged to immediately comply with the requests of the staff, in particular to pay for damage and destruction and to leave the area of the hotel.
- 37.** Personal belongings left by the departing guest in the room are stored by the facility for another 3 months. After this period the objects will be destroyed.
- 38.** Each guest agrees to the processing of personal data for registration purposes and the inclusion of guest data in the database of the hotel in accordance with the Act of 29.10.1997 on the protection of personal data. (Journal of Laws No. 133 of 1997, item 883 as amended). The guest has the right to inspect their personal data and to correct them.
- 39.** The guest agrees to issue a VAT invoice without a signature.
- 40.** The court competent to settle disputes between the guest and the facility is the court competent for the company managing WEISER HOTEL.
- 41.** Hotel Guests are obligated to use hygiene and safety rules related to COVID-19. Hygiene and safety rules are a temporary annex to the hotel regulations.

The Regulations are valid from the day: 02.06.2020.