

REGULATIONS OF HOTEL GOŁĘBIEWSKI TADEUSZ GOŁĘBIEWSKI IN MIKOŁAJKI

§1

1. The owner and administrator of the hotel is Mr Tadeusz Gołębiewski, who runs business called Hotel Gołębiewski Tadeusz Gołębiewski, situated in Mikołajki, street Mrągowska 34, NIP number 125-001-07-73, mail address mikolajki@golebiewski.pl, phone number +48 87 42 90 700, fax number +48 87 42 90 744. The business is registered in The Central Records and Information about Business Economic led by the Minister of Development (hereinafter "the Hotel").
2. Hotel's regulations are rules about reservations and using the Hotel's facilities.
3. The Hotel renders accommodation, catering, entertainment and other services according to the business profile.
4. Rooms' descriptions, price list of available facilities and description of range of each facility are on website www.golebiewski.pl and at the Reception.
5. The Regulation is an integral part of agreement. The agreement is done by: making reservation, making prepayment or paying total costs of reservation.
6. By doing mentioned above, the Guest accepts and agrees with the regulations.
7. The Regulation is available at the Reception.

§2

1. The unit of issue (in case of hotel facilities) is hotel day. The hotel day starts at 3:00 pm on the arrival day, ends at 12:00 o'clock on departure day. On special request, the Hotel can accelerate or extend the hotel day – based on room availability. The final confirmation is made by the Reception the day before arrival (acceleration of the hotel day) or on the departure day (extension of the hotel day).
2. Wish to extend the hotel day Guest should declare at the reception until 10 am on the day of the planned check out. Reception confirms the availability. For guests who do not comply with these regulations, the reception may refuse to extend the stay.
3. The current price list of accommodation services is published on the website: <http://www.golebiewski.pl> and at the Reception:
 - a) prices given in the price list include VAT and climate tax;
 - b) the price for stay in the hotel depends on the length of stay, number of chosen meals, standard and size of the room, view (swimming pool and lake view or inner view) and received discounts;
 - c) the price given in the price list may be reduced by the discounts provided by the Hotel, by having The Golden Card of Gołębiewski Hotel, on the terms and conditions set out in the Rules of the Gołębiewski Hotel Golden Card or by the decision of the Hotel Management due to letter of complaints or preferential discounts.
4. The guest cannot pass the room to a person who has not checked in at the hotel, even if the period of renting this room has not expired.
5. Guests who do not check in at the hotel, can stay in the hotel room rented by other, between 11:00 am and 10:00 pm after informing reception.
6. The hotel has a night calm from 10:00 pm till 7:00 am. Hotel may refuse to provide further services to a person who violates this regulation.
7. The guest is obliged to leave his/ her room without room and equipment deterioration.
8. Guests shall bear responsibility for damage/ destruction, which occurred as a result of their behavior or behavior of their guests, or breaking the safety regulations by the unjustified turning on the fire protection system. [Financial value determines the Management of the Hotel.](#)
9. Children up to 14 years of age can stay in the hotel under constant surveillance of legal guardians/ parents.
10. For reasons of fire safety it is forbidden to use in rooms heaters, electric irons and other similar devices, which are not the hotel room equipment.
11. On the entire hotel area it is strictly prohibited to smoke tobacco and other substances. Smoking tobacco and tobacco products is possible only at the agreed appointed place.

§3

1. The hotel provides services according to its category and standard. In case of objections about the quality of services, please inform reception immediately.
2. On the request of the guest the Hotel provides the following free services:
 - making available accessory for children and disabled persons (baby bath tubs, children cots, anti-slip mats);
 - making available iron and ironing board in a designated area;
 - possibility of storing money and precious objects during the guest's stay in the deposit boxes at the Reception;
 - luggage storage of checked in guests;
3. Items left in the room will be sent on special request, at the guests' cost, to the indicated address. The cost of sending back is only estimated - the final cost is determined by the service provider. In any other case, the hotel will store objects for a period of 3 months. After this time, left items will be donated to charity or utilise.
4. The hotel is insured in accordance with the provisions of the Civil Code. Guests must inform the Reception about the damage immediately after its discover. Hotel liability for the loss or damage of valuable items is limited if these items are not deposited at the reception desk. Hotel liability is also limited if the guest has not properly secured the room - please check if the door are closed after every going out;
5. The Hotel is responsible for the loss or damage of property brought by guests using its services within the scope of the regulations of the Civil Code.
6. Selected Hotel's areas are monitored.
7. The Hotel may refuse to accommodate a guest who has break the hotel rules during the previous stay.

§4

1. Guests are entitled to write a complaint in case of noticing failures in the quality of services provided by the Hotel.
2. The Reception takes all complaints.
3. Complaints should be lodged by the guest immediately after noticing failures in the standard services provided by the Hotel in writing (not later than 7 days from its occurrence).
4. Complaints will be examined in accordance with obligatory law.

§5

1. The Hotel accepts pets in the guests room. For pets' staying there is special fee.
 - a) pet owners are obliged to keep animals tethered while using the Hotel's public areas, and in the case of dogs- to muzzles.
 - b) pet owners are also obliged to maintain cleanliness during walks on the adjoining areas of the Hotel. In case of fouling or damage done by an animal, the Hotel may charge an extra fee.

- c) pets admission to the Hotel's catering facilities is strictly forbidden, except for guide dogs for the blind or visually impaired.
- d) Guests staying in the Hotel with pets are required to take care of the animals and not disturb the comfort or safety other guests. Guests who do not assure proper care of animals, may be asked to leave the Hotel.
- e) the Hotel may refuse to accept the animals listed in the Ordinance of the Minister of the Interior and Administration. The Regulation refers to the list of breeds of dogs considered to be aggressive, reptiles, amphibians, arthropods and rodents and other animals recognized by the Director of the Hotel as dangerous.

§6

1. Reservation of the Hotel is made in accordance with the rules described in the Regulations - Rules and Regulations of Booking and Terms of Electronic Services of Hotel Gołębiewski, which are available at the Reception of the Hotel, and also at the website: <http://www.golebiewski.pl>
2. Guest agrees to the storage and processing his/her personal data necessary for the Hotel services.
3. Personal data is stored and processed by the Hotel in accordance with the Data Protection Act and Privacy Policy available on the website and at the Reception.
4. Providing personal data is completely voluntary, but necessary for the purchase Hotel's services or a subscription Newsletter.
5. Using any of the services provided by the Hotel, the Guest accepts the rules contained in the Privacy Policy, which are available on <http://www.golebiewski.pl>.

§7

1. In matters not regulated herein, shall apply the provisions of the Act of April 23, 1964, of Civil Code (Journal of Laws of 2016, pos. 380, as amended).
2. Informing about changes in the Regulations will take place no later than three calendar days prior to the entry into force of amendments to the Regulations.

Thank you for complying with the rules set out in these regulations to ensure the comfort and safety of our guests.