

## TERMS AND CONDITIONS

In order to ensure you a peaceful and safe stay in our facility, please read the following terms and conditions.

### §1 SUBJECT OF THE TERMS AND CONDITIONS

1. These Terms and Conditions define the rules for the provision of services, liability and staying on the premises of the Hotel and is an integral part of the contract; aforementioned contract becomes legally binding upon checking in, booking, making an advance deposit or full payment for a stay.

By doing so you agree that you have read and accepted the Terms and Conditions.

2. The Terms and Conditions apply to all hotel guests staying on the premises of Jurajski Kryształ.

3. The Terms and Conditions are available for viewing at the hotel reception desk, in every room, as well as on the website [www.jurajskikrysztal.pl](http://www.jurajskikrysztal.pl)

### §2 HOTEL NIGHT

1. Hotel rooms are rented by a hotel night.

2. The hotel night lasts from 3:00 p.m. until 12:00 p.m. (noon) the following day.

3. Not vacating a room after 12:00 p.m. is treated as an extension of stay.

4. A request for a prolongation of the hotel night should be submitted at the reception as soon as possible. The Hotel might not fulfill the request for an extension of stay if all beds (rooms) are occupied or in the case of hotel guests not complying with the applicable Terms and Conditions.

### §3 ACCOMMODATION

1. A requirement for checking in is presenting a photo ID to the reception desk employee.

2. Visitors not registered as hotel guests may stay in the rooms from 7:00 a.m to 10:00 p.m.

3. The Hotel may refuse to accommodate a person who during the previous stay severely violated the Terms and Conditions, in particular by causing damage to the property of the Hotel or other hotel guests; or caused injury to the other guests, employees or other persons staying on the Hotel premises.

4. In the event of cancellation during the hotel night, the payment for that stay is not refunded.

5. Reservations can be made by phone, e-mail or via the website. The person making

a booking is required to provide the guest's contact number and e-mail address to which the booking confirmation will be sent. The person making the reservation is obligated to reply to the aforementioned message.

#### §4 CONDITIONS FOR CANCELLATION OF RESERVATIONS

Cancellation conditions with a non-refundable booking fee:

1. The condition for maintaining the reservation is the payment of the booking fee for the first day of stay (hotel night).
2. No payment at the agreed time will result in automatic cancellation of your booking.
3. The reservation can be cancelled only in writing, by e-mail or by fax.
4. The reservation is held until 6:00 p.m. on the day of arrival. The guest is required to inform the reception of late arrival. A non-arrival by 6:00 p.m. and no information about a late arrival will result in the reservation being cancelled.

Cancellation conditions without a booking fee:

1. The reservation is held until 6:00 p.m. on the day of arrival. Please notify the Hotel of late arrival.
2. Individual reservations can be cancelled only in writing, by fax or e-mail, 2 days before the arrival day at the latest.
3. A non-arrival by 6:00 p.m. and no information about a late arrival will result in the reservation being cancelled.

#### §5 HOTEL SERVICE

1. The facility provides services in accordance with its type and classification standard.
2. In case of reservations regarding the quality of services, the guests are asked to immediately report them to the reception, which will enable employees to improve the standard of services provided.
3. The Hotel is obliged to provide guests with:
  - an atmosphere allowing for comfortable rest and recreation,
  - a safe stay, including security and discretion of guests' confidential information,
  - professional and attentive staff for all services provided at Jurajski Kryształ,
  - room cleaning and carrying out necessary repairs of the room equipment in your absence and in your presence only by request,
  - breakfast buffet; breakfasts are available from Monday to Sunday from 8:00 a.m. to 11:00 a.m. Breakfast is served only for hotel guests; visitors not registered as hotel guests are not allowed to dine in the Jurajski Kryształ.
4. Additionally, upon request, the following services are provided free of charge:
  - providing information on stay and travel,
  - wake up call at a requested time,

- storage of guests' luggage,
- ordering a taxi,
- rental of sunbeds, screens and bath towels in the summer season.

## §6 GUEST LIABILITY

1. Children under the age of 12 staying on the premises must be under the supervision of legal guardians at all times. Legal guardians are financially liable for any damage caused as a result of children's actions.
2. The hotel guest bears full financial responsibility for any damage or destruction of equipment and technical devices, resulting from his/her fault or the fault of people visiting him/her. The Hotel reserves the right to charge the hotel guest for the damage caused.
3. In the event of a breach of the Terms and Conditions, the Hotel may refuse to provide services to the person who violates them. Such a person is obliged to immediately comply with demands, settle payments for services, pay for any damage caused and leave the facility.
4. For safety reasons when leaving the room, the guests are obliged to turn off the TV, turn off the light, turn off the taps and close the door with a key.
5. When leaving the room the guests are required to leave the key at the reception.

## §7 HOTEL LIABILITY

1. The Hotel is liable for loss or damage of possessions brought in by persons using its services to the extent specified by the provisions of the Civil Code.
2. The reception should be notified of the damage incurred immediately after its detection.
3. The Hotel is not responsible for damage and loss of a car or other vehicle belonging to the hotel guest, objects and live animals left inside, regardless of whether these vehicles were parked in the car park or outside the premises.

## §8 LEFT BEHIND PROPERTY

1. Personal items left behind on the property on a check out date will be sent to the address indicated by the hotel guest at his cost.
2. If not given instructions to send the items left in the Hotel they will be retained for a period of three months, after which these items will become the property of the Hotel. Food items are stored for 24 hours.

## §9 QUIET HOURS

Hotel Quiet Hours are in effect from 10:00 p.m. until 7:00 a.m.

## §10 COMPLAINTS

1. All Guests have the right to file complaints in the event of noticing the deficiencies

in the quality of services provided.

2. All complaints will be received by the reception.

3. Complaints should be submitted immediately after noticing any inadequacies of services provided.

## §11 ADDITIONAL PROVISIONS

1. No pets or other animals are allowed on hotel property.

2. The facility and its immediate surroundings is a completely non-smoking zone with the exception of designated areas.

3. No dangerous substances or items are allowed to be stored in the rooms - no weapons and ammunition, no flammable, combustible or explosive materials.

4. You agree to your personal information being stored and used by Jurajski Kryształ done so in accordance with the Personal Data Protection Act (Dz. U. [Journal of Laws] from 2002 No. 101, item 926, as amended) for the purposes of a stay and provision of services by the Hotel. You have the right to inspect your personal data and correct it.

5. No canvassing, door to door or hawkers allowed on the Hotel premises.

6. No permanent changes to the rooms and furnishings are allowed, with the exception of a slight rearrangement of furniture and equipment without compromising their functionality and safety of use.

7. Due to fire safety regulations, the use of water heaters, electric irons and other similar devices that do not constitute room equipment is forbidden in the rooms. smoking in the facility is allowed only in the designated areas;

8. The Hotel may refuse to accommodate a person who during the previous stay violated the Terms and Conditions causing damage to the hotel or guest property or injury to other people, or otherwise disturbed the peaceful stay of hotel guests or the operation of the facility. The person causing offense is obliged to promptly comply with the demands of the staff, in particular, to pay for damage and destruction incurred and to leave the premises.