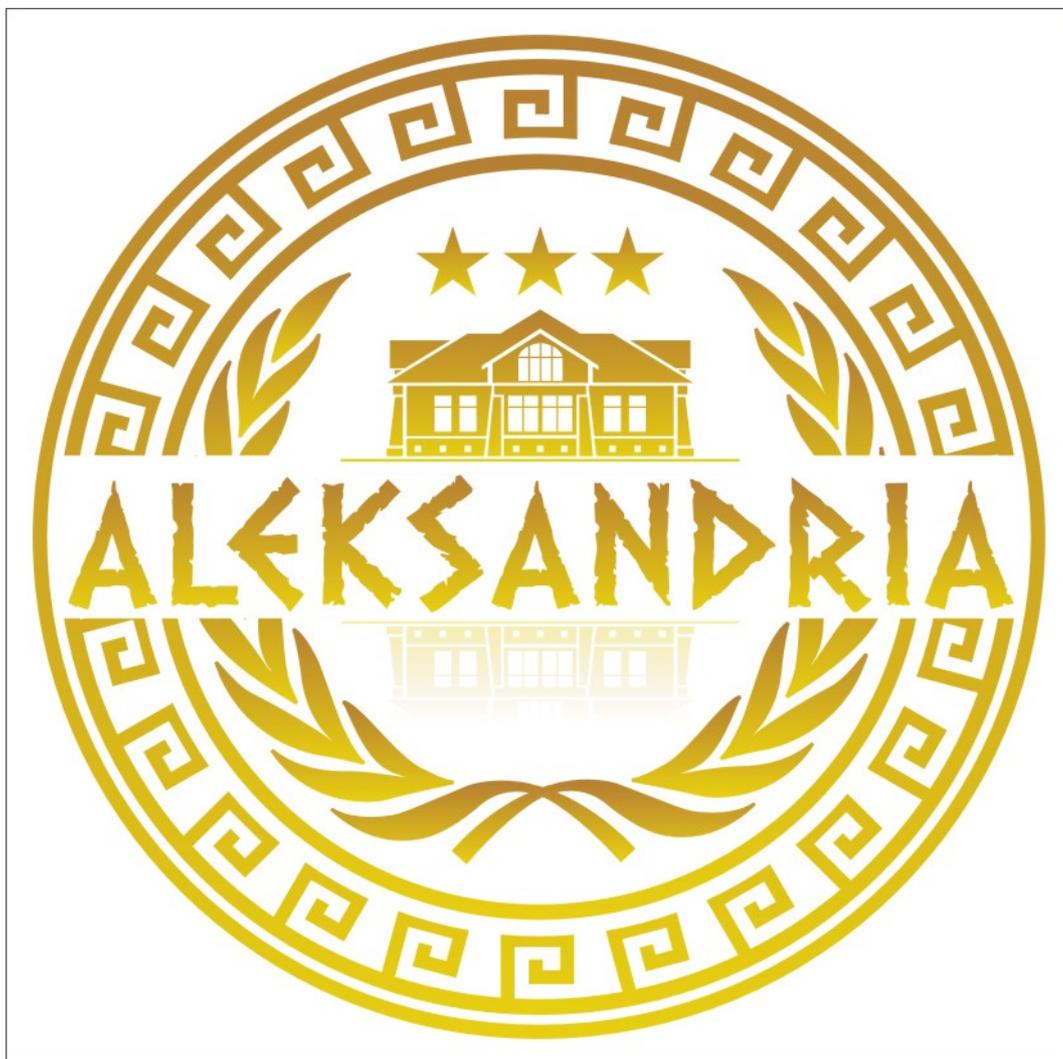


# HOTEL GUIDE



## ALEKSANDRIA HOTEL

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# HOTEL RULES AND REGULATIONS

## &1 SUBJECT OF RULES AND REGULATIONS

1. The Rules and Regulations shall determine the rules of rendering services, scope of responsibility and rules of the stay in the area of the Hotel, and shall be an integral part of the agreement that is entered into by means of signing the registration card or taking implied actions, especially by booking and/or putting down a deposit on the stay at the Hotel or paying the whole amount due for such a stay. By taking the actions described hereinabove, the Guest shall confirm that they have become familiar with and accept the conditions hereof.
2. The Rules and Regulations shall be binding upon all people staying in the area of the ALEKSANDRIA Hotel.
3. The Rules and Regulations shall be available in each hotel room and at reception.
4. The Hotel Reception shall be responsible for taking care of the Guest.

## &2 HOTEL DAY

1. Hotel rooms shall be made available for hotel days.
2. A hotel day in rooms shall last from 2 pm to 12 o'clock on the following day.
3. The Guest should immediately inform about an intention of extending the stay for a period exceeding the time declared at the arrival. The Hotel shall extend the stay as long as there are rooms available.
4. The Hotel shall reserve the right to refuse to extend the stay of a Guest in the Hotel if the Guest fails to pay the whole amount for the current stay or if the Guest fails to keep to the Rules and Regulations.
5. The Guest shall have a possibility of extending a hotel day in the room by making an extra payment if the conditions set forth in &2 points 4 and 5 are not met. The payment for extending the hotel day shall be as follows:
  - extending the hotel day until 10 pm shall cost PLN 50.

## &3 BOOKING AND CHECKING-IN

1. The presentation of an identification document with a photograph at reception and signing the registration card shall constitute the basis for checking the Guest in the Hotel.
2. The Hotel Guest shall not make the room available to other people even if the period for which the payment due has been settled has not lapsed yet.
3. People who have not checked into the Hotel may stay in the hotel room as visitors between 7 am and 10 pm. The stay of people who have not checked into the Guest's hotel room after 10 pm is equal to the Guest's agreement to chargeable quartering of the people in the room. Quartering each person shall be made at the current price of an additional bed for an adult set forth in the price list available at reception.
4. The Hotel may refuse to accept a guest who grossly breached the Rules and Regulations during their previous stay, especially by damaging hotel property or the property of Guests, or by causing personal injury to Guests, Hotel staff or other people staying in the Hotel.

5. When registering a new guest, the Hotel shall reserve the right to pre-authorise the credit card or to collect a cash deposit in the amount of the cost of the whole stay plus PLN 200/day for additional services.
6. If the Guest does not cancel the booking of the room by 5 pm on the day of the planned arrival or if the Guest does not arrive at the Hotel at the planned time, the Hotel shall charge the Guest for the first hotel day.
7. If the Guest resigns from the stay in the middle of a hotel day, the Hotel shall not refund the payment on that hotel day.

#### &4 SERVICES AND ADDITIONAL SERVICES

1. The Hotel shall render services according to its category and standard.
2. In the case of any reservations over the service quality, the Guest shall be asked to report such reservations immediately at reception, which will let the staff react and improve the standard of services rendered.
3. The Hotel shall be obliged to provide the Guests with: conditions for complete and comfortable rest, the safety of the stay, including the safety of Guest's personal data, professional and friendly service in the scope of all services rendered in the Hotel, cleaning of the room, any necessary repairs to devices in the room during Guest's absence, or during Guest's presence if the Guest expresses such a wish, and technically efficient service; should there be any faults that cannot be repaired immediately, the Hotel shall do its best to change the Guest's room or minimise inconveniences in some other way.
4. Additionally, at Guest's request the Hotel shall render the following services free of charge: providing the information about the stay and journey, wake-up calls at the requested time, storing Guest's luggage, calling for a taxi.
5. Guests shall be allowed to use a sauna for a payment of PLN 25/person. They are requested to book the sauna an hour in advance.
6. At the request of the Guest who stays in the Hotel with small children, a baby bed is placed in the room for a fee and a baby bath free of charge.

#### &5 GUEST LIABILITY

1. Children under 12 in the area of the Hotel should be constantly attended by their legal guardians. The legal guardians shall bear financial responsibility for any damage to furniture items and technical devices done as a consequence of children's actions.
2. The Hotel Guest shall be fully financially responsible for any damage to or destruction of Hotel furniture items and technical devices caused through the fault of the Guest or people visiting the Guest or people visiting Guest's visitors. The Hotel shall reserve the possibility of debiting Guest's credit card after the Guest has already left the Hotel for any damage caused. The price list of chattels shall constitute Appendix No 1 hereto.
3. In the case of contravening the provisions hereof, the Hotel may refuse to render services to a person who contravenes them. Such a person shall be obliged to meet Hotel's

demand, settle the accounts for services already rendered, pay for any damage caused and leave the Hotel.

4. Each time when leaving the room, for safety reasons the Guest should switch off the TV set and the light, turn off the taps and check if the door has been locked.

#### &6 HOTEL LIABILITY

1. The Hotel shall be liable for a loss of or damage to things brought with them by people using Hotel's services in the scope set forth in the Polish Civil Code.

2. The Guest shall inform the Reception about the occurrence of any damage immediately after noticing it.

3. The Hotel shall not be found liable for a loss of or damage to money, securities, valuables or objects of scientific or artistic value left in the room or in the area of the Hotel.

4. The Hotel shall not be found liable for any damage to or loss of a car or any other vehicle belonging to the Guest, objects left in it or life animals regardless of the fact whether the vehicles have been parked at the hotel car park or in the area around the Hotel.

#### &7 RETURN OF ITEMS LEFT

1. Personal effects left by a leaving Guest in the hotel room shall be sent to the address specified by the Guest at Guest's expense. In the case of not receiving such an instruction, the Hotel shall keep the said items for three months at owner's cost, and after the lapse of that period the items shall become the property of the Hotel. Owing to their physical properties, groceries shall be kept for 24 hours.

#### &8 QUIET HOURS

1. Hotel quiet hours shall be from 10 pm to 7 am.

#### &9 COMPLAINTS

1. Guests shall have the right to make complaints if they notice any negligence in the quality of services rendered.

2. All complaints shall be accepted by Reception.

3. A complaint shall be made immediately after noticing negligence in the standard of services rendered.

#### &10 ADDITIONAL PROVISIONS

1. Smoking shall be completely banned in the Hotel and in its direct vicinity. In the case of not complying with the ban, the cost of stay shall be increased by the cost of removing cigarette smoke odours from the room amounting to PLN 200.
2. It shall be banned to keep dangerous goods, weapon or ammunition, flammable materials, explosives or illumination materials.
3. The Guest shall agree to have their personal data processed and kept pursuant to the Personal Data Protection Act (i.e. Journal of Laws of 2002, No 101, item 926, as amended) by ROLEKS SP. Z O.O. 08-110 SIEDLCE, UL. ARTYLERYJSKA 37, DISTRICT COURT FOR THE CAPITAL CITY OF WARSAW IN WARSAW, 14<sup>TH</sup> ECONOMIC DIVISION OF THE NATIONAL COURT REGISTER, NO KRS 0000052302, NIP 821-22-27-942, REGON: 712346581 for the purposes necessary to organise the Guest's stay in the Hotel and make it possible for the Guest to use other services rendered by the Hotel. The Guest shall have the right to inspect their personal data and process it. It shall be banned to canvass, hawk or run a gambling business in the Hotel.
4. The Guest shall not make excessive noise in the area of the Hotel, let unpleasant smell emanate from the hotel room or interrupt, harm or irritate other Hotel Guests, and the Hotel shall not allow excessive noise to be made in the area of the Hotel, unpleasant smell to emanate from the hotel room or the Guest to interrupt, harm or irritate other Hotel Guests.
5. Apart from shifting furniture and equipment that does not cause damage to their functionality and safety of use, the Guests shall not be allowed to make any changes in the hotel rooms or in furnishings thereof.