



HOTEL *** ARTUR REGULATIONS

We warmly welcome you to Hotel * Artur.**

We are pleased to host you. We invite you to use our services.

Please read and comply with these hotel regulations, which are intended to ensure a comfortable and safe stay.

1. The Hotel Regulations define the rules for the provision of services by the Hotel, liability and staying at the Hotel in all its facilities and spaces, including the accommodation facility, and are an integral part of the contract concluded by: checking in at the Hotel with an identity document as well as by making a reservation or paying an advance payment, a deposit, part or all of the amount due for the stay or using the services at the Hotel. By performing the above-mentioned activities, the Guest confirms that he has read and accepts the terms of the hotel regulations on behalf of himself and the accompanying persons with whom he stays at the Hotel.
2. The hotel regulations apply to all persons staying at the Hotel *** Artur in Cracow.
3. The Hotel Regulations are generally available to Guests - they are available on the Hotel's website and at the Reception.
4. The Hotel Guest is obliged to show the Receptionist a document with a photo confirming the Guest's identity upon check-in. In the event of refusal to present the document in a way that allows check-in, the Receptionist is obliged to refuse to issue the key to the room.
5. Starting a stay at the Hotel is tantamount to acceptance of the provisions of these regulations by the Guest.
6. The hotel is a year-round facility and is open 24 hours a day, 7 days a week.
7. The hotel provides services in accordance with the category to which it has been classified - 3* and the resulting standard.
8. The Reception is the Guest's guardian, adviser and providing all information related to the stay.
9. In the event of reservations regarding the quality of services provided, the Guest is asked to report them to the Reception Desk as soon as possible, which will enable the Hotel to react immediately and ensure the highest quality of services.
10. The hotel is obliged to provide:
 - a) Appropriate conditions for full and unrestricted rest of the Guest
 - b) A comfortable stay, including the security of maintaining the confidentiality of information about the Guest, unless the state authorities authorized to do so ask for the data of persons staying at the Hotel to be disclosed
 - c) Professional and courteous service in the scope of all services provided at the Hotel
 - d) Cleaning the room and performing necessary repairs of devices during the Guest's absence, and in his presence only if he consents or wishes
 - e) Technically efficient service, in the event of defects that cannot be removed quickly, the Hotel will make every effort to change the occupied room or otherwise mitigate the inconvenience
11. At the Guest's request, the hotel provides the following services, not strictly related to hotel services, free of charge:
 - a) Providing information related to travel and additional attractions in the region
 - b) Waking up at the appointed time
 - c) Storage of luggage (the hotel may refuse to accept luggage for storage on dates other than the dates of the Guest's stay and items that do not have the features of personal luggage)



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- d) Ordering a taxi
 - e) Storing valuables in a hotel safe or reception deposit
12. A hotel room is rented for hotel days.
 13. The hotel day starts at 14:00 on the day of arrival, and ends at 12:00 the next day, unless individual agreements or arrangements with the Hotel provide otherwise. 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.
 14. Staying in the room or leaving things after 12:00 is treated as an automatic extension of the stay. If the Guest leaves the room by 1:00 p.m. - the Reception program will charge PLN 50 to the hotel bill, by 2:00 p.m. - PLN 100, and from 2:00 p.m. - the cost of the entire hotel day according to the hotel's price list.
 15. The wish to extend the stay beyond the period indicated on the day of arrival should be reported to the Reception Desk by 9:00 a.m. on the day on which the room rental period expires, which, however, does not bind the Hotel. The hotel will take into account the wish to extend the stay as far as possible.
 16. The Hotel reserves the right to refuse to extend the Guest's stay at the Hotel in the event of failure to make full payment for the previous period of stay and in the event of non-compliance with the hotel regulations.
 17. Unregistered persons may stay with the Guest's consent and responsibility in the hotel room occupied by him only from 7:00 to a maximum of 22:00. The presence of unregistered persons after 22:00 is tantamount to the consent of the Guest who rents the room to accommodate these people in the room for a fee. Each person will be accommodated according to the current price of an extra bed for an adult, from the price list available at the Hotel Reception.
 18. The Guest may not transfer the hotel room to other people, even if the period for which he has paid the due fee for the stay has not expired.
 19. Throughout their stay at the Hotel, children under 12 must be under the constant care and supervision of adults.
 20. The children's legal guardians are responsible for the behavior of children, including damage.
 21. There is a children's playground on the premises of the hotel. There are separate regulations for using the playground.
 22. At the Hotel, including - in hotel rooms, in accordance with the Act of 8 April 2010 amending the Act on protection of health against the consequences of the use of tobacco and tobacco products and the Act on the State Sanitary Inspection (Journal of Laws No. 81, item 529) – there is a total ban on smoking cigarettes and tobacco products.
 23. Breaking the ban on smoking cigarettes and tobacco products in a hotel room is tantamount to the consent of the Guest who rents the room to cover the costs of deodorization of the room in the amount of PLN 1,100.
 24. In the event of violation of the provisions of these regulations, the Hotel may refuse to continue providing services to the person who violates them. Such a person is obliged to immediately comply with the requests of the Hotel staff, settle the amount due for the services provided so far and to pay for any damage and destruction, and to leave the Hotel premises. Due to the ineffectiveness of the Hotel's request, the Hotel is entitled to notify the relevant authorities in order to immediately remove the Guest.
 25. The Hotel may refuse to check-in a Guest who during the previous stay did not pay the fees due, grossly violated the hotel regulations by causing damage to the property of the hotel or other Guests or the functioning of the Hotel. The Hotel staff will inform the Guest about the implementation of the Hotel's right to refuse to provide hotel services in the future.



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26. The Hotel's liability for loss or damage to items brought by the Guest to the Hotel is governed by the provisions of art. 846-849 of the Civil Code. The Hotel's liability is limited if these items are not deposited at the reception desk. The Hotel has the right to refuse to store money, securities and valuable items, in particular valuables and items of scientific or artistic value, if they threaten security or are too valuable in relation to the size or standard of the Hotel or take up too much space.
27. If the Guest only uses the hotel car park, he/she must pay the parking fee in advance and give written consent to pay for towing the car to the police car park in the event of failure to pick up the car on the agreed date.
28. The Hotel is not responsible for damage or loss of a car or other vehicle belonging to the Guest left on the premises of the Hotel and the items contained therein, regardless of whether the Hotel charges a fee for this. The car park at the Hotel is unguarded and unattended, but it is monitored with a camera. Leaving a car or other vehicle on the premises of the Hotel is treated as renting a parking space.
29. The hotel reserves the right to collect a cash deposit in the amount due for the entire stay. The prepayment may be collected by the Hotel in cash, by pre-authorization from the credit card indicated by the person making the reservation, or by transfer to the bank account indicated by the Hotel. In the event of refusal to make the above-mentioned payment, the Hotel has the right to refuse to make a reservation.
30. In the event of cancellation of a reservation guaranteed by prepayment, it is not possible to receive a refund after the reservation date.
31. Early departure of the Guest for reasons beyond the control of the Hotel does not entitle the Guest to receive a refund for unused services.
32. The guest bears full financial responsibility for all goods and services used during the stay. If the Guest does not report the fact of using the good or service upon departure, the Hotel reserves the right to charge the credit card provided by the Guest as a guarantee of the reservation/payment for the stay.
33. Guest payments for hotel services made in a foreign currency will be made in PLN using the current average exchange rate of the National Bank of Poland minus 5%. The amount remaining to be settled will be refunded in PLN.
34. The Guest is not allowed to make any changes in the hotel room and its equipment, except for a slight rearrangement of furniture and equipment, which does not affect their functionality and safety of use. It is forbidden to take furniture and equipment outside the hotel room.
35. Dangerous items, in particular weapons, ammunition, flammable materials, illuminations, etc., cannot be stored in hotel rooms.
36. Due to fire safety, it is forbidden to use open fire in hotel rooms, e.g. candles and electrical or heating devices that are not room equipment. This does not apply to chargers and power supplies for RTV devices, mobile phones, portable computers (laptops, tablets).
37. It is forbidden to carry out acquisitions and door-to-door sales on the premises of the Hotel.
38. It is forbidden to make excessive noise in the Hotel, to cause unpleasant odors or to perform other activities that disturb, harm or annoy other Guests.
39. Quiet hours are observed in the hotel from 22:00 to 7:00 the next day. Failure to respect the curfew may result in a fine according to the Hotel's price list.
40. The behavior of the Guest and people using the services of the Hotel should not disturb the peaceful stay of other Guests and the functioning of the Hotel. The Hotel may refuse to continue providing hotel services to a person who violates this rule, in particular if he is abusive, shows verbal or physical aggression, is under the influence of alcohol and/or drugs, or otherwise



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violates the hotel regulations, and the Hotel may remove this person from the Hotel premises, without the right to reimbursement of costs resulting from shortening the stay at the Hotel. A guest who violates this rule should be warned about the possible consequences of further behavior contrary to the hotel regulations. The same also applies to the Guest's behavior that violates generally accepted principles of social coexistence.

41. The hotel's public areas are monitored with cameras to ensure the safety of people and property in the area covered by the monitoring.
42. If it is necessary for the Hotel's representative to intervene with respect to a Guest disrupting the functioning of the Hotel, the intervention may be recorded in the form of an audio or video recording, in order to protect the personal and material rights of both the Hotel and the intervening Hotel representative. The recording of the intervention will, if necessary, serve as evidence to prove the actual facts.
43. Each time when leaving the room, the Guest should turn off the TV, turn off the light, close the taps of the water supply system, close the windows and the entrance door. Hotel rooms are opened and closed using traditional keys issued at the Reception during the check-in procedure. In case of loss of the key, the Guest is asked to immediately report this fact at the Reception.
44. Each time leaving the room, the Guest should check and make sure that the door is locked and leave the key at the Reception.
45. A fee of PLN 150 gross is charged for losing the key to the hotel room.
46. The Guest bears full financial and legal responsibility for all kinds of damage, destruction and lack of equipment in the hotel room and any other place in the Hotel, resulting from his fault or the fault of people accompanying him or visiting him, or the fault of children under his care. The Guest shall repair the damage caused to the Hotel by paying a financial penalty (contractual penalty).
47. The guest should notify the hotel reception of the damage immediately after finding it.
48. If the financial penalty imposed on the Guest does not cover the damage incurred by the Hotel, for which the Guest is responsible, or if there is no financial penalty in a given situation/event causing the damage, the Hotel has the right to charge the Guest with compensation up to the amount of the damage caused.
49. It is not allowed to remove dishes, food and other items from the restaurant and bar, as well as to consume your own alcohol on the premises of the Hotel.
50. The hotel does not allow pets on the premises. Failure to comply with these rules will result in a fine according to the Hotel's price list.
51. It is forbidden in open airspace and in closed airspace to launch drones and other similar unmanned, remotely controlled flying models and devices without obtaining the consent of the Hotel.
52. It is forbidden to enter the inaccessible area, not intended for the Guest, in particular the back-up area, the area of the technical or economic zone.
53. The Hotel is not responsible for the behavior and damage caused by the Guest in relation to other guests, people and objects staying in the Hotel.
54. The Hotel is not liable for the behavior and damage caused by its employee or other person to whom the Hotel entrusted the performance of services on its behalf, when their behavior or damage caused are not related to the performance of their work or the services entrusted to them, in particular when they did not occur during the performance of their duties, but during their stay at the Hotel before or after performing work/services for accommodation, leisure, recreation, private, business purposes, etc.



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55. Personal belongings left in the room by the departing Guest will be sent back at his expense to the address indicated by him. If no such instruction is received, the Hotel will store these items for 1 month and then donate them to charity or for public use.
56. Personal data:
- 1) In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, we inform you that the administrator of personal data is WBA Bracia Barłowski Sp. J. based in Krakow.
 - 2) Personal data is processed in order to book accommodation and provide hotel services, and in the case of consent also for marketing purposes.
 - 3) Data collected for the purposes of providing hotel services will be processed for the period specified in the law, and in the case of data collected on the basis of consent, until its withdrawal.
 - 4) You have the right to access the data content, correct it, the right to transfer data, and the right to receive a copy of personal data processed by the hotel.
 - 5) In the case of consent to the processing for marketing purposes, you also have the right to withdraw your consent at any time, request restriction of their processing, removal, and the right to be forgotten.
 - 6) Your data may be made available or transferred to the following categories of recipients:***
 - transport and taxi companies in the case of ordering transport or courier for guests;
 - companies providing IT support services for the hotel;
 - companies providing accounting services;
 - companies providing legal services;
 - companies providing marketing services for the hotel.
 - 7) If you find that your personal data is being processed unlawfully, you have the right to lodge a complaint with the President of the Personal Data Protection Office (PUDODO).
 - 8) Contact with the person responsible for the protection of personal data is possible at the hotel's headquarters or via the e-mail address hotelartur@hotelartur.pl.

Thank you for complying with the provisions of the above hotel regulations.

In case of questions and ambiguities, the Reception Desk is at your disposal 24/7.

We wish you a pleasant stay in our Hotel.

Hotel * Artur Management**



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PRICE LIST OF HOTEL FEES

For each one-off:

Smoking in prohibited places	1 100 PLN
Staying with an animal on the premises	1 000 PLN
Disturbing the curfew	1 000 PLN
Leaving the vehicle in the hotel car park without being a Hotel Guest and after the end of the hotel room rental period without paying the fee in advance	500 PLN
Special cleaning (of physiological impurities)	1 000 PLN
Hotel room key loss	150 PLN

Note: If the financial penalty imposed on the Guest does not cover the damage incurred by the Hotel, for which the Guest is responsible, or if there is no financial penalty in a given situation/event causing the damage, the Hotel has the right to charge the Guest with compensation up to the amount of the damage caused.

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