



## **HOTEL REGULATIONS**

*The owner of the Gorczańska Perła will be very grateful for your cooperation in these regulations, which are intended to ensure the peace and safety of all our Guests.*

1. A room is rented for days.
2. The check in is from 3:00 p.m. on the day of arrival and check out till 10:00 a.m. on the day of departure.
3. Payment for the stay is made upon check-in or before the Guest's arrival.
4. 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.
5. Keeping the room after 2:00 p.m. is treated as an extension of stay. If the Guest leaves the room by 5:00 p.m., a fee for no less than half a day will be charged.
6. The guest should report the wish to extend the stay beyond the period indicated on the day of arrival at the reception desk by 8:00, the end of the room rental period.
7. The facility will accommodate requests to extend the stay to the extent possible.
8. The guest may not transfer the room to other people, including during the rental period.
9. Persons not registered in the Hotel may stay in the room between 10:00am and 21:09:00 pm. In the event of any damage or harm occurring during the stay of an unregistered person in the room, the hotel takes no responsibility. Employees, the owner, or other authorized persons may take appropriate steps to avoid or increase the damage.
10. The Hotel staff may refuse to accept a Guest who, during a previous stay, grossly violated the Hotel regulations, causing damage to the property of the Hotel or Guests or personal injury to Guests, employees of the Hotel or other persons staying there, or otherwise disturbed the peace in the Hotel.
11. The Hotel provides services in accordance with its category and standard. In the event of any reservations regarding the quality of services, please report them to the reception as soon as possible, which will allow us to react immediately.
12. Smoking is prohibited in the hotel. Eating and drinking items not purchased at the hotel is not allowed. Fee for not complying with this is 1000 PLN.
13. The Hotel is obliged to ensure:
  - \* conditions for full and unrestricted relaxation of the Guest
  - \* safety of stay, including maintaining the confidentiality of information about the Guest, including personal data
  - \* professional and courteous service
  - \* performing necessary repairs of devices during the Guest's absence only if they express their consent and wish.
  - \* to the extent possible, another room or otherwise alleviate the inconvenience when the faults occurring in the room cannot be removed.
14. At the Guest's request, the Hotel provides the following services free of charge:
  - \* room service (cleaning) and towel change.

\* providing information related to the stay and travel

15. The Hotel is not responsible for the loss or damage of money, securities, valuables, other items and valuables or items of scientific or artistic value.

16. The Hotel has its own car park. The cost of a parking space is 50pln per day.

The car park is monitored but not guarded. The Hotel is not responsible for damage to or loss of a car or other vehicle belonging to the Guest.

17. The Guest of the Hotel is financially liable for any damage or destruction of items, equipment and technical devices of the Hotel caused by their fault or the fault of people visiting them.

18. The Guest should notify the reception of the occurrence of damage immediately after it is discovered.

19. Each time the Guest leaves the room, they should check if the door is closed and leave the key at the reception.

Losing the key is tantamount to a fee of 200pln.

20. The Hotel reserves the right to control entry to the room if it has not been possible to establish contact with the Guest for 24 hours. In such a case, a room service employee has the right to enter the room in the presence of another person.

21. The Hotel is required to maintain silence from 10 p.m. to 7 a.m. During the night hours, persons using the Hotels services are obliged to behave in such a way as not to disturb the peace of other guests. Fee for disturbing and making noise at night despite requests from staff or other guests is 1000 pln.

22. Due to fire safety, it is forbidden to use heaters, electric irons and other similar devices that are not part of the hotel room equipment in the rooms. This does not apply to chargers and power supplies for RTV and computer equipment.

Unfounded turn on a fire alarm is associated with a fee of 2,000 pln.

23. Personal items left in the room by a departing guest will be sent to the address indicated by the guest. In the absence of consent in this respect, the hotel stores these items for 1 month.

24. The Guest of the Hotel has the right, for an additional fee, to stay in the room with an animal. The cost of the animal's stay is 50pln per day per animal. The Hotel only accepts animals that are not classified as aggressive breeds and whose weight does not exceed 15 kg.

25. It is forbidden to bring animals that may pose a threat to human life or health, in particular poisonous animals, onto the premises of the Hotel.

26. The Guest bears all financial and legal responsibility for damage caused by an animal staying on the premises of the Hotel.

27. Owners of dogs and other animals are obliged to clean up any dirt left by them on the premises and in its surroundings. It is also forbidden to leave animals in the room without the owner's care. The contractual penalty for failure to comply with the regulations is 300pln.

28. The Hotel staff has the right to interrupt the provision of accommodation services that have already been paid for in the event that the Guest disturbs the order. Interrupting the Guest's stay in such a case does not constitute a basis for a refund of the amount paid for the stay.

29. The Hotel may refuse to check in drunk and aggressive persons.

30. An integral part of the Hotel Regulations are the Regulations for the use of the Wellness zone (gym, sauna, jacuzzi), Restaurant, Cafe, Playroom and entertainment zone.

31. All Regulations are available at the Hotel Reception.

32. When checking in at the hotel, Guests confirm that they have read and undertake to comply with the Regulations.

The regulations are valid from 01.06.2025 until further notice.

**WE WISH YOU A GOOD STAY**