

TERMS AND CONDITIONS OF PLATINUM PALACE HOTEL WROCLAW

I. SUBJECT OF THE TERMS AND CONDITIONS

1. These Terms and Conditions define the subject of service, liability and terms of stay in the Hotel and are an integral part of the contract, which is concluded by signing the registration card as well as by performing concluding actions, in particular by making a reservation and/or paying a deposit or the whole amount due for the stay in the Hotel. By performing the actions mentioned in the previous sentence, the Guest confirms that he/she has read and accepts the Terms and Conditions.
2. The Terms and Conditions are binding for all persons staying at the PLATINUM PALACE Hotel in Wroclaw.
3. The Hotel Terms and Conditions are available at the Hotel reception and on the Hotel website.

II. HOTEL NIGHT

1. A hotel room is rented for hotel nights.
2. A hotel night in the Rooms lasts from 3.00 p.m. to 12.00 a.m. of the following day.
3. The guest personally enters his/her name and surname, additional data and signs the check-in sheet.
4. The receptionist checks the data entered in the check-in sheet against the identity document, which is handed over after the check-in sheet is completed.
5. The guest may make a request to extend his/her stay, beyond the period indicated on the day of arrival, the Hotel will accommodate the request to extend the stay as far as rooms are available.
6. The Hotel reserves the right to refuse to extend the Guest's stay at the Hotel, if full payment for the existing period of stay has not been made in advance and in case of non-compliance with the regulations.
7. If the Guest does not specify the length of stay, it is assumed that the room has been rented for one day.

III. BOOKING AND CHECK-IN

1. The basis for checking in of the Guest is presentation at the reception of an identity document with a photograph and signing the check-in sheet. In the event that the Guest refuses to show the document in a manner enabling check-in, the receptionist has the right to refuse to issue the key to the room.
2. The Hotel Guest is not allowed to transfer the room to other persons, even if the period for which they have paid the fee for the stay has not expired.

3. On account of unpaid services, the employee of the reception desk collects a cash deposit from the Hotel Guest or pre-authorises the Guest's credit card.
4. People not checked-in at the Hotel may stay as guests in a hotel room from 7.00 am to 10.00 pm.
5. The Hotel may refuse to accommodate a Guest who, during their previous stay, has grossly violated the Terms and Conditions, in particular by causing damage to the Hotel's or Guests' property, damage to the person of Guests, Hotel employees or other persons staying at the Hotel.
6. The Hotel reserves the right to block the funds on the credit card provided by the Guest to make the reservation in the amount of the amount due for the entire stay, whereby the Guest hereby authorises the Hotel reception representative to perform the action of charging the amount due to the Hotel from the card.
7. The Guest shall notify the reception desk of his/her wish to extend the duration of the stay beyond the period indicated in point II.2 no later than 12:00 p.m. on the day of departure. The Hotel will accommodate the request as far as possible, at an additional charge, depending on the time and occupancy, but no higher than the flexible day rate for the room.
8. Staying in the room or leaving belongings after 12.00 pm without informing the reception is considered as an extension of the stay. In the event that this room is not available for the following day and the guest cannot be contacted, the hotel reserves the right to pack the guest's belongings by commission and move them to the luggage room.
9. If the balance on the Guest's account exceeds the amount of PLN 5,000, the Guest will be obliged to pay it on the given day, otherwise further stay of the Guest will be impossible.
10. In case of cancellation of the Guest's stay during the day, the Hotel does not return the fee for the started hotel night.
11. The Guest agrees to the issuance of a VAT invoice without signature.
12. In the event of any reservations concerning the quality of services, the Guest is requested to report the reservations immediately to the reception, which will enable the staff to react and improve the standard of services provided.

IV. RESPONSIBILITY OF GUESTS

1. Children under 13 years of age should be under constant supervision of their legal guardians on the Hotel premises. Legal guardians will be held financially responsible for any damage to furnishings and technical equipment caused by children.
2. Children's legal guardians are responsible for children's behaviour, including any damage and or harm done.
3. The Hotel Guest shall be held fully materially liable for any damage to or destruction of the Hotel's furnishings and technical equipment caused by him/her or his/her

visitors or visitors of the latter. The Hotel reserves the right to charge the Guest's credit card for any damage caused after the Guest's departure. In view of the above, the Guest hereby authorises a representative of the Hotel reception to make a charge adequate to the loss or damage incurred.

4. The Hotel may refuse to provide services to a person who violates the provisions of the Terms and Conditions. Such a person is obliged to immediately comply with the demands of the Hotel, to pay for the services rendered so far, to pay for any damages accordingly to the damage suffered by the Hotel and to leave the Hotel.
5. Each time leaving the room, the Guest should check the locking of doors and windows for safety reasons.
6. The Hotel has a statutory right of lien on the items brought by the Guest to the Hotel in the case of a delay Guest in payment for the stay or non-payment for services rendered.
7. During the period when an epidemic or a state of epidemic emergency is in force in Poland, during a stay at the Hotel, the rules resulting from the laws in force in this respect must be observed. Until further notice, during a stay in a hotel in areas open to the public,
8. Pursuant to the Act of 8 April 2010 amending the Act on Protection of Health Against the Consequences of Tobacco and Tobacco Products Use and the Act on State Sanitary Inspection (Dz. U. [*Journal of Laws*] No. 81, item 529), smoking of cigarettes and tobacco products is strictly prohibited on hotel premises, including hotel rooms.
9. Failure to comply with the ban on smoking cigarettes and tobacco products in a hotel room is tantamount to the Guest expression of consent to cover the cost of deodorisation of the room in the amount of PLN 500 net.
10. Guests and persons using the services of the hotel are obliged to behave in a manner that does not disturb the peace of other persons in any manner.
11. In the event of indecent behaviour within the meaning of the Misdemeanour Code, the hotel has the right to impose a financial penalty of PLN 1,000 on the guest and persons using the hotel's services and to refuse further provision of services (without refunding the booking fee). In such a case, the Hotel also reserves the right to notify the law enforcement authorities in connection with the violation of the relevant provisions of the Misdemeanour Code, including but not limited to causing disgrace in a public place, punishable by, inter alia, arrest, fine up to PLN 5,000.00.
12. During the hours of curfew, guests and persons using the services of the hotel are obliged to behave in a manner that does not disturb the peace of other persons in any manner.
13. The Hotel guest shall be held fully materially and legally liable for any damage to or destruction of the Hotel's furnishings and equipment caused by him/her or his/her visitors.
14. For reasons of fire safety, it is forbidden to use heaters and other electrical devices in hotel rooms and other premises, which do not constitute equipment of these rooms.

This does not apply to chargers and power supplies for audiovisual and computer equipment.

15. For reasons of fire safety, the use of any form of open flame in hotel rooms and other premises is prohibited.

V. HOTEL'S LIABILITY

1. The hotel provides services in accordance with its standard.
2. The Hotel is liable for loss of or damage to items brought in by persons using its services to the extent specified by the provisions of the Polish Civil Code.
3. The Guest should notify the reception of any damage as soon as it is discovered.
4. The hotel is liable for loss of or damage to money, securities, valuables or objects of scientific or artistic value only if such objects are placed on deposit at the reception desk.
5. The hotel's liability for loss of or damage to items brought into the hotel by the guest is governed by the provisions of Articles 846-849 of the Polish Civil Code. The hotel reserves the right to refuse to accept to deposit items of high value, significant sums of money, exceeding the capacity of the hotel depository.
6. The Hotel is not liable for damage to or loss of a car or other vehicle belonging to a Guest, items left in it or live animals.

VI. RETURN OF ITEMS LEFT BEHIND

Personal belongings left in the hotel room by the departing Guest will be sent back to the address indicated by the Guest at the Guest's expense. If no such instruction is received, the Hotel will store the above items at the owner's expense for a period of three months, after which time the items will become the property of the Hotel. Due to their characteristics, foodstuffs will be stored for a period of 24 hours.

VII. NIGHT QUIET TIME

The Hotel enforces night quiet time from 10 p.m. to 7 a.m. of the next day.

VIII. COMPLAINTS

1. Guests have the right to lodge a complaint if they notice any deficiencies in the quality of services provided.
2. All complaints are to be lodged at the reception.
3. A complaint should be lodged immediately after noticing any shortcomings in the standard of services provided.
4. In addition, given the content of Article 32(1)(2) of the Act of 23 September 2016 on out-of-court settlement of consumer disputes (Dz. Ustaw [*Journal of Laws*] of 2016,

item 1823), the company Hotel ROMA INVESTMENTS PIĄTKIEWICZ SPÓŁKA JAWNA [*registered partnership*] with its registered office in Luboń, ul. Rejtana 12A, 62-030 Luboń, entered in the register of entrepreneurs of the Krajowy Rejestr Sądowy [*National Court Register*] by the District Court Poznań - Nowe Miasto i Wilda in Poznań, 8th Economic Division of the National Court Register under KRS No. 0000286484, the owner of the Platinum Palace Hotel in Wrocław hereby declares that it does not agree to participate in the proceedings on out-of-court settlement of consumer disputes.

IX. ADDITIONAL PROVISIONS

1. It is strictly forbidden to use roller-skates, skates, skateboards, bikes and scooters in the Hotel building.
2. No dangerous goods, weapons, ammunition, flammable, explosive nor is illuminating materials, may be stored in the hotel rooms.
3. Canvassing and door-to-door selling as well as gambling activities are prohibited in the Hotel.
4. The Guest shall not cause, and the Hotel shall not permit the Guest to cause excessive noise on the Hotel premises, to escape unpleasant odours from the Hotel room, to otherwise disturb, harm or annoy other Hotel Guests.
5. Apart from a slight rearrangement of furniture and equipment that does not affect their functionality and safety of use, Guests are not allowed to make any changes to the rooms and their furnishings in the hotel rooms.
6. Hotel Guests are not allowed to use devices and objects that may cause a risk of damage to hotel property and other Guests, especially devices that may cause fire (including heaters and other electrical appliances not included in the room equipment) or flooding. The use of kettles and other room equipment is permitted in the rooms. This does not apply to chargers and power supplies for audiovisual and computer equipment.
7. The Guest agrees to the processing and storage of personal data in accordance with the Personal Data Protection Act (Dz. Ustaw [101, *Journal of U. [Journal of Laws]*] of 2002, No 101, item 926 as amended) by ROMA INVESTMENTS PIĄTKIEWICZ SPÓŁKA JAWNA [*registered partnership*] with its registered office in Luboń, ul. Rejtana 12A, 62-030 Luboń, entered in the register of entrepreneurs of the Krajowy Rejestr Sądowy [*National Court Register*] by the District Court Poznań - Nowe Miasto i Wilda in Poznań, 8th Economic Division of the National Court Register under KRS No. 0000286484, the owner of the Platinum Palace Hotel in Wrocław for the purposes necessary for the Guest's stay at the Hotel, the Guest's use of other services provided by the Hotel. The Guest has the right to access their personal data and correct them.