



## **Hotel Terms and Conditions**

The Management of HNS 16 Sp. z o.o. in Kołobrzeg acting as the owner of the hotel sets forth the following Terms and Conditions of providing hotel services:

1. A hotel room is rented by night. Check in is from 2:00 pm and check out is by 11.00 am.
2. The Guest is required to make a full pre-payment for the whole period of stay at rates in force and effect. In case the Guest does not intend to make such a prepayment, a deposit should be paid at the amount corresponding to the rate per room multiplied by the number of days of intended stay or pre-authorise a credit card for the amount of the deposit. Refusal to make a full pre-payment or to make a pre-authorisation may result in refusal to render services by the Hotel.
3. In case the Guest expresses the intention to be credited for extra services rendered by the Hotel, including restaurant services, the Guest may be required to pay a further deposit of 100 EUR per day or to make a pre-authorisation of a credit card for the same amount. Upon the payment of the deposit or pre-authorisation of the credit card the Guest shall have the right to order extra services against payment up to the amount of the deposit paid or at the amount of pre-authorisation and the Guest shall be charged for such services at check-out, otherwise the obligation to pay for all extra services on a current basis shall apply.
4. The Guest should fill in a registration card by completing all required personal details enabling the identification of the Guest: the name, surname, date of birth, permanent address, check-in date, the intended period of stay and the ID number. Said personal details are processed for the purpose of providing hotel services only and are subject to protection pursuant to regulation in force and effect, security and safety policy and the instruction for processing such data in force and effect in the Hotel.
5. The receptionist has the right to verify the information provided by asking the Guest to present a relevant document confirming personal details of the Guest stated on the registration card (passport, ID). Should the Guest refuse to complete the registration card in full or refuse to present the ID, the Hotel has the right to refuse rendering hotel services.
6. Early booking can be made on websites offering services of the Hotel, directly at the reception desk, in a written form or by electronic mail to addresses available on the

homepage of the Hotel: [www.newskanpol.pl](http://www.newskanpol.pl) or by telephone as well as a booking system available on the homepage of the Hotel.

7. In case a booking is made via external Internet portals Terms and Conditions governing the use of such portals apply.
8. In case a booking is not made through any third party, the booking is considered effective at the time a confirmation by the Hotel is received and an advance payment of 30% of the amount due for the total period of stay is made. Unless a shorter period is required, the advance should be paid no later than seven days from the date the confirmation is received. Upon expiry of the period or payment of a lower amount of the advance, the Hotel has the right to consider the booking ineffective and make a refund of the amount paid.
9. The amount paid subject to Terms and Conditions as above shall be set off the total price of hotel services due.
10. The Guest has the right to cancel a booking free of charge and receive a full refund providing, however, the Hotel is notified to this effect not later than seven days before the check in date.
11. Should the booking as mentioned above be cancelled later than in the period mentioned above, however, not later than 48 hours before the check in date, the booking is cancelled and the Guest receives a refund of 50% of the advance payment.
12. Should the booking be cancelled later than 48 hours before the check in date, the booking is cancelled and the Guest is not eligible to any refund.
13. Should the Guest fail to cancel the booking and check in at the Hotel before 6:00 pm on the first day of the planned period of stay and the value of advance payment is lower than the price of one night of stay in a room booked by the Guest, the booking expires and the Guest is not eligible to any refund.
14. Should the Guest fail to cancel the booking and check in at the Hotel on the first day of the intended period of stay and the value of advance payment is higher than the price of one night of stay in a room booked by the Guest, the booking expires after the first night of stay and the Guest is not eligible to any refund.
15. The Hotel Reception Desk is a guide and advisor to our Guests.
16. Visitors to the Guest are requested to leave hotel rooms by 10:00 pm. If the hotel personnel determines that the visitor is still present in the room after 10PM the penalties from point 25<sup>th</sup> subsection **h** of these Regulations will apply.
17. Quiet hours are from 10:00 pm to 7:00 am.

18. The Guest has no right to make the hotel room available to any third persons even if the night for which the Guest made a payment has not ended.

19. Should the Guest fail to name the period of stay at the time of booking, it is assumed the booking is for one night. The reception desk should be notified of the intention to extend the period of stay not later than until 10:00 am on the day of check out and simultaneously all applicable payments and the payment of a deposit as stipulated in section 2 of these Terms and Conditions should be made. The Hotel shall consider the extension request subject to availability of rooms.

20. The Hotel renders services subject to its approved standard:

- The maximum occupancy in the single room is 1 adult person and one child up to 4 years old.
- The maximum occupancy in a double room is 2 adults and 2 children up to 4 years old
- The maximum occupancy in the Delux room is 2 adults and 2 children up to 4 years old
- The maximum occupancy in the Delux room is 2 adults and 3 children up to 4 years old

21. The Hotel renders the following services free of charge services at the Guest's request:

- a) wake-up call at the time as requested by the Guest
- b) safe keeping of money and valuables in the hotel safe deposit box during the period of stay of the Guest at the Hotel
- c) storing the luggage of the Guest for the period not longer than 10 hours after the check out
- d) free of charge entry (for the Guest only) to the Night Club Underground
- e) use of Aquacenter (swimming pool, Jacuzzi, sauna) at given hours and subject to availability and separate Terms and Conditions
- f) use of play room by children up to 12 years old under the supervision of an adult
- g) use of a hair dryer and an iron subject to availability.
- h) use of unguarded hotel car park at the Guest's risk and subject to availability

22. The Hotel may render additional services to the Guest. Additional services are subject to charge as per separate pricelist available on the hotel website and at the reception desk. By making a request for a service at extra charge the Guest accepts financial conditions of rendering such a service. Scope of additional services is as follows:

- a) laundry service
- b) extra bed in a room (children up to 4 years old sharing a bed with their parents stay in the parents' room free of charge, in the amount stated in point 20<sup>th</sup> of the above Regulations.)
- c) crib for baby (charged once per stay)
- d) treatments in the Wellness Center
- e) bath robe rent (the Hotel collects a refundable deposit)
- f) room service (available from 7:00 am to 10:00 pm)
- g) telephone calls
- h) A stay of a small animal in the room

23. It is recommended that all valuables and cash be deposited in the hotel safe deposit box. The Hotel is liable for loss or damage to valuables and cash up to the amount of 500 zł. The Guest is under the obligation to notify the reception desk as soon as it has been found out.

24. The Hotel is not liable for damage or loss of a car or a vehicle which is the property of the Guest.

25. The Guest is liable for all and any loss or damage to the Hotel property caused by the Guest or the persons visiting the Guest. The following damages are applicable for damage to property caused by the Guest and liquidated damages for breach to these Terms and Conditions:

- a) breach of no-smoking regulation in rooms and other spaces unless they were expressly marked as smoking areas – 1 000 zł
- b) consumption of alcohol which has not been purchased in the Hotel outside a hotel room – 200 zł
- c) damage to a bath robe – 200 zł
- d) bringing animals other than permitted by these Terms and Conditions to the Hotel, or failure to report the presence of an animal of the acceptable size during the check-in, on the appropriate form – 500 zł
- e) bringing devices and substances hazardous to human life and health to the Hotel which are prohibited by virtue of provisions of law in force and effect – 1 000 zł

- f) breach of quiet hours or behaviour disturbing other Guests – 500 zł
- g) using substances emitting intensive smells resulting in a prolonged external effect – 500 zł
- h) Failure to report the number of all people staying in the room, if that number exceeds the limit of people indicated in point 20<sup>th</sup> of these Regulations, resulting from the type of room rented
  - A child under the age of 12: 160 zł per person
  - A person in the age of 13 to 18: 220 zł per person
  - An adult: 500 zł per person

The Hotel reserves the right to demand damages exceeding the above amounts of damages should damage caused by the Guest be higher.

- 26. In cases stipulated above the Hotel reserves the right to set off the amount of damages from the deposit either made or pre-authorized, and in case such a deposit has not been provided or does not cover the total cost of the stay of the Guest to date and liquidated damages for damage to property, the Hotel has the right to demand an adequate payment.
- 27. Due to fire safety regulations the use of coil heaters, electric kettles, own irons and other similar devices which are not a part of the hotel furnishings is prohibited.
- 28. The Guest is under the obligation to check whether the door has been locked each time the Guest leaves the hotel room.
- 29. The Hotel may refuse accommodation to the Guest who was in gross breach of the hotel Terms and Conditions by damaging the hotel property or the property of other guests or injury to other guests, hotel staff or other people who are in the hotel or who disturbed a relaxed stay of other guests in the Hotel or the operation of the Hotel.
- 30. Children stay in the Hotel accompanied by their parents only. The obligation to accompany children is on the parents.
- 31. On the hotel premises and in the rooms, the guests are allowed to come with an animal weighting no more than 5 kg and not higher than 30 cm, under the condition of reporting it to the hotel reception during the check-in and prior payment stated in these Regulations.
- 32. The Hotel is not liable for the use of services rendered by external companies on the premises of the Hotel. This provision is applicable to the guarded car park recommended by the Hotel. Payment for the use of parking spaces may be made directly at the reception desk.

33. The Guest who has buffet meals is not entitled to take away either meals or drinks out of the restaurant. At the request of the Guest take away meals may be prepared at extra charge. Should the Guest be in breach of this regulation the Guest may be required to pay extra charge at the amount equivalent to take away meals. In the event of breaching the above regulation, the Guest may be required to pay a fee equal to the meal taken out, calculated according to the hotel price list, but not lower than PLN 200.

Management HNS 16 Sp. z o.o. Kołobrzeg