

Hotel rules and regulations

In order to ensure your peaceful and safe stay in our Hotel, please read and comply with the following regulations.

1. The hotel reception is the guardian, advisor and provider of all information related to the stay.
2. The room in the hotel is rented per night.
3. Hotel night is from 4 p.m. to 11 a.m. on the following day.
4. Breakfast is served daily between 7:30 a.m. and 10:00 a.m.
5. If the guest does not specify the duration of their stay when renting the room - it is assumed that the room was rented for one night.
6. The hotel guest shall report the request to extend the stay by 10:00 a.m. of the day on which the room rental period expires. It will be fulfilled to the extent possible.
7. When booking a one-night stay - if the room reservation is not cancelled by 6:00 p.m. on the day of arrival or if the Guest does not arrive at the Hotel on the scheduled date, the Hotel charges a fee for 1 night.
8. The Hotel Guest cannot hand over the room to other persons, even if the rental period for the room has not expired.
9. Persons not checked in at the hotel may stay in the hotel room from 7 a.m. to 9 p.m.
10. The Hotel may refuse to accommodate a Guest who has grossly violated the Regulations during a previous stay, particularly by causing damage to hotel property or the Guests' property, damage to the Guest, Hotel employees or other persons staying at the Hotel.
11. The Hotel is obliged to ensure:
 - a) conditions for full and unhindered rest of the guest;
 - b) the security of the stay, including the security of confidentiality of guest information;
 - c) a professional and courteous service for all services provided at the hotel;
 - d) cleaning of the room after prior notification at the hotel reception **until 12:00 p.m.** of the current day and to carry out the necessary repairs to the equipment during the guest's absence, and in the guest's presence only if they request to do so.
12. At the guest's request, the hotel provides the following services free of charge:
 - a) providing information related to stay and travel;
 - b) wake-up call at a designated time;
13. The deposit for a lost room key is PLN 50 and will be added to the guest's bill in case such situation occurs.
14. The hotel is not liable for loss of or damage to valuables, money, securities, objects of scientific or artistic value left on the premises.
15. The hotel's curfew is from 10 p.m. to 7 a.m. on the following day.
16. The behaviour of guests and users of the hotel's services should not disturb the peaceful stay of other guests. The hotel may refuse to continue providing services to a person who violates this rule.
17. Each time the guest leaves the room, the guest shall check whether the door is locked, turn off the lights, switch off the TV, turn off the water taps and **leave the key at the reception desk.**
18. The fee for additional cleaning of the room related to unusual soiling is **PLN 300.00.**
19. Smoking is **strictly prohibited** in the Hotel and its immediate surroundings apart from the designated areas intended for this purpose.

In case of violation of the regulation by the Guest, a one-time room refreshment fee will be charged in the amount of **PLN 300** - 2-person room, **PLN 500** - 4-person room.
20. The Hotel Guest shall be held financially liable for any damage to or destruction of the Hotel's furnishings and technical equipment caused by the Guest or by their visitors.
21. For reasons of fire safety, it is prohibited to use heaters, electric irons or other similar devices in the hotel rooms not included in the room equipment.
22. Personal belongings left by the departing guest in the hotel room will be returned to the address given by the guest. If such an instruction is not received, the hotel will store such items for 3 months.
23. The hotel accommodates pets for an additional fee.
24. The Regulations are available for viewing at the Hotel Reception, in each hotel room and on the Hotel website www.chreptiow.pl

Enjoy your stay !

Management of Stanica Kresowa CHREPTIÓW Hotel