



REGULAMIN HOTELU Stay inn by Frost

1. The Regulations define the rules for the provision of services, liability and stay at the hotel and are an integral part of the contract, which is concluded by making a reservation or paying an advance payment, paying the entire amount due for the stay at the hotel, as well as by signing the registration card. By making the above activities, the Guest confirms that he has read the regulations and accepts their terms.
2. The regulations apply to all persons staying at the hotel.
3. The regulations are available for viewing at the hotel reception, hotel television and on the website www.stayinnhotels.pl
4. If the Guest does not specify the duration of stay, it is assumed that the room was rented for one day. The hotel day lasts from 3 p.m. to 12 p.m. the next day. If the stay extends beyond the period indicated on the day of arrival, the hotel guest must report it at the reception. The hotel confirms extension of stay subject to availability.
5. Non-guaranteed reservations are kept in the system until 4 p.m. on the day of arrival.
6. A credit card is required to make a guaranteed reservation. The hotel reserves the right to charge the guest's card for the entire stay. Payment may be collected by the hotel, via the online payment system, or by prepayment by transfer to the hotel's account. If the reservation is canceled later than 24 hours before the planned arrival (up to 3 p.m. on the day before arrival), the Guest will be charged with costs in accordance with the terms and conditions for the given type of reservation.
7. The hotel reserves the right to pre-authorize the credit card before the Guest's arrival. In the event of cancellation of a restrictive reservation or no-show of the guest at the hotel, the guest will be charged for the entire reservation.
8. Children who sleep in the same bed with their parents are not subject to an additional fee.
9. Breakfasts are served from 6:30 a.m. to 10:00 a.m. on weekdays and from 7:00 a.m. to 10:30 a.m. on weekends and holidays. Breakfasts for children aged 0-4 are free of charge, 4-12 years old pay 50%, and those over 12 years old pay full price.
10. A hotel guest cannot transfer the room to other people, even if the period of stay for which he has paid the fee has not expired. Persons not registered at the hotel may stay in the hotel room from 7:00 a.m. to 22:00.
11. The hotel is not responsible for the loss or damage of items brought by persons using the services to the extent specified in the relevant provisions of the Civil Code. In the event of damage, the guest should immediately notify the hotel reception after discovering it. The hotel is only responsible for items deposited in the reception safe and is not responsible for items left in the room.
12. Night silence is observed in the hotel from 22:00 to 6:00 the next day
13. Each time leaving the hotel, the Guest should check that the door is closed. The hotel guest is financially responsible for any damage or destruction of equipment and technical devices. The hotel reserves the right to charge the Guest's credit card after his departure, for damage caused, or in the event of failure to pay for accommodation or other services.
14. If you notice a fire, immediately notify the hotel staff about the threat and go to the exit in the direction of evacuation. The hotel staff is responsible for evacuating the building until the fire brigade arrives. For reasons of fire safety, it is prohibited to use heaters or other similar devices in hotel rooms that are not part of the hotel's equipment.

15. The hotel guest and accompanying persons, for whom the reservation owner is responsible, are obliged not to smoke in the entire hotel. In the event of violating the smoking ban, the hotel guest may be charged a contractual penalty of PLN 500 for each detected violation of the ban, and also undertakes to cover the costs of unjustified calls to services notified automatically by the fire protection system.

16. Self-check-in to the hotel is possible for persons over 18 years of age. Persons under 18 years of age staying in the hotel should be under the constant supervision of legal guardians, who are financially liable for any damage to items of equipment and technical devices resulting from the actions of minors for whom they are obliged to take care.

17. The hotel has a statutory right of lien on items brought by the Guest to the hotel in the event of delay in payment for the stay or failure to settle the amount due for the services provided.

18. Guests have the right to submit complaints if they notice any deficiencies in the quality of services provided. All complaints are accepted by the hotel reception. A complaint should be submitted immediately after noticing any deficiencies in the standard of services provided. The hotel undertakes to consider the validity of the complaint within 14 days from the date of its receipt.

19. The hotel guest is obliged to obtain the hotel's consent for the stay of an animal in the facility when making a reservation. Only pets are allowed on the hotel premises; the hotel reserves the right to refuse to accept animals whose species/breeds are generally considered dangerous or aggressive. The price for an animal's stay at the Hotel is PLN 100 gross per day. The hotel has the right to ask to see the animal's health booklet. All damage caused by an animal will be assessed by hotel employees and the costs will be charged to the hotel guest accompanied by the animal. The Hotel Guest is responsible for keeping his/her pet quiet and not disturbing other Hotel Guests. In public areas, the owner is obliged to keep the dog on a leash and with a muzzle. It is prohibited to bring animals into the premises of recreational points, including animals on the internal and external children's playgrounds. It is strictly forbidden to leave animals in the hotel room unattended, under penalty of PLN 500.

20. On the premises of the Hotel there is an underground parking lot and a ground parking lot, the use of which is subject to an additional fee. Parking spaces are offered to hotel guests subject to availability. The price for using the Hotel Parking is subject to individual arrangements. The hotel car park is not a guarded car park. The Service Provider is not responsible for damage or loss of a car or other vehicle belonging to the Hotel Guest. The Service Provider is not responsible for items and animals left in the vehicle, regardless of whether the vehicle was parked in the Hotel parking lot or outside the parking lot within the Hotel property.

21. If the Hotel Guest violates the provisions of the Regulations, the Service Provider may refuse to provide further Services to the Hotel Guest and require him to leave the Hotel, without refund of the stay fee. The Hotel Guest is obliged to immediately comply with the Service Provider's request, and in the case of an unpaid reservation, to settle the amount due for the stay and other hotel services, and (if applicable) to pay compensation for the damage caused, and even to leave the Hotel.

22. Items left in the hotel room after the Guest's departure may be sent back to the address indicated by him, at his expense. The hotel does not process the shipment, which is the responsibility of the guest. If the Hotel Guest fails to inform about the lost item, the Service Provider stores the left items for a period of 2 years. After this period, it is considered that the items were left by the Hotel Guest with the intention of abandoning them and become

the property of the Service Provider, who may donate them to charity. Food items left by the Guest in the room must be immediately disposed of by the hotel staff.

23. The possession and use of illegal drugs is strictly prohibited in the Hotel. If a violation of this prohibition is found, this fact will be reported to the Police, and the Hotel Guest will have to leave the Hotel immediately without the right to a refund of costs resulting from shortening the stay.

24. Dangerous items, i.e. weapons, ammunition, flammable materials, illumination materials, etc., cannot be stored in hotel rooms.

25. Door-to-door sales and canvassing are prohibited on the hotel premises.

26. Pursuant to Art. 106b section 5 of the VAT Act, if you want to receive a VAT invoice for a restrictive/non-refundable order/reservation, please inform us about this fact when making the reservation. Please provide the data for which the invoice is to be issued, along with your Tax Identification Number. Failure to provide the NIP number when making a reservation will prevent a VAT invoice from being issued at a later date. You can also inform us about this in a separate message immediately after making the reservation.

27. If you are expecting a parcel or letter, please inform the reception. Otherwise, the parcel will not be received. Moreover, the reception will not accept any parcels paid on delivery.

28. All rooms are equipped with cooling devices. The control panel is placed on the wall in the room. Please make sure all windows are closed before using the air conditioner so that the unit is working properly.

29. Rooms are cleaned daily between 10:00 and 16:00. Additionally, you can report the need to clean the room by placing a tag on the external door handle or by contacting the reception. At the same time, if you put up a do-not-disturb sign, the cleaning staff will not enter your room.

30. Zen Wellness & Spa is open every day from 07.00 to 21.00 only for hotel guests. Sauna opening hours: 17.00 -21.00. To order a massage service, please contact us by phone: +48 782 212 913.

31. A security deposit of PLN 500 is required upon arrival. Payment is made by credit card. The amount paid will be refunded on the day of check-out, or it can be used for additional expenses such as a restaurant, spa, etc.

32. The Service Provider reserves the right to introduce modifications to these Regulations. The change is effective from the moment the amended Regulations are published on the website.