

OPENING HOURS*

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|---|---------|--------------------------|----------|
| RECEPTION | LEVEL 0 | 24h | tel. 800 |
| ROOM SERVICE BREAKFAST (price / 40 PLN) | | 07:00 - 12:00 | tel. 846 |
| ROOM SERVICE (price / 40 PLN) | | 12:00 - 24:00 | tel. 844 |
| RESTAURANT - a la carte "Chapeau Bas" | LEVEL 0 | 13:00 - 23:00 | tel. 843 |
| LOBBY BAR | | 10:00 - 24:00 | tel. 844 |
| AQUAPARK / TENNIS (Outside the hotel) | | 08:00 - 22:00 | tel. 860 |
| MEDICAL RESORT | | 08:00 - 20:00 | tel. 830 |
| | | 09:00 - 20:00 / Weekend | |
| BOWLING / PUB | | 16:00 - 22:00 | tel. 848 |
| | | 13:00 - 22:00 / Saturday | |
| DISCO (Friday / Saturday) | | from 21:00 | tel. 848 |
| GYM / FITNESS | | 07:00 - 22:00 | tel. 822 |
| | | 09:00 - 19:00 / Weekend | |
| KIDS JUNGLE | | 07:00 - 22:00 | --- |
| RESTAURANT - "Fala" | LEVEL 1 | | tel. 845 |
| BREAKFAST | | 07:00 - 10:30 | |
| | | 07:00 - 11:00 / Weekend | |
| LUNCH / BRUNCH | | 13:00 - 15:00 | |
| DINNER | | 17:00 - 20:00 | |
| GRAND LUBICZ SPA | | 09:00 - 21:00 | tel. 865 |
| SQUASH / CUBE BALL | LEVEL 2 | 08:00 - 22:00 | tel. 822 |
| INTERACTIVE CHILDREN'S PLAYROOM | LEVEL 3 | 07:00 - 22:00 | --- |
| GAMES ROOM | LEVEL 4 | 10:00 - 24:00 | |
| CAFÉ - Panorama Lounge Café Enter the elevator located in the lobby at the main reception. | LEVEL 5 | 11:00 - 23:00 | tel. 849 |

* Please note, the hotel reserves the right to change the opening hours of hotel's facilities. If you have any questions, please contact our Reception on 800

RULES OF PROCEEDING IN CASE OF FIRE

The Basic means of calling an alarm in case of fire is a sound warning system (DSO), which informs the people staying in the hotel rooms and other places about the danger and its character as well as the need to evacuate. In the case when the alarm is called and evacuation is ordered, you should:

- Remain calm, do not panic.
- Submit to the orders of the person in charge of the rescue action.
- Leave the endangered building, following the marked evacuation ways or those showed by the Staff.

In the case of a fire alarm, the lifts will be switched off automatically. You should use the stairwells as the evacuation way.

Room heaters, electric irons and other similar devices which are not a part of the hotel room equipment are not allowed to be used inside the rooms due to the fire safety. This does not apply to chargers and power adapters for audio-video devices and computers.

In case the smoke detector is deactivated by the Guest, the Hotel will charge 1500 PLN fine.

Starting a false fire alarm by pressing the ROP button (the fire alarm box) will result in the Guest being charged 500 PLN, or more should the emergency services be involved.

EMERGENCY NUMBERS

| | |
|-------------------|-----|
| Fire Brigade | 998 |
| Police | 997 |
| Ambulance Service | 999 |
| Mobile Phone | 112 |

REGULATIONS

§ 1 SUBJECT OF THE REGULATIONS

1. The Regulations set forth the principles concerning the provision of services, the liability, and the stay at the Hotel. They are an integral part of the agreement concluded by signing the check-in card or by making actions, from which the intention may be inferred,

in particular by making a reservation and/or an advance payment or full payment for the stay at the Hotel. By making the actions specified in the previous sentence, Guests confirm that they have read and accepted the Regulations.

REGULATIONS

2. The Regulations apply to all persons staying at the Hotel Grand Lubicz***** – Uzdrowisko Ustka.

3. The Hotel's reception desk attends to all matters pertaining to Guests (phone number 800).

4. The rules for using the Aquapark and other hotel attractions, as well as the car park are regulated by the separate regulations (available at the individual departments) and they are an integral part of these regulations.

5. The General Regulations are available for inspection at the hotel reception, in each hotel room and on the hotel's website

§ 2 CHECK-IN AND CHECK-OUT TIME

1. Hotel rooms are rented for hotel days.

2. Check-in time is 03:00 p.m., while the check-out time is 11:00 a.m. on the next day.

3. If a Guest wishes to extend the stay beyond the period indicated on the day of arrival, the Guest should report it immediately, at the latest by 10:00 a.m. on the day when the rental period expires. The Hotel will fulfil a request to extend the stay subject to availability of rooms.

4. The Hotel reserves the right to refuse to extend the stay of the Guest in the hotel in the event of a failure to make the full payment for the current period of stay, as well as in the event of a failure to observe the Regulations.

5. If the Guest cancels the stay at the hotel during a hotel day, the fee for staying on a given day is not refundable.

6. Occupying the room after 11:00 a.m. is treated as an extension of the stay.

7. According to our standard and for the safety of our guests, the hotel staff has the right for visual inspection of the room when a tag "Do not disturb" is displayed longer than 24 hours.

§ 3 RESERVATION AND CHECK-IN

1. The basis for checking in the Guest is presentation of an identity document with a photo and signing the check-in card at the reception desk.

2. Guests of the Hotel are not allowed to transfer their rooms to other people, even if the period, for which they paid the fee for the stay, has not expired.

3. Persons not checked in at the Hotel may visit hotel rooms from 07:00 a.m. to 10:00 p.m.

4. The Hotel may refuse to accept the Guests, who grossly violated the Regulations during their previous stay, in particular by causing damage to the hotel property or Guests, bodily injury to Guests, Hotel staff or other persons staying at the Hotel.

5. The Hotel reserves the right to charge at the check-in a credit card pre-authorisation fee for the entire stay as well as 200 PLN / hotel day for additional services.

REGULATIONS

6. The hotel reserves the right to charge the Guest's credit / debit card for the services used, which were not paid at the check-out (e.g. minibar)

7. If the booking is not canceled, the cancellation policy is included in the reservation confirmation. In other cases, If the reservation for a room is not cancelled until 06:00 p.m. on the day of arrival or if the Guest fails to arrive at the scheduled time to Hotel, Hotel will charge the Guest for the first night according to the previously agreed conditions of reservation.

§ 4 ADDITIONAL SERVICES

1. The Hotel provides services in accordance with its category and standard.

2. In the case of reservations as to the quality of services the Guests are asked to promptly report their reservations at the reception desk, which will allow employees to react and improve the standard of the services.

3. The Hotel is obliged to provide Guests with:

- conditions for full and undisturbed rest,
- safe conditions of stay, including the safety and confidentiality of the information concerning the Guests,
- professional and courteous service in relation to all services provided at the Hotel,
- room cleaning service and necessary repair of equipment during the absence of the Guests in the room, or if they wish so, at their presence,

• technically efficient service; in the event of defects that cannot be removed immediately, the Hotel will endeavour, if possible, to replace the room or otherwise mitigate the inconvenience.

4. In addition, on Guest's request, the Hotel provides the following free services:

- provision of information related to the stay and travel,
- wake-up service,
- storage of cash and valuables during Guest's stay at the Hotel in a deposit box at the Reception, subject to § 6, subparagraph 4 of the Regulations,
- luggage storage,
- calling taxi.

5. Guests can use free of charge the Hotel's recreation centre.

6. On request of Guest staying at the Hotel with young children, the room can be furnished with a cot, baby bath, and other baby accessories free of charge.

7. The hotel's Guests can use the unguarded, paid the ground level or underground car park. The hotel does not guarantee the availability of parking spaces.

§ 5 LIABILITY OF GUESTS

1. In the area of the Hotel, children under the age of 12 must be under the constant supervision of legal guardians. Legal guardians shall be liable for any damage to the furnishings and technical equipment caused by actions of children.

REGULATIONS

2. Guest of the Hotel assumes full financial liability for any damage or destruction caused to items, furnishings and technical equipment of the Hotel, which is attributable to the Guest, the people visiting the Guest, or the animals staying with the Guest. The Hotel reserves the right to debit the Guest's credit card for damages after the departure of the Guest. The price list of the equipment is attached as Appendix 1 to these Regulations.

3. The Hotel is a non-smoking area apart from a separate smoking zone on the second floor and in front of the main entrance to the hotel. Failure to observe the non-smoking policy will result in charging the Guest with the amount of 500 PLN.

4. In case the smoke detector is deactivated by the Guest, the Hotel will charge 1000 PLN fine.

5. Starting a false fire alarm by pressing the ROP button (the fire alarm box) will result in the Guest being charged 500 PLN, or more should the emergency services be involved.

6. In the event of a breach of the Regulations, the Hotel may refuse to provide services to a person who violates them. Such a person is obliged to immediately comply with the demands of the Hotel, pay the amounts due for the services provided, pay for any damage, and to leave the Hotel.

7. Each time when leaving the room the Guest should, for safety reasons, turn off the TV and the radio, turn off the lights, close the taps and check whether the door is locked.

8. If the Guest delays with the payments for the stay or does not pay for the services provided, the Hotel has a statutory right to establish a lien on the property brought by the Guest to the Hotel.

9. Should a magnetic access card be lost, the Guest is obligated to pay a fine of 30 PLN for a new access card.

§ 6 LIABILITY OF THE HOTEL

1. The Hotel shall be liable for any loss of or damage to the objects brought by persons using the services of the Hotel in the scope provided for by the Civil Code.

2. The Guest should inform the Reception about the occurrence damage immediately after it has been found.

3. The Hotel shall be liable for the loss of or damage to money, securities, valuables or objects having scientific or artistic value only if such items will be turned over for safekeeping to the deposit box at the Reception.

4. The Hotel reserves the right to refuse to accept the following item to the hotel's deposit boxes: high-value items, large sums of money, objects posing threat to the security, bulky items with dimensions too large to be stored in the hotel's deposit boxes.

5. The Hotel shall not be liable for the loss of a car or other vehicle left in the hotel's car park, as well as for the loss of items or live animals left in the car/vehicle.

REGULATIONS

§ 7 RETURN OF THE ITEMS LEFT

Personal belongings left by a departing Guest in a hotel room will be sent to the address indicated by the Guest at the Guest's expense. In the event of such a request, the Hotel will store these items for a period of three months, and after the lapse of which the items will become the property of the Hotel. Due to its properties, food will not be stored.

§ 8 QUIET HOURS

The quiet hours at the hotel last from 10:00 p.m. to 6:00 a.m. on the next day.

§ 9 COMPLAINTS

1. Guests have the right to submit a complaint, if they spot deficiencies in the quality of services provided.
2. All complaints should be submitted at the Reception desk.
3. Complaints should be submitted immediately after noticing irregularities in the standard of the services provided.

§ 10 ADDITIONAL PROVISIONS

1. For an extra charge, the Hotel accepts pets in selected rooms, but the owner of the pet is required to keep it on a leash in the Hotel premises and to remove any droppings left by the animal. Pet fee 120 PLN.
2. In hotel rooms it is forbidden to store dangerous goods, weapons and ammunition, as well as flammable, explosive or illuminating materials.

3. The Guests shall not cause and the Hotel shall not allow to cause excessive noise in the Hotel, emission of unpleasant odours from the hotel room, or otherwise disturb, cause damage to, or annoy other Guests of the Hotel.

4. Apart from a slight rearrangement of the furniture and equipment, which does not affect their functionality and safety of use, the Guests are not allowed to make any changes to the hotel rooms and their furnishings.

Management of Hotel Grand Lubicz***** - Uzdrowisko Ustka.

RULES REGARDING STAY OF ANIMALS AT THE HOTEL

1. Pets are allowed on the hotel's premises (length up to 25 cm, weight up to 7 kg).
2. The Hotel accepts pets at extra charge as indicated in the price list. Guests with pets can be accommodated only in designated rooms. If such rooms are not available, it may be impossible for the Hotel to accept a pet.
3. Permit for a pet's stay is granted at the reception desk after a prior interview. The temperament and the level of training of the pet is taken into consideration during the decision process (mainly pertains to dogs).
4. The hotel accepts pets that are healthy and have a medical record book (valid vaccination and deworming). If not, we can provide you with a vet's contact number. If a pet suffers from a chronic disease our staff should be informed on the day of booking.
5. If bed linens in a room occupied by a pet get dirty because of the pet (fur, mud), the owner shall bear the cost of extra laundry services.
6. If bed linens in a room occupied by a pet is damaged by the pet, the owner shall bear the cost of the whole set of new bed linens.
7. All damages to the property of the hotel or that of other guests as well as mess created by pets, which require extra work by the hotel's staff, shall be estimated by the Hotel's Management and the cost shall be borne by the pet owners.
8. Owners are responsible for their pet's behaviour, the maintenance of silence in order not to disturb other guests. In case of repeated complaints from other guests or staff, the Hotel reserves the right to ask for the pet's removal.
9. In general, concerning accessible common space, an owner is obliged to keep his/her pet on a leash and in a muzzle.
10. It is forbidden to take a pet inside all gastronomic (a restaurant, a lobby bar, a club) and recreational (SPA & Wellness Centre, Fitness & Gym) areas.
11. The pet owner is each time obliged to clean up after their pet all throughout the public use areas, especially on pavements, roadways, squares, green areas and in the car parks. For non-compliance with these Regulations, there is a fee amounting to 300 PLN.

Dear Guests,
Individual department regulations are available directly at these departments.