

GUESTHOUSE REGULATIONS

Please familiarize yourself with some of the rules of our facility. This will allow both parties to avoid unpleasant situations and focus on providing you with a comfortable and pleasant holiday.

1. The guesthouse operates in the field of accommodation services.
2. Customers of the guesthouse using the services of the resort agree to comply with the provisions of these rules and regulations, health, safety and fire regulations, and to comply with the requests of employees of the facility in emergency situations.
3. We are not responsible for damages resulting from the failure of customers of the guesthouse to comply with the rules and regulations contained within.
4. Charges for accommodation in the guesthouse and any additional services - is determined by the "Price list of guesthouse services", which is attached to these rules.
5. Payment for your stay, parking or other additional services, as well as a tourist tax - shall be collected on the day of arrival, in accordance with the date set by you, but no later than the next day by 12:00 p.m., we kindly ask you to comply with this obligation.
6. Customers of the guesthouse are required to check in immediately upon arrival with our employee. In order to confirm identity, the customer is required to show a document with a photograph (Law of 10.04.1974 on population records and identity cards, Journal of Laws of 2001 No. 87 item 960).
7. We do not provide any information to outsiders about the personal data of registered guests. However, we are obliged to register each guest. Thank you in advance for your understanding.
8. The guesthouse has a hotel day from 3 p.m. on the day of arrival to 11 a.m. on the day of departure.
9. When renting a room, the guest specifies the duration of his stay, and in the absence of such specification, it is assumed that the room was rented for one day. Extension of the stay beyond the period indicated on the day of arrival, the guest should report at the reception until 10:00 a.m. of the day on which the room rental expires. The guesthouse cannot accommodate the wish to extend the room rental in case of lack of vacancies.
10. Entry and parking is allowed only in places designated for this purpose. Parking costs extra and is unguarded, locked with a code gate - to which guests and staff have access. Cars are assigned a permanent place, which can be changed only after contacting the staff. We reserve the right not to accept vehicles without prior reservation or vehicles, which due to e.g. size, length, or other factor - this is determined by the facility staff. The owner of the premises is not responsible for vehicles left behind or property in them.
11. Client of the guesthouse (where, as an exception, we accept small animals) - bringing a dog or other pet is required to take all safety precautions so that the animal does not endanger other guests or employees of the guesthouse, in particular, the animal should be on a leash and have a muzzle. The animal can't be left alone in the room. Full responsibility for damage caused by the animal is borne by it's owner or the person under whose care it remains in the guesthouse.
12. For the stay of a dog in the guesthouse is charged a deposit for damages in the amount specified in the "Price list of guesthouse services" - PLN 200. The stay of animals must be agreed before arrival with an employee of the guesthouse.

13. Please be informed that we are not responsible for customer's property left in the guesthouse room.
14. The guesthouse has a curfew that lasts from 10 p.m. to 7 a.m. Each of you is also given a chip/code/card or key to the front door along with the room key, please lock it behind you during the curfew.
15. The client may hold occasional celebrations in the rented room only with the prior permission of the management of the guesthouse and within the time limits specified in this permission.
16. The guest shall bear full financial responsibility for any damage or destruction of items, equipment and technical devices (including loss of keys) of the guesthouse caused by his fault or the fault of visitors. For damage discovered after leaving the room after prior consultation with the tenants will be charged with the cost of repair.
17. Due to the requirements of fire protection and general safety in the rooms, it's not allowed to use heaters, microwave ovens, gas appliances, instruments or apparatuses powered by electricity that aren't a permanent equipment of the room. This does not apply to chargers and power supplies for RTV and computer devices.
18. Advance reservation of the date and room is required. We do not guarantee to provide accommodation to those without a reservation. In case of advance reservation, advance payment in the predetermined amount of the total amount of the order applies.
19. The advance payment shall be returned in full if the service is not provided through the fault of the facility.
20. The advance payment is fully forfeited in case of cancellation of the stay by the customer, if the cancellation occurred 7 days or less before the booked date, at the same time we would like to inform that in case of shortening the stay after check-in we do not make refunds.
21. When organizing larger events, such as stays of school groups, company groups, course conferences, it is required to conclude a prior agreement specifying the details of the ordered service.
22. It's prohibited: - disturbing the peace, e.g. performing or playing loud music without the permission of the management, - inviting and receiving guests (non-customers of the guesthouse). In the rooms without the permission of the management - the behavior of guests and people using the services of the guesthouse should not disturb the peaceful stay of other guests, as the management and staff may refuse to continue to provide services to a person who violates this rule. - behavior generally considered as indecent, - smoking on the premises.
23. We reserve the right to refuse accommodation to persons: - under the visible influence of alcohol or intoxicants, - who behave aggressively, in a manner generally considered vulgar.
24. Persons violating the rules of these regulations will be required to leave the guesthouse without refund.
25. The penalty for smoking and improper use of the room, causing it's drastic dirtiness is determined individually, but is not less than 1500 PLN and is calculated in relation to the expenses required to restore it to it's original condition.
26. For the stay of guests (including without pets) - we charge a refundable deposit, for damages, in the amount of 200 PLN in cash. The deposit is given back after checking the condition of the room

and other equipment or items (i.e. bathrobe, towel) given for use to guests of the guesthouse, or to outsiders using our additional services. The amount of the deposit for items/equipment is determined after contacting the facility staff.

27. Personal items left by the departing guest will be sent back at his expense to the address indicated. In the absence of such instructions, these items will be stored for one month , and then destroyed.

28. We provide services in accordance with its category, in case of reservations, complaints about the quality of services, the guest is asked to report them no later than 24 hours after check-in, complaints submitted on the day of check-out will not be considered. At the same time we would like to inform you that we are not responsible for any inconvenience caused by reasons beyond our control, e.g. power or water outages.

29. The rules and regulations of the guesthouse and catering services are made known by posting on the website www.pensjonatymiedzydroje.pl, by individual familiarization by the customer at check-in on the information board . These rules and regulations have been approved by the owners, management and employees of the guesthouse and are effective as of July 1, 2016.