

AIRPORT HOTEL OKĘCIE REGULATIONS

Dear Guests, to ensure your safety and comfort we would like to ask you to read these Regulations.

The Regulations are an integral part of our agreement, conclusion of which takes place when you confirm your reservation or take any other action that could be considered to conclude our agreement.

These Regulations apply to all persons staying at the Airport Hotel Okęcie and are available at the Hotel reception and in every Hotel room.

The entity running the Hotel is KONCEPT 2000+ Sp. z o.o. Sp.k. with its registered office at ul. 17 Stycznia 24, Warsaw, 02-148, entered into the Register of Entrepreneurs kept by the District Court for the capital city of Warsaw, 12th Commercial Department of the National Court Register under number 0000677015, with NIP 5223091597.

§ 1

Hotel Days, reservations and check-in

1. The Hotel's rooms are rented for Hotel Days. If the length of a Guest's stay is not specified when booking your room, it is assumed that the room is being rented for one Hotel Day.
2. A Hotel Day starts at 3 pm and ends at 12 noon the following day.
3. Check-in at the Hotel is carried out based on presentation of a photo ID.
4. Hotel Guests are required to show original photo ID and provide the data from the ID necessary for the provision of Hotel services, including First names, Last name, residential address, PESEL (Social security) number or other number identifying the holder, and the identity document's unique number. Provision of this information is necessary for check-in at the Hotel.
5. The Hotel reserves the right to pre-authorize your credit card at check-in, or collect a cash deposit for part or all of your stay, as well as to verify the credit card you provided as a hold on your reservation, within 7 days of your planned arrival date.
6. Booking is confirmed by a document of conclusion of the agreement between the Guest and the Hotel.
7. Early check-in (before 12 noon) is possible as rooms become available. An early check-in fee of PLN 80 shall be payable.
8. The Hotel charges for one full 'hotel day' if the Guest:
 - a) cancels their stay during a hotel day;
 - b) fails to cancel a reservation by 4 pm on the day of arrival;
 - c) does not arrive at the Hotel on the scheduled date.
9. The charge specified in § 1 Point 7 above is made based on the applicable rate for the day, particularly if the stay at the Hotel was to take place during trade fairs.

§ 2

Extension

1. Guests can extend their booking beyond the original period, at Reception until 10 am on the day their original booking expires. Requests to extend a booking will be considered by the Hotel where possible, and are not binding to the Hotel.
2. The Hotel reserves the right to refuse to extend a booking beyond the original period booked at check-in, when the Guest has not made full payment for the current stay, or in the event of their non-compliance with Hotel Regulations.
3. An additional fee of PLN 80 shall be payable when a stay is extended over one Hotel Day due to Guests leaving their room after 12 noon (check-out time) and before 6 pm. After 6 pm, Guests will be charged the full cost of an additional Hotel Day (according to the current price-per-night).

§ 3

Conditions for Guest stays and people visiting Guests at the Hotel

1. Rooms cannot be transferred to other persons by Guests, even if the period of their booking has expired.
2. Persons who have not made a booking and checked-in at the Hotel can stay in the Hotel's rooms from 10 am to 10 pm.
3. The Hotel can refuse to accept Guests who:
 - a. have grossly violated the Regulations of the Airport Hotel Okęcie during a previous stay, in particular by causing damage to Hotel property or the property of other Guests, or injury to Guests, employees or other persons at the Hotel, or have otherwise disturbed the peace of Guests or the functioning of the Hotel.
 - b. are under the influence of alcohol
 - c. are aggressive appear to be under the influence of psychoactive substances.

§ 4

Hotel services

1. The Hotel provides services in accordance with its category and standard. Guests are requested to report any reservations about the quality of the services they receive to Reception as soon as possible, which will allow the Hotel to respond immediately.
2. The Hotel is obliged to provide:
 - a. conditions for full, undisturbed rest for its Guests,
 - b. a safe stay, including the security of its Guests' personal information,
 - c. a friendly, professional service at all times,
 - d. clean rooms with working fixtures and fittings, making necessary repairs only when the Guest is absent, or in their presence only if the Guest agrees or so wishes,
 - e. efficient service.

In the event of defects that can not be removed, the Hotel will make every effort to change the affected room or otherwise mitigate the inconvenience as far as possible.

§ 5

Additional services provided by the Hotel

1. At the Guest's request, the Hotel will provide the following services free of charge:
 - a. information on your stay and related journeys,
 - b. wake-up calls,
 - c. storage of money and valuables during your stay at the Hotel,
 - d. luggage storage (the Hotel may refuse to store luggage on dates other than those during the Guest's stay, or items that are not typically personal luggage),
 - e. transfer to and from Warsaw Chopin Airport during the hours and in accordance with the rules set out in the Shuttle Bus timetable (available at Reception).

§ 6

Hotel's responsibility

1. The Hotel shall be liable for any loss of or damage to items brought in by persons using the Hotel to the extent specified by law in Article 846-849 of the Civil Code, unless the parties have agreed otherwise. All cases of theft will be reported to the Police.
2. Guests should notify Reception of any damage, immediately upon its detection.
3. The Hotel is responsible for the loss of or damage to cash, valuables or items of scientific, artistic or sentimental value only if these items were not placed in the Hotel's safety deposit, at Reception.
4. The Hotel reserves the right to refuse to place high-value items and large sums of money in the Hotel's safety deposit that exceed the Hotel's ability to properly store them in the safety deposit.
5. In the event of loss of or damage to the items referred to above, compensation shall not exceed an amount agreed in accordance with Article 849 of the Civil Code.
6. For items left in a Hotel room, not secured in the safety deposit, the Hotel is only liable on the terms and conditions set out in § 6 Point 1 of these Regulations.
7. The Hotel is not responsible for damage to or loss of Guests' cars or other vehicles, nor for any items or live animals left in them.

§ 7

Guest's responsibility

1. Guests are financially liable for any damage/destruction of the Hotel's fixtures and fittings and objects, caused by the Guest or their visitors.
2. Parents or legal guardians are responsible for damage caused by their children.
3. The hotel is entitled to claim a statutory lien on items brought by the Guest to the Hotel, in the event of delays in payment for their booking and the services provided.

§ 8

Quiet hours

1. Hostel Guests are obliged to observe silence from 10 pm to 6 am.
2. The behaviour of Guests, their visitors and people using the Hotel's services should not interfere with the peaceful stay of other Guests. The Hotel may refuse to continue providing services to persons who violate this rule.

§ 9

Additional provisions

1. The Guest Card/Key Card is a checked-in document at the Hotel.
2. The Hotel Reception gives Guests their Key Card upon receipt of their ID document.
3. If the Key Card is lost, Reception will issue Guests a duplicate on the basis of their ID document.
4. Additional services (such as Room Service requests) shall be charged to the Guest's account and settled upon check-out, provided that a payment guarantee has been established in the form of a pre-authorized credit card or cash deposit.
5. Because of fire safety regulations, the use of open heat sources, heaters, irons and other electrical appliances in the rooms that are not Hotel appliances is forbidden. It is also forbidden to store explosive or flammable materials in rooms, or use the rooms' fixtures and fittings contrary to their intended purpose.
6. Guests should check that their room doors are properly locked each time they leave their room.
7. Please check that you have taken all of your personal belongings, valuables and documents, etc, before leaving the room for the last time.
8. Storage of dangerous items, weapons, ammunition, flammable or explosive materials is prohibited in Hotel rooms.
9. Apart from making small adjustments to the Hotel's furniture, fixtures and fittings that does not impair their functionality or safety of use, Guests must not make any changes in their Hotel rooms nor to their furniture, fixtures and fittings.

§ 10

Smoking policy

1. Smoking of tobacco products and electronic cigarettes is completely prohibited in Hotel rooms.
2. Cigarettes and other tobacco products can only be smoked in marked, designated areas.
3. A fee of PLN 500 will be charged for the cost of refreshing rooms found in violation of this rule.

§ 11

Return of items left by Guests

1. Personal belongings left in the Hotel's rooms by departing Guests will be sent to an address given by the Guest, at the expense of the Guest.
2. If such requests are not made, the Hotel will store items for three months, after which period a storage fee will be payable, calculated based on a separately available price list. Left items will be released after the storage fee has been paid. Food products will be stored until their expiry date.

§ 12

Animal policy

1. Pets are allowed at the Airport Hotel Okęcie. Pet owners are required to clean any dirt or droppings left by their pet.
2. An additional payment of PLN 70 per night, per animal, is payable per pet.
3. Pets should be kept on a leash and must wear a muzzle in public areas.
4. Detailed rules of pets' stay at the Hotel are given in separately available regulations.

Thank you for reading the Regulations. We highly appreciate your compliance with its provisions, which have been designed to ensure a safe, peaceful stay for all our Guests.