RULES AND REGULATIONS

OF THE GOŁĘBIEWSKI HOTEL IN WISŁA

§1

1. The owner and administrator of the Hotel is Gołębiewski Holding Spółka z ograniczoną odpowiedzialnością with its registered office in Ciemne (05-250 Ciemne, ul. Wołomińska 125, NIP: 1251739335, REGON: 523380176), entered into the Register of Entrepreneurs of the National Court Register maintained by the District Court for the capital city of Warsaw in Warsaw, 14th Commercial Division of the National Court Register under the KRS number: 00009996308
2. The Hotel's Rules and Regulations set out the rules for renting rooms and using the Hotel infrastructure;
3. The Hotel provides accommodation, catering, entertainment and other services in accordance with its business profile;
4. Room descriptions, the price list for accommodation services and a description of the scope of individual services are available on the Hotel's official website at https://www.golebiewski.pl/ and at the hotel reception desk.
5. The Rules and Regulations are an integral part of the agreement concluded by booking, paying a deposit or paying the total amount for the stay at the Hotel.
6. Through the above, the Guest confirms that they have read and accept the Rules and Regulations.
7. The Rules and Regulations are available for review at the Hotel reception desk.

§2

1. The unit of account for the provision of accommodation services is the room night. Check-in begins at 3:00 PM on the day of arrival and ends at 12:00 PM on the day of departure. Upon special request, the hotel may agree to the early check-in time or late check-out free of charge subject to room availability. Final confirmation is made by the receptionist at the Guest's request one day before arrival (for early check-in) or on the day of departure (late check-out).
2. Guests should notify the reception desk by 10:00 AM on the day of their planned check-out to request an extension of their stay. The reception desk shall confirm this or not, subject to room availability. Guests who do not comply with the above may be refused to have their stay extended.
3. The current prices for accommodation services are published on the Website: https://www.golebiewski.pl/ and are available at the Hotel reception desk.
   a. The prices presented in the price list include VAT and tourist tax;

b. The price for a stay at the Hotel depends on the length of stay, the selected catering option, the standard and size of the room, the view from the window and the discounts granted;

c. The price presented in the price list may be reduced by discounts granted by the Hotel due to the Guest's possession of the GOLDEN GOŁĘBIEWSKI HOTEL CARD, under the Rules and Regulations specified in the Terms and Conditions for the Gołębiewski Hotel Chain Discount Card or recognized by the decision of the Hotel Management as part of complaints or preferential discounts;

4. The Guest may not transfer the room to third parties not booked in the Hotel even if the period of booked accommodation in the room has not expired;
5. Persons not checked in in the hotel may stay in the hotel room as Visitors of persons registered in the Hotel between 11.00 a.m. and 10.00 p.m. after prior notification of the reception desk;
6. The hotel provides quiet hours from 10:00 p.m. to 7:00 a.m. The Hotel may refuse to continue providing services to a person who violates this rule;
7. The Guest is obliged to leave the room and the equipment provided in an undeteriorated condition;
8. The Guest is financially liable for any failures and damages resulting from their inappropriate behaviour or the inappropriate behaviour of the Visitors, or any breach of safety by unjustifiably switching on the fire protection system; the material value is determined by the Hotel Management;
9. Children under the age of 14 may stay in the Hotel under the constant supervision of legal guardians;
10. For the settlement of payments for the accommodation in the Hotel for children up to 14 years of age, we adopt the year of a child's birth.
11. Having regard to the fire safety, it is forbidden to use heaters, electric irons and other similar devices which are not part of the hotel room equipment in the rooms;
12. Smoking cigarettes and any other substances is completely prohibited on the premises of the Hotel. Smoking tobacco and tobacco products is possible only in designated places.

§3

1. The range of services provided by the Hotel depends on its category and standard. For the complaints relating to the quality of services, please notify the reception desk immediately;
2. Upon request, the hotel provides the following services free of charge:
   - o accessories for children and people with disabilities (baby bathtubs, travel cots, non-slip mats),
   - o making the iron and ironing board available in a special designated area,
   - o storing money and valuables in the deposit boxes at the reception desk during the Guest's stay in the Hotel,

o luggage room for Guests checked in at the Hotel;

3. At the request of the Guest, any items left behind in the rooms shall be sent at the expense of the recipient to the indicated address. The cost of returning the item shall be only estimated and the final cost determined by the company providing the service. In the absence of instructions, the Hotel shall store the items for a period of 3 months. After this time, the items left behind shall be donated to charity or disposed of;

4. The Hotel is insured to the extent specified by the relevant provisions of the Civil Code. The Guest is obliged to notify the hotel reception desk about the occurrence of damage immediately after it has been discovered. The Hotel's liability for loss of or damage to valuables is limited if these items are not properly secured in a safe provided in the room or deposited at the reception. The Hotel's liability is limited in the cases that the Guest has improperly secured the room; the locking of the room should be checked after each leaving of the room;

5. The Hotel is liable for the loss or damage of items brought by persons in using its services to the extent specified by the provisions of the Civil Code;
6. Some designated areas of the Hotel are monitored;
7. The Hotel may refuse to accept a Guest who has grossly violated the Hotel's Rules and Regulations during a previous stay.

§4

1. Guests have the right to file a complaint in the event of noticing deficiencies in the quality of services provided by the Hotel;
2. All complaints are notified at the Hotel reception desk;
3. Complaints should be filed by the Guest immediately after noticing any deficiencies in the standard of services provided by the Hotel in writing (no later than 7 days from its occurrence);
4. Complaints shall be considered in accordance with the applicable law.

§5

1. The Hotel accepts pets in the room. Pets are subject to additional charges.
2. Failure to report the pet's presence in the hotel room is charged with an additional fee specified in the current hotel price list;
3. The Hotel may refuse to accept animals of the breeds listed in the Regulation of the Minister of Internal Affairs and Administration on the list of dog breeds considered aggressive, reptiles, amphibians, arthropods and rodents, as well as other animals considered dangerous by the Hotel Management;
   a. The animal must have an up-to-date vaccination booklet;
   b. Guests with pets staying in the Hotel are obliged to lead animals on a leash or in a carrier when using the public areas of the Hotel and the adjacent area, and in the case of dogs, muzzles must be worn.

4. Entry of pets to the Hotel's catering areas, restaurants, cafes, conference rooms, SPA, Tropikana Water Park, Night Club and children's rooms is strictly prohibited, with the exception of guide dogs;

5. When leaving the animal alone in the room, you should put a "Pet in the room" tag on the door; this will ensure the undisturbed peace of mind of the animal and the safety of the staff.

6. Due to the safety of the hotel and the pet, the room cleaning service is performed only when the animal is not in the room or in the presence of its owner;

7. Guests with pets staying in the Hotel are obliged to maintain cleanliness during walks inside the hotel and in the areas adjacent to the Hotel. In the event of soiling caused by the pet, the Hotel may charge the Guest an additional fee of PLN 200;

8. Guests with pets staying in the Hotel are responsible for supervising the animal and materially liable for any damage caused by it to both the property of the Hotel and the Hotel Guests. Damage caused by a pet to the property of the Hotel will be individually assessed by the Hotel, and the costs will be charged to the owner.

9. Guests staying in the Hotel with pets are responsible for their behaviour in the Hotel and the pet must not disturb the stay of other Guests, in particular during the silence hours;

10. Guests with pets staying in the Hotel are obliged to take care of the animal and not to disturb the comfort or safety of other Hotel Guests. Guests who fail to provide adequate care for their pets and violate the provisions of the Rules and Regulations may be forces to leave the Hotel.

§6

1. Bookings for the accommodation at the Hotel are made in accordance with the rules described in the Rules and Regulations for the provision of services by electronic means, which are available at the Hotel reception desk and on the website (https://www.golebiewski.pl/);

2. The rules for the TROPIKANA Water Park and other attractions of the Hotel, incl. parking, are governed by separate regulations constituting an integral part of the Rules and Regulations;

3. The Guest agrees to the storage and processing of their personal data necessary for the performance of the hotel service;

4. The Guest has the right to access the content of their data at any time and to correct, change and delete them;

5. Personal data are stored and processed by the Hotel on the terms set out in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 – GDPR and in the Privacy Policy published on the website and at the Hotel reception desk;

6. Providing personal data by the Guest is completely voluntary; however, it is indispensable in purchasing the Hotel's services or delivering marketing information (newsletter);
7. By using the services provided by the Hotel, the Guest accepts the rules contained in the Privacy Policy published on the www.golebiewski.pl

§7

1. In matters not regulated by these Rules and Regulations, the provisions of the Act of 23 April 1964 Civil Code (consolidated text Journal of Laws of 2016, item 380, as amended) shall apply.;
2. Notification of the amendment to the Rules and Regulations shall take place no later than 7 calendar days prior to the entry into force of the amendment to the Rules and Regulations.
3. Date of publication of the Rules and Regulations: 18.04.2024; [MN1]

Thank you for following the rules set out in the Rules and Regulations, aimed at the comfort of stay and the safety of our guests