

FACILITY REGULATIONS

§1 SUBJECT OF THE REGULATIONS

1. The Regulations of the Facility are valid on the premises of **Wielka Krokiew Residence&SPA Zakopane ul. Bronisława Czecha 2A, 34-500 Zakopane** in Zakopane and apply to all persons staying there.
2. **Wielka Krokiew Residence&SPA Zakopane ul. Bronisława Czecha 2A, 34-500 Zakopane** is hereinafter referred to as the "Facility", and the room tenant is referred to as the "Guest".
3. The Facility Regulations define the rules for the provision of services, liability and stay on the premises of the Facility and are an integral part of the contract.
4. The Regulations of the Facility are publicly available in the Facility, including at the Reception and on the website at **krokiewresidence.pl/regulamin-objektu**
5. The contract is concluded by making a reservation and paying a deposit or the entire amount due for the stay. The guest makes the above-mentioned activities, confirms that he has read and fully accepts the terms of these regulations and undertakes to comply with them.

§2 HOTEL DAY

1. Rooms in the Facility are rented daily.
2. The hotel day starts at **4:00 p.m.** on the day of arrival and ends at **10:00 a.m.** on the last day of stay. If the Guest did not specify the length of stay when renting the room, it is assumed that the room was rented for one day.
3. It is possible to extend both the hotel day and stay, subject to room availability.
4. The Facility reserves the right to refuse to extend the Guest's stay at the Facility in the event of failure to settle the fee for the current stay.

§3 BOOKING YOUR STAY

1. Reservations can be made online, by phone, e-mail or in person at the Facility's Reception.
2. After making the reservation, the Guest receives the preliminary reservation conditions and information needed to pay a deposit of 50% of the stay value or to pay the entire amount for the stay by e-mail to the e-mail address provided. In the case of a 1-day reservation, the deposit amount may constitute the value of the entire stay.
3. If the Guest fails to pay the deposit by the specified date or makes it after the specified date, the Facility reserves the right to cancel the reservation and sell the room to another person. In such a case, the amount of the deposit paid will be returned to the Guest's account within 7 days from the date of cancellation of the reservation.
4. After the deposit is credited to the Facility's bank account, the Guest receives information via e-mail containing confirmation of the reservation.
5. The remaining part of the stay price (after deducting the deposit paid) is paid by the Guest upon arrival at the Facility on the day of check-in.
6. **The facility reserves the right to pre-authorize the payment card or collect the amount for the entire stay when making reservations or check-in.**
7. A local (climate) fee is added to each day of your stay in the amount specified in local law.
8. If the Guest cancels the reservation after submitting and paying for it (or does not show up at the Facility on the day of arrival), the deposit paid will be forfeited and will not be refunded.
9. Failure to use the entire stay by the Guest due to later arrival or earlier departure than specified in the reservation does not result in a reduction in the payment for the service.
10. The guest and accompanying persons are obliged to check in immediately after arrival. In order to confirm identity, the Guest is obliged to present an ID document with a photo.
11. The guest may not transfer the room to third parties, even if the period for which he/she paid the stay fee has not expired.
12. Persons not registered at the Facility may, at the Guest's invitation, stay in the room from 8:00 a.m. to 10:00 p.m. Staying of an unregistered person in the Guest's room after 10:00 p.m. is tantamount to the Guest's consent to accommodate the unregistered person in the Guest's room for a fee, at the prices applicable on the day of check-in.

13. The Facility may refuse to accept a Guest who, during the previous stay, grossly violated the Facility's regulations, causing damage to the property of the Facility or Guests, or personal injury to the Guest, an employee of the Facility or other persons staying in the Facility, or otherwise disturbed the peaceful stay of Guests or the functioning of the Facility. Object.
14. Additional charges resulting from the stay are payable by the Guest no later than on the day of departure.

§4 SERVICES 1.

1. The facility provides services in accordance with its category and standard.
2. In case of any reservations regarding the quality of services, the Guest is asked to report them immediately to the Reception.
3. At the Guest's request, the Facility provides the following services free of charge:
 - renting a parking space during the period covered by the stay reservation,
4. At the Guest's request, the Facility provides the following services for a fee:
 - renting a parking space outside the period covered by the stay reservation (according to the price list),
 - exclusive rental of a relaxation area (SPA) (according to the price list)

§5 RESPONSIBILITY OF THE FACILITY

1. The facility is liable for loss or damage to items brought by persons using its services to the extent specified in the provisions of Art. 846-849 of the Civil Code.
2. The guest should notify the reception desk about the damage immediately after discovering it.
3. The facility is not liable for theft of money, theft, damage or destruction of securities, valuables or items of scientific or artistic value if these items were not placed in the room safe.
4. The facility reserves the right to refuse to deposit high-value items, large amounts of money, items that pose a threat to security and large items that cannot be placed in the safe.
5. The facility is not responsible for damage or loss of a car or other vehicle belonging to the Guest.
6. The Facility is not responsible for items left in the vehicle and live animals, regardless of whether the vehicle was parked in the Facility's parking lot or outside the Facility.
7. The Facility is not responsible for the behavior and damage caused by the Guest towards other Guests, persons and entities staying on the premises of the Facility.

§6 GUEST'S RESPONSIBILITY

1. Children under 13 years of age should be on the premises of the Facility under the constant supervision of their legal guardians. Legal guardians are financially liable for any damage caused by children.
2. The Guest bears full financial responsibility for any damage or destruction of the equipment and technical devices of the Facility, resulting from his or her fault or the fault of the Guests visiting him or her.
3. The facility accepts guests traveling with animals for an additional fee, but the guest is fully responsible for any damage caused by them. In public areas, animals must be kept on a leash or in a cage. The guest is obliged to remove waste left by animals.
4. The facility reserves the right to charge the Guest's payment card for any damage caused or misappropriated property discovered after the guest's departure, and in the absence of card details, it has the right to request financial compensation from the Guest.
5. If any defects or damage occur in the room, the Guest is obliged to inform the Reception Desk about it.
6. In the event of violation of the provisions of these Regulations, the Facility may refuse to provide further services to the Guest who violates them. The Guest is obliged to immediately comply with the Facility's requests, settle the amount due for the stay and any damage, and leave the Facility.
7. For safety reasons, a Guest leaving the room should always close the windows, turn off electrical appliances, turn off the taps and close the door.
8. The Facility has a statutory right of lien on items brought by the Guest to the Facility in the event of delay or failure to pay for the services provided.

§7 ITEMS LEFT AWAY

1. Personal items left in the room will be sent back at the guest's expense to the indicated address at the guest's request.
2. If the Guest does not receive any instructions regarding the return of the items left behind, the Facility will store the items at the owner's expense for a period of three months, and after this period they will become the property of the Facility or will be disposed of or donated to charity or for public use.

§8 NIGHT SILENCE

1. **Night silence** is observed in the Facility **from 10 p.m. to 7 a.m.** the following day.
2. The behavior of Guests and people using the Facility's services should not disturb the peaceful stay of other Guests. The facility may refuse to continue providing services to a person who violates this rule.

§9 ADDITIONAL PROVISIONS

1. For reasons of fire safety, it is prohibited to use open flames in the room, e.g. candles, irons, electric other similar devices that are not part of the room equipment. The above does not apply to chargers and power supplies for RTV devices, mobile phones, and portable computers (laptops, tablets).
2. The public areas of the Facility are monitored using cameras to ensure the safety of people and property in the monitored area. Monitoring data may be made available at the request of appropriate services.
3. The facility accepts pets for an additional fee determined individually for each guest. The property reserves the right to refuse stay with animals.
4. Smoking tobacco products is strictly prohibited in the Facility, except in places designated for this purpose. In case of violation of the above-mentioned prohibition, the Guest will be charged a fine for each violation of the prohibition according to the Facility's price list, regardless of the costs of restoring the room to its previous condition (refreshing costs). If the fire protection system is activated and the fire brigade arrives, the Guest will be charged the costs in accordance with the Facility's price list.
5. The possession and use of illegal drugs is strictly prohibited in the Facility. If a violation of this prohibition is found, this fact will be reported to the Police, and the Guest will have to leave the Facility immediately without the right to a refund of costs resulting from shortening the stay at the Facility.
6. Dangerous items, i.e. weapons, ammunition, flammable materials, illumination materials, etc., cannot be stored in the rooms.
7. Losing or destroying a key/access card is subject to a one-time fee specified in the price list.
8. It is prohibited to make excessive noise on the premises of the Facility, cause unpleasant odors, or perform other activities that disturb, harm or irritate other Guests. Guests are not allowed to make any changes to the rooms and their equipment, apart from slightly rearranging the furniture and equipment, without affecting their functionality and the safety of guests.
9. The Facility is not responsible for photos taken at the Facility and made available online by third parties not related to the Facility.
10. It is prohibited to enter the inaccessible area, not intended for the Guest, in particular the back area, technical or economic zone, etc.
11. It is prohibited to carry out door-to-door sales and sales within the Facility.
12. Guests' personal data are processed for the purpose of providing accommodation services. The administrator of personal data is WK Podhale Sp. z o. o. in Zakopane, ul. Bronisława Czecha 2A, 34-500 Zakopane. Full information regarding the processing of personal data is available at www.krokiewresidence.pl/rodo and at the Reception Desk.
13. The current price list of services and fees at the Facility is available at the Facility's Reception Desk and on the website at www.krokiewresidence.pl/cennik-uslug-dodatowych
14. All complaints regarding the stay should be submitted in person at the Reception, in writing to the address of the Facility or via e-mail to the following e-mail address: repcja@krokiewresidence.pl