

HOTEL RULES

The management of the hotel will be very grateful for your cooperation in complying with these regulations, which is to ensure the peace and safety of all our guests.

§ 1 Subject of the Regulations

1. The Regulations apply to all persons staying at the Hotel Kudowa **** Manufatura Relaksu in Kudowa-Zdrój
2. The Regulations define the rules for the provision of services, the scope of responsibility of Guests and the Hotel, and the rules of staying at the Hotel.
3. The Regulations are available at the main reception desk, in the information booklet in the hotel room and on the website www.hotelkudowa.pl
4. Confirmation of reading the regulations takes place at the time of making a reservation, making an advance payment, paying the entire amount due for the stay or signing the registration card.

§ 2 Reservation and registration at the Hotel

1. The basis for registering a Guest is to show the receptionist a photo ID and sign the registration card. The hotel informs that guests' identity documents are not photocopied or scanned. The age of children who are entitled to discounts and free stays must be confirmed with a document containing the child's date of birth. In the absence of a relevant document for children, discounts are not available.
2. The hotel has the right to pre-authorize a credit card or collect a cash deposit up to the amount due for the entire stay.
3. The reservation gains the guaranteed status after the advance payment is made within the period indicated in the booking confirmation. The remaining amount is payable at the Hotel upon check-in.
4. If the Guest resigns from the stay during the stay, the Hotel does not refund the fee for the started day and subsequent days.
5. All the Guest's rights to discounts and rebates due to him should be reported before the settlement of the stay. After issuing the sales document for the stay, discounts and rebates will not be taken into account.
6. The Hotel may refuse to accept a Guest who has grossly violated the Hotel Regulations during a previous stay or is under the influence of alcohol, drugs, or shows verbal or physical aggression.

§ 3 Check-in day

1. A hotel room is rented for days. A hotel day lasts from 15:00 to 11:00.
2. If the guest does not specify the length of stay when renting a room, it is assumed that the room has been rented for one day.
3. The wish to extend the stay beyond the period indicated on the day of arrival should be reported by the hotel guest at the reception desk by 10:00 am on the day on which the room rental period expires. The hotel takes into account wishes to extend the stay as far as possible.

§ 4 Hotel Responsibilities

1. The hotel is obliged to provide:
 - a) conditions for full and unrestricted rest of the guest,
 - b) security of stay, including keeping information about the guest secret,
 - c) professional and courteous service,
 - d) cleaning the room and performing the necessary repairs of devices during the guest's absence and in the case of his presence only if he consents and wishes,
 - e) if possible, provide another room when the defects in the room cannot be removed.
2. At the Guest's request, the Hotel provides the following services free of charge:
 - a) provision of information related to stay and travel,
 - b) waking up at the appointed time,
 - c) storing money and valuables during the guest's stay at the Hotel, if the guest does not want to use the room safe,
 - d) luggage storage for guests checked in at the Hotel.

§ 5 Responsibility of the hotel

1. The hotel is only responsible for the items placed in the hotel deposit. In other cases related to loss or damage of things brought by Hotel Guests, the provisions of the Civil Code shall apply.
2. The hotel reserves the right to refuse to accept items or sums of money of high value for the hotel deposit.

3. The Hotel is not responsible for damage and loss of a car or other vehicle belonging to the Guest, which was parked in the unguarded hotel car park. The hotel is also not responsible for things left in the car parked in the hotel car park.
4. Personal items left by the departing Guest in the hotel room will be sent back to the address indicated by the Guest and at his expense. If no such disposition is received, the Hotel will keep these items for 1 month.

§ 6 Responsibility of the Hotel Guest

1. Every time leaving the room, the Guest should check the door lock and keep the door card with him. The hotel guest may not transfer the room to third parties, even if the period for which he paid the fee for the stay has
2. Every time leaving the room, the Guest should check the door lock and keep the door card with him.
3. The hotel guest may not transfer the room to third parties, even if the period for which he paid the fee for the stay has not expired.
4. Persons not checked in at the Hotel may stay in the hotel room from 7:00 to 22:00.
5. The hotel is quiet from 22:00 to 06:00.
6. For reasons of fire safety, it is forbidden to use heaters, electric irons and other similar devices in the rooms that do not constitute the equipment of the hotel room.
7. The hotel guest bears material responsibility for any kind of damage or destruction of the equipment and technical equipment of the hotel resulting from his fault or the fault of the visitors. The same applies if the Guest triggers a fire alarm as a result of acts of vandalism or fails to comply with the smoking ban.
8. Behaviour of Guests and persons using the services of the hotel should not disturb the peace of stay of other guests. In case of violation of this rule, the Hotel may refuse to provide further services to the person concerned. On the premises of the Hotel, children under the age of 12 should be under the constant supervision of legal guardians, who bear material responsibility for any damage to items of equipment and technical equipment caused by children.

§ 7 Complains

1. Guests have the right to lodge a complaint if they notice deficiencies in the quality of services provided. The complaint should be submitted immediately after notice of deficiencies.
2. All complaints in writing are accepted by the hotel reception or by e-mail: dyrekcja@hotelkudowa.pl.
3. The complaint will be considered in 14 days after its receipt by the Hotel, in case of disputes the Civil Code will apply.

§ 8 Additional provisions

1. There is a total ban on smoking outside designated areas (including balconies and terraces) throughout the Hotel. In case of smoking in the room, an amount of PLN 500 will be added to the account of the registered person, including cleaning and ventilation of the room and additional washing and cleaning of equipment.
2. The hotel does not accept pets.
3. The Hotel is prohibited from buying and selling.

§ 9 Information about personal data

1. The administrator of your personal data is Zakład Produkcyjno-Handlowo-Uslugowy "MIRO" Jacek Grządkowski, ul. Jasna 42, 57-200 Ząbkowice Śląskie, NIP 8871030439, REGON 366621595.
2. Information on the processing of personal data together with the information obligation of the GDPR and the Privacy Policy are available on the website www.hotelkudowa.pl under the Hotel tab.

HOTEL KUDOWA ** Manufaktura Relaksu**

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