

**TERMS OF SERVICE - HOTEL GOŁĘBIEWSKI TADEUSZ GOŁĘBIEWSKI in KARPACZ**

**§ 1**

1. The Owner and Administrator of the Hotel is Tadeusz Gołębiewski, conducting business operations under the name Hotel Gołębiewski Tadeusz Gołębiewski, with registered office in Karpacz at ul. Karkonoska 14, NIP: 125-001-07-73, e-mail: karpacz@golebiewski.pl, tel: +48 75 76 70 741, fax: +48 75 76 70 533 entered into the Central Registry and Information Base on Business Operations maintained by the Ministry of Development (hereinafter "the Hotel").
2. These Terms of Service outline the principles of renting accommodation and using the hotel infrastructure.
3. The Hotel provides accommodation, food, entertainment and other services in accordance with the profile of its operations.
4. A description of the rooms, a pricelist of accommodation services, and the scope of individual services can be found on the Hotel's official website at <http://www.golebiewski.pl/> and at the Hotel Reception.
5. These Terms of Service are an integral part of the agreement entered into when a reservation is made, or a partial or full payment is made for accommodation in the Hotel.
6. By carrying out any of the actions mentioned in the point above, the Hotel Guest acknowledges that he or she has read and accepts the provisions of these Terms of Service.
7. A copy of these Terms of Service is available for viewing at the Hotel Reception.

**§ 2**

1. The unit of settlement in the case of accommodation services is the hotel day. The hotel day begins at 3 p.m. on the day of arrival and ends at 12.00 p.m. on the day of departure. The Hotel may, on special request, extend in either direction the hotel day subject to the availability of rooms. Final confirmation of such extension is made by a member of the Reception staff at the Guest's request at least one day before arrival (to arrange for an earlier start of the hotel day) or on the day of departure (to arrange for a later departure).
2. Requests to extend the hotel stay by another day should be made by Hotel Guests at the Reception by 10.00 a.m. on the day of the initially planned departure. At that time, the Reception staff will confirm the request subject to availability of rooms. Guests who fail to follow these guidelines may have their extension of stay request refused.
3. If it is necessary to shorten a stay, Guests should report to Reception by 12.00 p.m., otherwise the following hotel day is understood to have begun.
4. The current pricelist for accommodation services at the Hotel is published on the Hotel's website at [www.golebiewski.pl](http://www.golebiewski.pl) and is also available at the Hotel Reception:
  - a. Prices listed in the pricelist include VAT tax and local tourist tax.
  - b. The amount charged for a stay in the Hotel is dependent on the length of that stay, selected rebate options, the standard and size of the room, the view from the room, and any discounts offered.
  - c. Prices listed in the pricelist may be reduced by the amount of a rebate offered by the Hotel if the Guest holds a HOTEL GOŁĘBIEWSKI GOLD CARD, based on the provisions of the Terms of Service for Rebate Cards in the Hotel Gołębiowski network, or at the discretion of the Hotel Management to redress complaints or as a preferential rebate.
5. Guests may not transfer occupancy of a room to a third party who is not a registered Guest in the Hotel, even if the period for which the room has been reserved has not ended.
6. s who are not registered as Guests in the Hotel may stay on the premises of the Hotel as guests of registered Guests between the hours of 11.00 a.m. and 10.00 p.m. after previous notification of the Reception staff.

7. Quiet hours are enforced in the Hotel between 10.00 p.m. and 7.00 a.m.. The Hotel may refuse service to guests who violate this provision.
8. Guests are required to leave the room which has been provided and its furnishings in a state no worse than upon arrival.
9. The Guest is materially liable for all damages or destruction which may arise as a result of the actions of the Guest or the actions of guests of the Guest or which may arise as a result of unsafe behaviour such as unnecessary activation of the fire protection sprinkler system. The amount of such damages shall be determined by the Hotel Management.
10. Children up to the age of 14 may stay at the Hotel only under the direct and constant supervision of their responsible legal guardians.
11. For reasons of fire safety, it is forbidden to use in the rooms heating elements, electric irons or other similar devices which are not provided by the Hotel as part of the room's furnishings.
12. Smoking of tobacco and other substances is strictly forbidden on the entire premises of the Hotel. Smoking of tobacco and tobacco products is possible only in areas specially designated for this purpose.

### **§ 3**

1. The Hotel provides services in accordance with its category and standard. If a Guest wishes to report any issues regarding the quality of service, we kindly request that the Guest promptly notify the Hotel Reception.
2. At the Guest's request, the Hotel can provide the following services free of charge:
  - provision of accessories for children and special needs individuals (children's bath tubs, folding beds, anti-slip mats, etc)
  - provision of an iron and ironing board in an area designated for that purpose
  - the possibility to store money and valuables during the Guest's stay in deposit boxes at the Hotel Reception
  - storage of baggage for registered Guests of the Hotel
3. Items left in the rooms after the departure of Guests may be sent to an address indicated by the Guests at his or her request and cost. The cost of shipping is an estimated cost only – the final cost is to be determined by the transport company which provides the service. If no such request is made, the Hotel shall store left items for a period of three months. After this period, left items will be donated to charity or subjected to recycling.
4. The Hotel is insured within the scope and to the amount defined by the applicable provisions of the Civil Code. Guests are required to inform the Hotel Reception of any damages promptly after such damage has been observed. The liability of the Hotel for the loss of or damage to valuables is limited if such items are not put in deposit at the Reception. The liability of the Hotel is also limited if the Guest has improperly secured the hotel room; Guests should check doors every time upon leaving the room.
5. The Hotel bears full liability for loss of or damage to items belonging to Hotel Guests within the scope defined by the applicable provisions of the Civil Code.
6. Some selected areas of the Hotel are subject to surveillance.
7. The Hotel reserves the right to refuse service to Guests who have violated the provisions of these Terms of Service on a previous visit.

### **§ 4**

1. Guests have the right to lodge a complaint if any shortcomings in the quality of services provided are observed.
2. All complaints should be addressed to the Hotel Reception.
3. Complaints should be lodged in writing promptly after any shortcoming in the standard of services provided by the Hotel is observed (not later than 7 days after the event in question).

4. Complaints shall be taken into consideration in compliance with applicable provisions of law.

**§ 5**

1. The Hotel can accept pets to stay with Guests in Hotel rooms, however additional fees apply.
  - a. Pet owners are required to keep pets on a lead at all times when using generally accessible public areas of the Hotel, and in the case of dogs to keep a muzzle on the pet.
  - b. Pet owners are also obliged to maintain cleanliness during walks in areas adjacent to the Hotel premises. Failure to do so and/or damage caused by pets may result in additional fees being charged.
  - c. Pets may not under any circumstances be allowed in the food serving or preparation areas of the Hotel, with the exception of guide dogs for the blind or vision impaired.
  - d. Guests staying at the Hotel are required to take care of their pets while not disturbing the comfort and safety of other Guests. Guests who do not provide adequate care for their pets may be asked to leave the Hotel.
  - e. The Hotel may refuse to accept breeds of pets mentioned by the Ministry of Internal Affairs and Administration on the list of aggressive dog breeds and species of reptiles, amphibians, arthropods and rodents or other animals which are determined by the Hotel Management to pose a threat to the safety or comfort of Hotel Guests.

**§ 6.**

1. Reservation of a stay at the Hotel is made in accordance with the principles outlined in the Terms of Service-Principles of Making a Reservation as well as in the Terms of Service for Services Provided by Electronic Means available for review at the Hotel Reception, and also on the Hotel website at <http://www.golebiewski.pl/>.
2. The principles for use of the TROPIKANA Water Park and other attractions and facilities offered by the Hotel including the parking area are covered in a separate set of Terms of Service which constitute an integral part of these Terms of Service.
3. Guests acknowledge that they give their consent for the storage and processing of their personal data necessary for the provision of services by the Hotel.
4. A Guest has the right to access the contents of their personal data at any time, as well as to rectify or delete such data.
5. Personal data are stored and processed by the Hotel according to principles outlined by the Law on the Protection of Personal Data and the Hotel's own Privacy Policy available on the Hotel website and at the Hotel Reception.
6. The provision of personal data is entirely voluntary, nevertheless essential for the execution of the purchase agreement for hotel services and to subscribe to the Newsletter.
7. By using in any way the services of the Hotel, the Guest acknowledges that he or she accepts the provisions contained in the Privacy Policy and published on the Hotel website at [www.golebiewski.pl](http://www.golebiewski.pl/).

**§ 7**

1. Matters not covered by these Terms of Service are subject to the provisions of the Law dated 23 April 1964 of the Civil Code (unified text: Dz. U. z 2016 r. poz. 380 ze zm.)
2. Any changes made to these Terms of Service shall be announced no later than three calendar days before they enter into force.
3. Publication date of these Terms of Service: 26.11.2016

We thank you for respecting the provisions of these Terms of Service, which aim to ensure the comfort and safety of your stay at our hotel.