



## HOTEL RULES

### §1. Subject of the Regulations

1. Regulations apply to all persons staying at the Hotel Ren & Restaurant browar Kociewski in Starogard Gdański.
2. The regulations define the rules of service, the responsibilities of guests and the hotel and the rules for staying in the hotel.
3. The terms and conditions are available at the main reception, the hotel room guide and on the hotel website
4. Confirmation of read the terms and conditions take place at the time of booking, payment of the advance payment, payment of the entire amount of the stay or signing the residence card.

### §2. Hotel day

1. The room is rented for 24 hours. The check in starts at 2:00 p.m., the check-out is up to 11:00 a.m. at the day of departure.
2. It is assumed that the hotel room is rented for 1 day, unless the guest has specified otherwise.
3. A room cannot be transferred or shared with third parties, even if the period for which the fee was, paid has not expired.
4. Requesting an extension of the stay beyond the period indicated of the day of arrival, the hotel Guest should report to the reception until 10:00 a.m. on which the term of the room is to be leased.
5. The hotel will take into account the request to extend your stay as far as possible.
6. The extension to 1:00 p.m. is free, from 1:00 p.m. to 3:00 p.m. costs 50% from the regular price and from 3:00 p.m. it is paid 100% from the regular price.
7. The room stop after 11:00 a.m. is automatically treated as an extension of the day of stay.

### §3. Hotel services

1. The hotel provides free services in the field of: providing information related to stay and travel, wake-up services, storage of valuables in the deposit of the main reception, storage of luggage of guests registered at the hotel and renting items listed as free of charge in the hotel guide.
2. Questions and comments related to your stay at the Hotel can be directed directly to the Hotels Main Reception (extension number: 101)

### §4. Booking and registration at the Hotel

1. The basis for registering Guests is to present a photo ID and residence card to the reception. Please note that the hotel informs you that your ID documents are not photocopied or scanned.
2. Please note that the hotel has the right to pre-authorize a credit card or to collect a cash deposit up to the amount of the total stay when registering.
3. In case of cancellation during the hotel day, the hotel will not refund the fee for the day started.
4. The hotel may refuse to accept a Guest if, in advance, it has grossly violated the hotels regulations.
5. The hotel refuses to accept a Guest who is under the influence of alcohol, drugs, verbal or physical aggression.

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#### **§5. Hotel liability**

1. The hotel is only responsible for items placed in the hotel depository for storage. In the event of using any elements or items brought by hotel guests, the Code of Civil Law apply.
2. The hotel reserves the right to refuse to accept high-value items, substantial amounts of money, security-threatening items that cannot be placed in deposit.
3. The hotel is not responsible for any damage or loss of the car or other vehicle belonging to the guests, which were parked in the hotels unguarded car park. The hotel is also not responsible for items left in the car parked in the hotel car park.

#### **§6. Liability of guests**

1. Children under 12. should be located in the hotel under the permanent care of legal guardians. Legal guardians are materially liable for damages resulting from the actions of children.
2. The behavior of Guests using the hotel services should not interfere with the peace of stay of other Guests. In violation of this rule, the hotel may refuse the person concerned to provide further services.
3. Please inform the hotel reception (extension number: 101) immediately of any damages caused at the hotel.
4. The hotel Guest is fully liable for any damage or damage to the hotel's technical equipment, caused by his fault or through the fault of the visitors. The hotel has the right to charge the guests' credit card for damages even after departure.
5. Price list of penalties for damage (each single case):

- **destruction of a towel PLN 50**

- **loss of room card PLN 50**

- **parking in prohibited places PLN 300**

- **destruction of a set of bedding PLN 500**

- **smoking in prohibited places PLN 500 (smoking is strictly prohibited throughout the hotel except in designated areas); the fine includes cleaning, ozonation, airing the room and additional washing and cleaning of equipment**

- **bringing an animal into the room without the hotel's consent PLN 500**

- **disturbing the peace at night PLN 1 000**

- **unjustified triggering of a fire alarm PLN 1 000 - resulting in the arrival of the fire brigade PLN 1 500**

- **additional cleaning due to negative activity of the Guest PLN 1 000**

- **cleaning of physiological waste PLN 1 000.**

#### **§7. Room**

1. Hotel Guests are provided with one bottle of mineral water per person per day as part of their accommodation fees.
2. No auxiliary flammable materials may be used in the room, including: weapons, ammunition, flammable materials, explosives or irritants.

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3. For fire safety reasons, it is prohibited to use devices that are not part of the room's equipment in the room - this does not apply to chargers and power supplies for electronic equipment.
4. Persons who are not registered may stay as guests in the hotel room from 7.00 a.m. to 10.00 p.m.
5. If you are not registered your guest after 10:00 p.m., you will agree to the guest staying in the room for a fee-for-no-counter-payment. Please note that each person will be accommodated according to the current price list available at the reception.
6. Every time leaving the room, the guest should check the closing of the door and windows.
7. Silence is observed in the hotel from 10 p.m. to 6 a.m. the next day.

#### **§8. Items left behind**

1. Items left at the hotel will be returned to the address indicated by the guest, after paying the shipping costs in advance.
2. In the absence of disposition, the hotel stores the left items for 3 months, and later donate them to charity or public use. Groceries will be stored 24 hours.

#### **§9. Complaints**

1. Guest have the right to make a complaint if they notice a deficiency in the quality of the services provided by hotel. The complaint should be made at the reception desk as soon as the deficiencies are noticing.
2. Please note that all complaints in writing are accepted by the hotel reception.
3. The complaint will be dealt with immediately after if has been received by the hotel, in case of disputes, the Code of Civil Law apply.

#### **§10. Pets in the hotel**

1. The hotel is also available for pets for an additional fee, i.e. PLN 70 / pet / day. Pets not registered in advance will not be allowed to stay at the hotel.
2. All damage to the hotel's property or the property of other Guests caused by animals will be assessed by the hotel management and the pets' owners will be charged with the costs.
3. Failure to inform the hotel reception about having an animal in the room will result in a fee of PLN 500.

#### **HOTEL INFORMATION**

All information and formalities are completed by the Reception desk, open 24 hours a day, under the extension telephone number:  
**101**

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