

Konopielka Hotel regulations

Thank you for reading and abiding by these rules and regulations. The following rules are intended to ensure the comfort and safety of the stay of all our Guests.

Introduction

1. Hotel rooms are located in two buildings 50 m away from each other, in a modern building of Konopielka Hotel (Os. Dębowe 5, 83-210 Zblewo) and a stylish Guesthouse Konopielka (Os. Dębowe 4, 83-210 Zblewo). In the next parts of this document, we will refer to the whole complex as the Hotel.
2. The Hotel reception is located in the building of Guesthouse Konopielka, on left of the main entrance to the restaurant (from the side of the national road No. 22).

§1

1. A room in the Hotel is rented for the day.
2. Check-in time is from 3:00 p.m. to 10:00 a.m.
3. The basis for check-in of the Guest is being of age and presentation of an identity document with a photograph.
4. If the Guest did not specify the length of stay when renting the room, it is assumed that the room was rented for one night.
5. If you wish to extend your stay beyond the period indicated on the day of arrival, please report it at the reception by 10:00 a.m. on the day the room rental period expires.
6. The Hotel will accommodate requests to extend your stay as far as possible.
7. Failure to vacate the room after the end of the Hotel day will result in an additional charge for each hour started.
8. Leaving the room is considered as checking out at the Hotel reception and returning the room key/card.
9. An additional fee is charged for extending the stay according to the valid price list.

§2

1. A prepayment is a prerequisite for a reservation to be legally binding on the Hotel.
2. The amount of the deposit shall be at least 30% of the total value of the booked stay.
3. The deposit shall be paid within 3 days of making the booking or within the specified period by transfer to the Hotel's account, in cash or by charging a credit card (with written consent).
4. The remaining amount is payable at the Hotel upon accommodation.
5. In the event of booking a stay at the Hotel on a date that does not allow a deposit payment due to too short period of time, it is necessary to pay for the entire stay at check-in.
6. Cancellation or amendment of a room reservation is possible free of charge up to 7 days before the date of arrival and requires written notification sent to the e-mail address: biuro@konopielka.com.
7. in case of cancellation less than 7 days before the arrival date, the deposit is non-refundable. This charge is treated as a contractual penalty for failure to fulfil the obligation of the booking person to make an appropriate declaration of intent to conclude a contract.
8. Depending on the occupancy of the rooms, the Hotel may require payment in advance for the entire booked stay when there are less than 7 days until the arrival date.

9. All pre-payments for accommodation taking into account the discount shall be treated as non-refundable.
10. In the event of early departure of the Guest, the Hotel shall not refund the unilateral cancellation costs.
11. If the Guest, without prior notice, does not arrive at the Hotel on the agreed date, the reservation is valid until 10:00 a.m. of the following day. After this time, it expires and the room can be rented out.
12. The Hotel does not provide substitutions or refunds for unused and ordered services included in the price of the stay.
13. For reservations for more than 10 persons and less than 30 persons, it is necessary to pay the total amount for the stay 7 days before the scheduled date of arrival in the form of a transfer to the Hotel account, in cash or by charging a credit card (with written consent) and its confirmation sent by e-mail to: biuro@konopielka.com. In the event of non-payment, the booking shall be deemed cancelled and the deposit shall not be refunded. This charge shall be treated as a contractual penalty for failure to fulfil the obligation to provide the booking party with the relevant declaration of intent to conclude a contract.
14. In the case of group bookings for 30 or more persons or a restaurant booking, the amount and timing of the advance payment as well as the conditions for cancellation of the booking shall be determined individually.
15. In the case of reservations made via an Internet portal, e.g. [Booking.com](https://www.booking.com), konopielka.s4honline.pl, etc., the booking conditions of the portal shall apply.

§3

1. The Hotel Guest may not transfer the room to any other person, even if the period for which he has paid the fee has not expired.
2. Persons not checked into the Hotel may stay in the room from 7:00 a.m. to 9:00 p.m. Between 9:00 p.m. and 7:00 a.m. all persons staying at the Hotel must be checked in.

§4

1. The Hotel provides services in accordance with its category and the accepted standard of service. Should you have any concerns regarding the quality of the services provided, please report them to the reception desk, so that we can respond promptly.
2. The Hotel is obliged to provide:
 - conditions for full and unhindered rest of the Guest,
 - security of the stay, including the security of personal data and maintaining the secrecy of information about the Guest (except for the Services),
 - professional and courteous service in terms of the services provided,
 - cleaning of the room and performance of necessary repairs during the Guest's absence or while the Guest is present, if the Guest so wishes or agrees,
 - to the extent possible, another room or to alleviate the inconvenience in some other way if the defects in the room cannot be rectified.
3. In the event of a fire alarm or serious malfunction, the Hotel staff may enter the Hotel room without the Guest's consent.
4. Breakfast for the Guests of the Hotel is served in the restaurant located in the building of Konopielka Guesthouse from 7:00 a.m. to 11:00 a.m.

§5

1. The stay of pets in the Hotel is only possible after prior notification to the reception and is associated with an additional fee specified in the Hotel price list.
2. Animals must have a health book in order to stay.
3. The Hotel only accepts dogs that are not on the aggressive breed register and weigh up to 10 kg.
4. Dogs staying at the Hotel must be supervised by their owners and secured in such a way that they do not pose a threat to other Guests or the Hotel staff.
5. The owner must clean up any waste left by the animal on the Hotel premises.
6. Animals are not permitted in areas of the Hotel where food is served.

§6

1. The public premises and grounds belonging to the Hotel are monitored.
2. The Hotel is not liable for the loss of or damage to money, securities, valuables or objects of scientific or artistic value.
3. The Hotel car park is unguarded and available to Hotel Guests free of charge.
4. The Hotel is not liable for damage to or theft of a car or other vehicle and items left in them.
5. Items left in rooms by departing Guests, with their consent and at their expense, will be sent to the address indicated. In the absence of such instructions, the Hotel will store the items left after departure for a period of 3 months.

§7

1. The Hotel Guest shall be obliged to familiarise himself with the room furnishings and keep them intact.
2. The Guest should notify the Hotel reception of any damage as soon as it is discovered.
3. Whenever leaving the room, the Guest is obliged to properly secure the room so that access by third parties is not possible. During the Guest's absence from the room, doors and windows should remain locked and the card cutting off the electricity supply should be removed from the reader.
4. When using air-conditioning (in summer) and when the central heating is on, doors and windows should remain closed, except for brief ventilation of the room.
5. The Hotel Guest shall be held financially responsible for any damage or destruction of the Hotel's equipment and technical devices caused by him or his visitors.
6. The loss of the electronic card for the room is subject to a contractual penalty in accordance with the Hotel price list.

§8

1. The Hotel maintains night-time silence from 11 p.m. to 6 a.m.
2. During the hours when the restaurant is closed, the door connecting the restaurant to the hotel area is closed.
3. The behaviour of Guests and persons using the services of the facility should not disturb the peace and safety of other Guests.
4. Abusive or aggressive behaviour towards Hotel and restaurant staff will not be tolerated and may result in a call to the appropriate law enforcement agencies.
5. The Hotel will refuse to continue to provide services to a person who violates the rules set out in this paragraph without the right to a refund.
6. The Hotel may refuse to accommodate a person who grossly violates the Hotel rules, in particular: causing damage to Hotel property or Guests, causing damage to a Guest, employee

or other persons staying at the Hotel, or otherwise disrupting the normal course of operation of the facility.

§9

1. Smoking of tobacco products and e-cigarettes is strictly prohibited on the premises of the Hotel and Konopielka Guesthouse, except in designated areas outside the buildings.
2. The contractual penalty for smoking in the room as well as inside any building of the Hotel is PLN 200 and will be automatically added to the Hotel bill.
3. For reasons of fire safety, it is prohibited to use heaters and other similar devices which do not constitute Hotel room equipment in the rooms. Exceptions are power supplies for electronics, telephones and laptops.
4. After using an electric iron provided for Guests, please unplug it immediately and put it in a designated place in the corridor of the building.
5. In the event of fire, please notify the Hotel staff if possible and proceed to the exit as indicated in the evacuation directions.
6. In the event of a false fire alarm being triggered by the unjustified use of the manual call button (ROP) or smoke in the room, the Guest will be charged a contractual penalty:
 - for the activation of the fire alarm - PLN 500,
 - for the arrival of the fire brigade - full costs related to their arrival, minimum PLN 2000.The penalty is automatically added to the Hotel bill.
7. Between 10 p.m. and 7 a.m., the burglar alarm system is activated in the restaurant room. In case of unjustified activation of the alarm, the Hotel Guest shall bear the full costs related to the arrival of the intervention group and deactivation of the alarm.

§10

1. By checking in at the Hotel, the Guest confirms that he/she has read and agrees to abide by these Rules and Regulations.
2. The Guest agrees that the Hotel may store and process his/her personal data in accordance with the Personal Data Protection Act (Journal of Laws 2018, item 1000) for the purposes necessary for the Guest's stay and the Guest's use of the services provided by the Hotel. The Guest has the right to inspect and correct his/her personal data.

Thank you for your cooperation and have a great stay!

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