

Terms and Conditions



KAMIENICZKA

§1 SUBJECT MATTER OF TERMS AND CONDITIONS

1. Terms and Conditions specify the rules of service delivery, liability and stay on the Hotel premises and constitute an integral part of the agreement which is executed by way of signing the registration card as well as by performing a conclusive action, and in particular by making a reservation and/or making a deposit payment or a payment covering the full stay at the Hotel. By performing the actions referred to in the preceding sentence the Guest confirms that they have read and accepted Terms and Conditions.
2. All the people staying on the premises of Hotel Kamieniczka shall be bound by Terms and Conditions.
3. Terms and Conditions are available at the Reception Desk, and on www.hotelkamieniczka.pl, also as excerpt Terms and Conditions in every hotel room.

§2 CHECK-IN AND CHECK-OUT

1. Hotel rooms are rented based on the number of nights to be spent at the hotel.
2. Check-in time for rooms is 2:00 P.M. Check-out time is 12:00 A.M. of the following day.
3. The Guest should inform the Hotel staff to the 10:00 A.M. the present day about their desire to extend their stay at the Hotel beyond the period specified upon arrival. The Hotel shall grant the Guest's wish to extend their stay subject to the availability of rooms. The Hotel reserves the right to refuse to extend the Customer's stay at the Hotel, when the guest fails to comply with Terms and Regulations.
4. If an extension of stay is possible, settlement of past due accounts shall be required.

§3 RESERVATION AND CHECK-IN

1. The guest shall be checked-in upon presenting a photo ID at the Reception, filling and signing the registration card.
2. The Hotel Guest cannot transfer the room to other people, even if the day the Guest paid for, has not ended yet.
3. Non-registered persons may stay in the hotel room until 10:00 P.M. Non-registered persons staying in the hotel room of the Guest after 10:00 P.M. is equivalent to the consent of the Guest renting the room for an additional fee-paid accommodation of these persons in the room.
4. The Hotel may refuse to accommodate a Guest who was in serious breach of Terms and Conditions during their previous stay, especially by way of damaging Hotel or Guests' property or injuring Guests, Hotel Staff or any other people staying at the Hotel.
5. When checking-in, the Hotel reserves the right to draw an authorisation hold of the credit card or to draw a cash deposit in the amount of the full stay.

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6. Cancellation of and/or amendments to your reservation may be made free of charge until 6:00 P.M. on the arrival day. Exceptions to the rule are non-refundable reservations, which are also non-cancelable. The first night will be charged in case of no-show or if the cancellation was made later than hotel policy says.

7. The hotel is further entitled to demand an advance payment from the customer at the beginning and during the customer's stay.

8. Should the guest give up their room between the check-in and check-out Times, the Hotel shall not refund the cost of a given day's stay.

§4 SERVICES

1. Hotel services are delivered in accordance with the hotel category and standard.

2. Should the Guest have any reservations regarding the quality of services they are requested to report them to the Reception. This will allow us to respond immediately and improve the quality of the delivered services.

3. The Hotel is obliged to provide Guests with:

– conditions for comprehensive and undisturbed rest – exceptions to the rule are days when the quiet hours are suspended, due to occasional events, held in the facility, and about which the guest is informed while making reservation,

– safe stay, including safety and secrecy of the Guest's personal information;

– professional and polite service with respect to all the services available at the Hotel;

– room cleaning service and technically efficient service during the Guest's absence or in their presence, should the Guest wish so. Rooms are being cleaned from 8:00 A.M. until 2:00 P.M.

4. To arrange a takeaway breakfast the next day please call our reception team before 6pm. the current day.

5. Moreover, upon the Guest's request the Hotel may deliver the following services free of charge:

– providing travel or hotel accommodation information,

– wake-up call service,

– store the luggage if Guest is checked-in.

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§5 GUESTS' LIABILITY

1. Children under the age of 18 should stay in the area of the Hotel under constant supervision of their guardians. Guardians bear full responsibility for any damage caused as a result of the children actions.
2. The Hotel Guest shall bear full financial liability for all kinds of damage to or destruction of the Hotel furnishings and technical equipment caused by the Guest, the persons visiting the Guest or the persons visiting the Guest's visitors. The Hotel reserves the right to credit the Guest's credit card in order to pay for the damage caused by the Guest once they have left.
3. Should the provisions of Terms and Conditions be breached, the Hotel may refuse to accommodate the person in breach of the said provisions. Such a person is obliged to immediately comply with the Hotel's demand, settle the amount due for the services to date, pay for the possible damage and leave the Hotel.
4. When leaving the room, for safety reasons, the Guest should turn off TV, switch off light, close water taps, close the door and make sure it's locked.
5. The Hotel has a statutory lien on the things brought by the Guest to the Hotel in case of delay of payment per stay or unregulated charges for the services provided.
6. A 50 PLN lost key charge will be assessed to the credit card on file if room key isn't returned at check-out.

§6 HOTEL'S LIABILITY

1. The Guest should immediately notify the Reception of any loss, damage or destruction of any item as soon as possible after it is identified..
2. The Hotel shall not be liable for damage to or loss of Guest's car or other vehicle belonging to a Guest, objects and live animals left in a vehicle regardless if the car was parked in the parking space of Boutique Hotel's or outside the hotel. The hotel does not have a secure parking area for cars.

§7 RETURN OF THE LEFT OBJECTS

1. Personal effects which have been left in the room by the Guest who has vacated it shall be sent to the address specified by the Guest at their own expense.
2. Should the Hotel not receive such instructions, the said personal effects shall be stored for 30 days at the Guest's own expense and then transferred for charity purposes.

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§8 CURFEW

The hotel enforces quiet hours between 10 P.M. and 6 A.M.

Exceptions to the rule are days when the quiet hours are suspended, due to occasional events, held in the facility, and about which the guest is informed while making reservation,

§9 COMPLAINTS

1. The Guest have to right to lodge complaints, should they notice any transgressions regarding the quality of service.
2. All complaints must be reported to the Reception.
3. A complaint should be lodged immediately upon noticing any transgressions regarding the standard of delivered services.

§10 ADDITIONAL PROVISIONS

1. Pets are not allowed in the hotel.
2. All of rooms at all our hotel are non-smoking. Violating the ban of smoking cigarettes and tobacco goods in the hotel room is equivalent to the expression by the guest renting the room of consent to cover the costs of removing odours and cleaning room. A fine of 1000 PLN will be levied, if the rule is not observed.
3. Weapons, ammunition, flammable, explosive and illumination materials are forbidden to store in the hotel room.
4. The Hotel collects and processes your Personal Data only where permitted by law (Dz. U. z 2002 r. nr 101, poz. 926 z późniejszymi zmianami). The collection and processing may take place when the Guest use the Services, e.g. make a reservation or during and after the stay. The Guest may at any time revoke your consent to further processing (not retroactively) of your Personal Data by contacting The Hotel, whereupon The Hotel will block such information from further processing.
5. The distribution or display of advertisements and the sale of goods on the premises of the Hotel are prohibited without prior written authorization.
6. The conduct of a guest and other people availing themselves of the services of the Hotel should not disturb the peace of stay of other guests.
7. Please refrain from using equipment or fixtures for purposes other than those intended. Please do not remove or alter any equipment or fixtures of the Hotel.