

# Hotel Konopielka – Guest Regulations

## 1. General Provisions

- 1.1. These regulations define the rules for the provision of services, liability, and the stay at Hotel Konopielka, Os. Dębowe 5, 83-210 Zblewo.
- 1.2. The self-check-in kiosk is located in the hotel lobby. Hotel staff can be requested if needed.
- 1.3. The staffed reception is located in the Gościniec Konopielka building (left of the restaurant entrance) and operates from 7:00 a.m. to 9:00 p.m.
- 1.4. The regulations apply to all guests using the hotel services.
- 1.5. Making a reservation or checking in is equivalent to accepting these regulations.

## 2. Reservations and Payments

- 2.1. A reservation is confirmed upon full prepayment within 3 days from booking.
- 2.2. Reservations made less than 3 days before arrival must be paid immediately.
- 2.3. Free cancellation is possible up to 14 days before arrival (in writing to: [biuro@konopielka.com](mailto:biuro@konopielka.com)). Later cancellations are non-refundable.
- 2.4. Special, discounted and non-refundable offers are not subject to refunds.
- 2.5. In the event of no-show, the reservation expires at 11:00 a.m. the next day.
- 2.6. Early departure does not entitle the guest to a refund.
- 2.7. Group reservations (over 10 people) are subject to individual cancellation/payment terms.
- 2.8. Reservations made via external portals (e.g., Booking.com) follow the portal's terms and conditions.

## 3. Check-in and Check-out

- 3.1. The hotel day starts at 3:00 p.m. and ends at 11:00 a.m.
- 3.2. A valid ID is required at check-in.
- 3.3. Requests to extend the stay must be made by 10:00 a.m. on the departure day. Extensions are subject to availability and may incur additional charges.
- 3.4. Failure to vacate the room by check-out time may result in an additional hourly charge.

## 4. Stay Regulations

- 4.1. Guests may not transfer the room to third parties.
- 4.2. Unregistered visitors may stay in the room only between 7:00 a.m. and 9:00 p.m.
- 4.3. All persons present after 9:00 p.m. must be registered at the hotel.

## 5. Pets

- 5.1. Pets are allowed only upon prior notice and for an additional fee.
- 5.2. Only dogs under 10 kg and not classified as aggressive breeds are accepted.
- 5.3. Pets must be under the owner's control and must not pose a threat to other guests.
- 5.4. Pet waste must be cleaned up. Pets are not allowed in dining areas.

## 6. Safety and Liability

- 6.1. The premises are under video surveillance.
- 6.2. Parking is free and unattended. The hotel is not liable for vehicles or items left in them.
- 6.3. The hotel is not responsible for valuables left in rooms.
- 6.4. Lost and found items will be stored for 3 months.

## 7. Guest Responsibility

- 7.1. Guests are financially responsible for any damage caused by them.
- 7.2. All damages should be reported to the reception immediately.
- 7.3. Guests must secure their room when leaving: windows and doors must be closed and the power card removed.
- 7.4. For fire safety reasons, the use of heating devices and appliances not provided by the hotel is prohibited. Irons must be returned to the designated area.
- 7.5. During the use of air conditioning or central heating, windows and doors must remain closed except for short ventilation.
- 7.6. A fee will be charged for lost room cards according to the price list.

## **8. Quiet Hours and Conduct**

- 8.1. Quiet hours are from 11:00 p.m. to 6:00 a.m.
- 8.2. When the restaurant is closed, the connecting door to the hotel area remains locked.
- 8.3. Disturbing behavior and aggression may result in removal or police intervention.
- 8.4. The hotel reserves the right to refuse service to guests violating the rules.

## **9. Smoking Policy**

- 9.1. Smoking (including e-cigarettes) is strictly prohibited except in designated outdoor areas.
- 9.2. A fine of PLN 500 will be charged for smoking in rooms or inside buildings.
- 9.3. False fire alarms are subject to penalties up to PLN 2000.

## **10. Services**

- 10.1. The hotel provides services according to its category and service standard.
- 10.2. Complaints regarding services should be reported to the reception for prompt resolution.
- 10.3. Rooms are cleaned every 3 days or upon guest request (door sign required).
- 10.4. For toiletries or repairs, please contact the reception.
- 10.5. The hotel will make every effort to quickly resolve issues or provide a replacement room.
- 10.6. Maintenance and cleaning may occur in the guest's absence or with consent.
- 10.7. Guests not consenting to room entry should display the appropriate sign on the door.
- 10.8. Breakfast is served in Gościniec Konopielka between 7:00 a.m. and 10:00 a.m.

## **11. Electronic Services and Personal Data**

- 11.1. Reservations can be made via phone, email, website, or booking portals.
- 11.2. The hotel owner is the administrator of personal data.
- 11.3. The guest consents to personal data processing in accordance with GDPR for service purposes.
- 11.4. Guests have the right to access, correct, and request deletion of their data.

## **12. Final Provisions**

- 12.1. The full version of the regulations is available at [www.konopielka.com/hotel](http://www.konopielka.com/hotel) and at the reception.
- 12.2. Polish Civil Code regulations apply to all matters not covered herein.
- 12.3. Any disputes shall be resolved by the competent court.

**Thank you for your cooperation and we wish you a pleasant stay!**

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