



HOTEL POLICY

§1

1. These Terms and Conditions set forth the rules governing the provision of services to hotel guests (hereinafter "Guests"), liability, and the stay on the premises of the Feniks Hotel (hereinafter "the Hotel"), and constitute an integral part of the agreement, which is concluded by signing the registration form, as well as by making a reservation or paying a deposit or the full amount due for the stay at the Hotel. By performing the aforementioned actions, the Guest confirms that they have read and accept the terms of these Rules and Regulations.
2. These Rules and Regulations are also available for review at the hotel front desk and in every hotel room.
3. These Rules and Regulations also apply, as appropriate, to all persons staying on the Hotel premises.
4. The Guest is responsible for ensuring that accompanying persons or visitors comply with these Terms and Conditions.
5. The controller of personal data is FABRYKA MEBLI SPIN ROMAN ŁAŻNY I JERZY ŁAŻNY, with its registered office at 31 Mnichowo Street, 62-200 Gniezno.

§2

1. Rooms at the hotel are rented on a per-night basis.
2. The hotel day begins at 4:00 p.m. and ends at 11:00 a.m. the following day.
3. Staying in the room after 11:00 a.m. is considered an extension of the stay for an additional night.
4. If a guest does not specify a duration when renting a room, it is assumed that the room has been rented for one day.
5. A guest wishing to extend their stay beyond the period indicated on the day of arrival must notify the front desk by 10:00 a.m. The hotel may not grant a request to extend the stay if all rooms are occupied or if the guest fails to comply with the applicable rules and regulations. The hotel reserves the right to refuse to extend a guest's stay at the hotel if full payment for the current stay has not been made in advance.
6. The Hotel may refuse to accommodate a Guest who, during a previous stay, grossly violated these Rules and Regulations, in particular by causing damage to Hotel property or the property of other Hotel Guests, or by causing bodily harm to a Hotel Guest, Hotel employees, or other persons staying at the Hotel.
7. In the event of a violation of these Terms and Conditions, the Hotel may refuse to continue providing services to the person responsible for the violation. Such a person is required to immediately comply with the instructions of the Hotel staff, settle any outstanding charges

for services rendered to date, pay for any damage or destruction caused, and leave the Hotel premises.

8. Hotel guests bear full financial responsibility for any damage to or destruction of the Hotel's furnishings and technical equipment caused by their own fault or by that of their visitors. Upon discovery of the damage, a report will be drawn up by a committee, which will serve as the basis for billing. The Hotel reserves the right to charge the Guest for any damage caused even after the Guest's departure. The price list for furnishings is available for review at the Hotel reception desk or from the Hotel Manager—it is attached to these terms and conditions.
9. The Hotel reserves the right to require "advance" payment for guests staying at the Hotel for the first time. In the event of refusal, the receptionist has the right to refuse to issue a room key or card.

§3

1. The hotel provides services in accordance with its category and standards—a complete list of categorization requirements is available for review at the hotel reception desk or from the hotel manager. In the event of any concerns regarding the quality of services, guests are asked to report them to the reception desk as soon as possible, which will allow the hotel to respond immediately.
2. The Hotel is obligated to ensure:
 1. conditions for the Guest's full and unimpeded relaxation;
 2. the safety of the stay, including the confidentiality of information about the Guest;
 3. room cleaning and necessary repairs to equipment during the Guest's absence, or in the Guest's presence if the Guest so requests;
 4. professional and courteous service in all services provided by the Hotel;
 5. a technically sound room; in the event of defects that cannot be remedied, the Hotel will make every effort to—to the extent possible—change the room or otherwise mitigate the inconvenience.
3. Upon the Guest's request, the Hotel provides the following services free of charge:
 1. providing information related to the stay and travel;
 2. wake-up calls at a specified time;
 3. luggage storage (the Hotel may refuse to accept luggage for storage outside the dates of the Guest's stay, as well as items that do not qualify as personal luggage), unless absolutely mandatory legal provisions prohibit this.
4. Guests have the right to file a complaint if they notice any shortcomings in the quality of the services provided. Complaints should be filed immediately upon noticing any shortcomings in the standard of service. All complaints are handled by the Front Desk.

§4

1. To check in, a guest must present a valid ID card or passport to a reception desk employee and sign the registration form. The hotel may also accept another valid photo ID.
2. A guest may not transfer their room to a third party, even if the period for which they have paid the applicable accommodation fee has not yet expired.

3. Persons not registered at the Hotel are not permitted to stay in hotel rooms for safety reasons and for the well-being of Guests. Visitors to guests are required to check in at the Hotel reception desk. Failure to comply may result in immediate check-out and removal from the premises. Visitors to guests may stay in the Hotel restaurant as guests.
4. The presence of unregistered persons in a guest's hotel room after 10:00 p.m. is deemed to constitute the guest's consent to accommodate those persons in the room for a fee. Each additional person will be charged according to the current rate for an extra bed for an adult, as specified in the price list available at the hotel reception desk.
5. If a reservation is not canceled by 6:00 p.m. on the day of arrival, or if the guest does not arrive at the hotel by the scheduled time, the advance payment will not be refunded.
6. If a guest cancels their stay during a hotel night, the hotel will not refund the charge for that hotel night.
7. The Hotel reserves the right to pre-authorize a credit card or collect a cash deposit equal to the total cost of the stay at check-in.

§5

1. Each time a guest leaves the room, they should check that the door is locked and, for safety reasons, turn off the TV, turn off the lights, and turn off the faucets.
2. Children under the age of 13 must remain on the Hotel premises under the constant supervision of their legal guardians. Legal guardians are financially liable for any damage caused by the children's actions.
3. The guest is financially liable for any damage to or destruction of the Hotel's furnishings and technical equipment caused by the guest's own fault or by the fault of accompanying persons or visitors.
4. The loss or destruction of a magnetic key card is tantamount to the guest's consent to be charged a penalty of 50.00 PLN.

§6

1. Smoking cigarettes, tobacco products, and the use of e-cigarettes (electronic nicotine inhalers) are strictly prohibited on the Hotel premises, including in the guest rooms. Violation of this prohibition constitutes the Guest's consent to be charged a penalty of 200.00 PLN, and, if the Hotel deems it necessary to deodorize the room, to cover the costs of the service.

§7

1. For fire safety reasons, it is prohibited to use space heaters and other electrical devices in hotel rooms and other areas that are not part of the standard room furnishings. This prohibition does not apply to chargers and power adapters for audio-visual and computer equipment.
2. For fire safety reasons, it is prohibited to use open flames of any kind in hotel rooms and other areas.
3. Hazardous materials, weapons, ammunition, flammable materials, explosives, and fireworks may not be stored in hotel rooms.

4. To ensure the safety of our guests, the hotel is equipped with fire detection and alarm systems, an automatic stairwell smoke extraction system, emergency lighting, a fire hydrant system, and a video surveillance system.
5. Detailed fire safety instructions—a document prepared by the hotel—are available at the front desk and in the manager's office.
6. A first-aid kit containing basic medical supplies is located at the front desk.
7. All staff members are trained in providing first aid.
8. Activating the fire alarm system constitutes the Guest's consent to be charged a fine of 500.00 PLN or 5,000.00 PLN in the event of an unjustified call to the Fire Department. The hotel may also seek compensation for damages exceeding the amount of the fine.
9. Emergency numbers: Police 997, Fire Department 998, Emergency Number 112.

§8

1. A quiet hours policy is in effect at the Hotel from 10:00 p.m. to 7:00 a.m. the following day.
2. Guests staying at the Hotel are required to conduct themselves in such a way that they do not disturb the peace and quiet of other guests in any way.
3. Door-to-door sales and solicitation are prohibited on the Hotel premises.
4. Guests are not permitted to make any changes to the hotel rooms or their furnishings, except for minor rearrangement of furniture and furnishings that does not compromise their functionality or safety.
5. Guests are required to behave appropriately and courteously toward hotel staff, as well as toward other individuals on the Hotel premises. Hotel staff may refuse to serve a guest who behaves aggressively or incivily, particularly if the guest violates another person's physical integrity, insults, slanders, offends, or intrusively imposes themselves on others in any way, as well as if the guest is not dressed appropriately.
6. The Hotel does not allow pets.

§9

1. The Hotel is not liable for damage to or loss of a car or other vehicle belonging to the Guest, items left inside it, or live animals, regardless of whether such vehicles were parked in the Hotel parking lot or outside the Hotel premises.
2. Items left behind by a departing Guest will be returned at the Guest's expense to the address specified by the Guest. If no such instructions are received, the Hotel will store these items for 3 months and then donate them to charity, make them available for public use, or dispose of them.

§10

1. To ensure the proper handling of complaints regarding defects in goods and services sold and provided at the Feniks Hotel, in accordance with Act No. 250/2007 Coll. on consumer protection, as amended, and Act No. 40/1964 Coll., the Civil Code, as amended, the following complaint procedure applies.

2. The seller is required to properly inform the customer of the conditions and procedure for filing a complaint, including where to file a complaint and where to have repairs performed under warranty.
3. These complaint procedures are subject to § 18(1) of the Consumer Protection Act and are posted in a conspicuous place accessible to the customer (at the hotel reception desk or on the website www.hotelfeniks.pl/pl/regulations).
4. By personally accepting the goods or services provided, the consumer agrees to the complaint procedure and confirms that they have read and understood its contents.
5. For the purposes of these complaint regulations, a "complaint" is defined as the assumption of liability for defects in goods or services, and the complaint procedure concludes with the delivery of repaired goods, the replacement of goods, a refund of the purchase price of the goods or services, the granting of an appropriate discount on the price of the goods or services, a written request to assume the service, or a justified refusal.
6. The guest has the right to file a complaint if they notice deficiencies in the quality of the services provided.
7. All complaints are accepted at the front desk.
8. The guest has the right to demand the free, proper, and timely rectification of defects, namely:
 1. Replacement of defective items or replenishment of minor room amenities.
 2. If technical defects in the room cannot be remedied (malfunction of the heating system, lack of hot water, power outage, etc.), and the hotel cannot offer the guest alternative accommodations, and if, despite these defects, the room is offered to the guest, the guest is entitled to a discount on the room rate by mutual agreement or to withdraw from the contract before the stay begins and receive a refund of the full amount paid for accommodations. Complaints are handled by the hotel owner, the front desk manager, or an employee authorized by them, who is required to review the complaint and decide how to resolve it. If it is not possible to resolve the complaint through mutual agreement, the authorized representative is required to draw up a complaint report with the guest on behalf of the hotel. In the report, the guest should specify the exact description of the service provided or the goods purchased, the time of service provision or purchase, and a description of the defect.
9. The guest is required to participate in person in the complaint proceedings and is obligated to provide objective information regarding the service provided. If required by the nature of the complaint, the guest is obligated to allow staff access to the hotel room they have rented in order to determine the validity of the complaint.
10. A complaint should be filed immediately upon noticing any shortcomings in the standard of services provided; otherwise, the right to file a complaint expires. The right to file a complaint regarding defects in accommodations expires if the guest has not exercised it by the time of departure from the hotel. Warranty periods are specified in the provisions of § 620 et seq. of the Civil Code.
11. The complaint will be reviewed within 14 days of receipt.

§ II

1. The Hotel's liability for the loss of or damage to items brought by the Guest into the Hotel is governed by the provisions of Articles 846–849 of the Civil Code. The Hotel's liability is limited if such items are not deposited at the front desk. The Hotel has the right to refuse to accept for safekeeping money, securities, and valuable items, in particular valuables and

items of scientific or artistic value, if they pose a security risk, are of excessive value in relation to the size or standard of the Hotel, or take up too much space.

2. The Guest should notify the Front Desk of any damage immediately upon discovering it.
3. The Hotel reserves the right to charge the Guest's payment card for any damage discovered after the Guest's departure, and in the absence of card information, the Hotel has the right to seek compensation from the Guest—a list of room furnishings is available at the front desk or from the Hotel manager.

§12

1. The guest consents to the storage and processing of personal data for the purposes of check-in and the inclusion of the guest's data in the Hotel's database in accordance with the Act on the Protection of Personal Data of August 29, 1997 (Journal of Laws) 2002 No. 101, item 926, as amended. The Guest has the right to access their personal data and to correct it.