



# Kahlberg



## Regulations of the Kahlberg Hotel

**The hotel management will highly appreciate your cooperation in complying with these regulations, which is to ensure a peaceful, comfortable and safe stay for our guests.**

### 1. General provisions

1. The regulations were drawn up by BIG Zakład Pracy Chronalnej M.B. Groblewscy Spółka Jawna (hereinafter: "Service Provider"), defines the rules of providing services, responsibility and staying at the Hotel. The Regulations are an integral part of the contract, the conclusion of which takes place by signing the registration card, as well as by making a reservation or paying the deposit or the entire amount due for the stay at the Hotel. By performing the above-mentioned activities, the Guest confirms that he has read and accepts the terms of the Regulations.
2. The Guest and the Service Provider are obliged to comply with the provisions of these Regulations from the moment they start using the services provided by the Service Provider. The provision of services and the Guest's stay at the hotel takes place on the terms set out in the Regulations..
3. The regulations apply to all guests staying at the hotel
4. The Regulations are available for inspection at the Reception and the information folder in each hotel room, as well as on the website [www.kahlberg.pl](http://www.kahlberg.pl).

### 2. Hotel night

1. A hotel room is rented for hotel days.
2. The hotel day lasts from 16:00 on the day of arrival to 12:00 on the day of departure.
3. If the Guest, who is renting a room, does not specify the time of stay, one day of renting a room is assumed.
4. A request for an extension of the hotel day should be reported by the Guest at the reception as soon as possible, by no more than 10:00 am on the day of the original departure. The hotel may not take into account the request to extend the stay in the case of using all hotel places (rooms) or in the case of guests who do not comply with the regulations in force.
5. The Hotel reserves the right to refuse to extend the Guest's stay at the Hotel in the event of failure to make full payment for the stay so far.
6. In a situation where the Guest does not leave the room after the end of the hotel day, the Service Provider reserves the right to pack the Guest's belongings by at least two representatives of the Hotel, one of them must be the Manager or the owner of the Hotel. The items packed in this way will be in the hotel deposit and will be available for collection at the reception desk.
7. Breakfasts are served in the hotel restaurant from 8:00 to 11:00.



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## **3. Reservation and check-in**

1. In order to make a reservation, it is necessary to accept the Regulations and provide personal data necessary to provide the service, such as: name and surname, address, date of stay, contact telephone number. The guest is obliged to provide only complete and correct data.
2. The basis for the Guest's check-in is to show the receptionist a photo ID with the number and signing the registration card.
3. The hotel guest may not transfer the room to third parties, even if the period for which he has paid the due payment for the stay has not expired.
4. At the Guest's request and if possible, the Hotel may extend the hotel day for an additional fee..
5. Persons not checked-in at the Hotel may stay in a hotel room after informing the Hotel Reception from 8:00 to 20:00. The reception desk has the right to refuse to accept guests who are not registered at the hotel.
6. The Hotel may refuse to accept a guest who has grossly violated the Regulations during the previous stay, in particular by causing damage to the Hotel property or the property of Guests, damage to the Guest, employees of the Hotel or other persons staying at the Hotel.
7. The payment for the Guest's stay at the Hotel is settled at the time of registration at the Reception. In the event of a refusal, the Reception is obliged to refuse to hand over the keys to the room.
8. The reservation is guaranteed if an advance payment (40% of the stay value) is made within 7 days from the date of making the reservation or otherwise agreed with the Receptionist when making the reservation. The down payment is not refundable.
9. In the event of the Guest's resignation from the stay during the hotel day, the Hotel shall not refund the fee for the given, started hotel day.
10. The hotel charges a local tax in the amount and on the date set by the Town Hall of Krynica Morska.
11. During the Guest's arrival / departure, a specially designated parking space for a car in front of the main entrance to the Hotel can be used. This stop must not exceed 15 minutes.

## **4. Type and scope of services offered and rendered**

1. The hotel provides services in accordance with its category and standard.
2. In the event of reservations regarding the quality of services, the Guest is asked to immediately report them to the reception, which will allow employees to improve the standard of services provided.
3. The hotel is required to provide guests with:
  - Guest's stay at the Hotel, including respect for the Guest's personal data,
  - conditions for full and unrestricted rest;
  - professional and courteous service in the field of all services provided at the hotel;
  - security of stay, including security of confidentiality of information about the Guest;
  - cleaning the room (between 8:00 and 14:00) and removing faults during the Guest's absence, as well as during His presence only if he wishes to do so;
  - technically efficient service; in the event of any faults which cannot be remedied, the hotel will endeavor to alleviate the inconvenience caused; in the event of repairing damage or changing the hotel room, the Guest waives all claims and rights to compensation.
4. In addition, at the request of the Guest, as part of the operation of the Hotel, the Service Provider provides free of charge, inter alia:
  - providing information related to stay and travel;
  - wake up at a specified time;



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- storing valuable items at the reception desk or in the hotel safe at the reception desk during the Guest's stay;
  - luggage storage (the hotel may refuse to accept luggage for storage on dates other than the date of the Guest's stay and refuse to store items that do not have the characteristics of personal luggage);
  - ordering a transport service;
  - the possibility of using the gym, indoor pool with many attractions, outdoor pool with heated water (summer season);
  - beach equipment rental (screens and deckchairs).
5. At the Guest's request, as part of the operation of the Hotel, the Service Provider provides against payment, among others:
- hot drinks sales around the clock,
  - sale of personal hygiene products;
  - Bicycle Rental
- in accordance with the conditions set out in the guide "Additional services".

## 5. Guest's responsibility

1. The guest is liable for damages on behalf of the Hotel caused by himself, persons for whom he is responsible and persons visiting him.
2. Children under 12 years old should be in the hotel under the constant supervision of legal guardians. Legal guardians are financially responsible for any damages resulting from children's actions.
3. After checking in at the Hotel, the Guest should familiarize themselves with the room equipment and keep it intact, in case of noticing damage, the Guest should immediately notify the hotel reception. In the absence of information and finding faults by the hotel staff, the Guest will be held financially responsible for the damage. The hotel reserves the right to charge the guest for any damage caused after his departure.
4. In the event of a breach of the provisions 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 Hotel's requests, settle payments for previous services, to pay for any damage and to leave the Hotel.
5. Each time leaving the hotel room, the Guest is obliged to properly secure it so that access by third parties is not possible. During the guest's absence in the room, windows and doors must remain closed.
6. The hotel is subject to quiet hours from 22:00 to 7:00.
7. The behavior of guests and people using the services of the Hotel should not interfere with the peaceful stay of other Guests. The hotel may refuse to continue providing services to a person who violates this rule.
8. **The hotel is non-smoking. In the event of a breach of the ban, the hotel guest will be charged a contractual penalty of PLN 500 for each violation found, and also undertakes to cover the costs of unjustified calls by the services notified automatically by the fire system.**
9. If a fire is noticed, if possible, inform the hotel staff about the threat and proceed to the exit in accordance with the instructions indicating the direction of evacuation. Until the arrival of the relevant services, the responsibility for the evacuation of persons in the facility shall be borne by the hotel staff.
10. Due to fire safety, it is forbidden to use devices in the hotel rooms that are not room equipment (e.g. heating element, electric cooker, etc.).



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11. The hotel has a statutory lien on items brought by the guests to the hotel in the event of delay in settling payment for the stay or failure to pay for services rendered.

## **6. Hotel responsibility**

1. The hotel is responsible for the loss or damage of items brought by persons using its services to the extent specified by the provisions of the Civil Code.
2. The Guest should notify the Reception about the occurrence of damage immediately after it is discovered.
3. Valuable items, money and documents should be kept in a closed safe at the Reception Desk or in a deposit box at the Reception Desk. In the event that valuable items are left outside the safe or deposit box at the Reception, the Hotel shall not be responsible for them.
4. The Hotel is not responsible for damage and loss of a car or other vehicle belonging to the Guest, objects left in it and live animals, regardless of whether these vehicles were parked in the hotel parking lot or outside the Hotel grounds.
5. The Service Provider shall not be liable for non-performance or improper performance of obligations arising from the Regulations due to circumstances beyond the Service Provider's control despite due diligence.
6. The Service Provider is also not responsible for damages resulting from the suspension or discontinuation of the Service Provider's services.
7. The Service Provider is not liable for damages, including lost profits, incurred as a result of using the Services by Guests in a manner contrary to the Regulations or the law.

## **7. Returning items left behind**

1. Personal belongings left in the hotel room by the departing Guest will be returned at his request to the address indicated by the guest at his expense.
2. If the Guest does not receive an instruction to send back the items left behind, the Hotel will store the above items at the owner's expense for a period of two weeks, and after this period these items will become the property of the Hotel. Groceries will be stored for 24 hours.

## **8. Additional provisions**

1. The hotel only accepts dogs as pets. The final decision to accept the animal lies with the hotel staff. When making a reservation, please inform the Reception about your intention to stay with an animal and provide the type, breed and size of the dog. There is an additional fee of 30 PLN / day / animal / small and 60 PLN / day / animal / large for the dog's stay.
2. Pets cannot be left alone in the hotel room or in the entire facility. Guests are fully responsible for the animal's stay and any damage resulting from the stay. Animals cannot disturb the stay of other hotel guests.
3. Keep animal food in your own, tightly closed containers.
4. It is forbidden to bring animals to gastronomic points (restaurant, bar, multi-purpose rooms) and recreational points (gym, swimming pool). In generally accessible places, the owner is obliged to keep the dog on a leash.
5. The owner is obliged to clean up dirt left behind by the animal on the premises and in the surroundings of the facility. Dog owners are asked to bring pets outside the property.
6. In hotel rooms you cannot store dangerous goods - weapons and ammunition, flammable, explosive and illuminating materials.
7. It is forbidden to take hotel towels provided with the bathroom to the beach and outside the hotel premises.



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8. Acquisition and door-to-door sales are prohibited at the hotel.
9. It is forbidden to make excessive noise in the Hotel area, cause unpleasant smells or other things that disturb, harm or irritate other Hotel Guests.
10. Guests are not allowed to make any changes to hotel rooms and their equipment, except for a slight change of furniture and equipment, without affecting their functionality and safety of use.
11. The Guest undertakes that as part of using the Internet service in public data transmission networks, he will not violate applicable law, and in particular violate someone else's personal rights, copyrights and promote content prohibited by law. The guest is obliged to comply with the regulations, in particular:
  - use the internet service for its intended purpose;
  - protect confidential data provided to him by the Hotel, in particular passwords;
  - not taking any actions that may disturb the proper functioning of the Hotel infrastructure, as well as actions having negative consequences for other users of telecommunications networks;
  - ensuring that its use of the Service does not limit the Hotel's ability to provide the Service or monitor the Network and its elements.

## 9. Final Provisions

1. The content of the Regulations may change. The Guest will be notified of any changes via the information on the Hotel's website. the date of entry into force of the amendments will not be less than 14 days from the day they are announced.
2. Settlement of any disputes arising between the Service Provider and a Guest who is not a consumer within the meaning of art. 22 [1] of the Civil Code, is subject to court due to the seat of the Service Provider.

## Use of media

### Wireless internet

We would like to kindly inform you that wireless Internet is available in the entire building. Use of the network by hotel guests and registration is free. To do this, simply connect to the "Hotel-Kahlberg" network detected by your device (computer, telephone, etc.) by entering the password received at the hotel reception. Before using the service, it is advisable to familiarize yourself with the rules of using the service contained in the Regulations of the facility.

### Telephone

A landline telephone is available in every hotel room. Calls made through the agency are free within the internal network, ie connection to the reception (No. 80) and other rooms (given room number). The cost of calls going outside the internal network is presented in the table below.

In addition, a telephone, photocopier and document scanner are available at the reception.

Tariff number	Country of connection	Fee per minute of connection
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1	Poland	0,90 PLN
2	Belarus, Bulgaria, the Czech Republic, Lithuania, Romania, Slovakia and Ukraine	1,80 PLN
3	Austria, Belgium, Denmark, the Netherlands, Liechtenstein, Germany, Switzerland, Sweden, Hungary, Faroe Islands	2,00 PLN
4	Andorra, Bosnia and Herzegovina, Croatia, Estonia, separate network COMINCOM (Moscow), Finland, France, Greece, Fed. Rep. Yugoslavia (Serbia and Montenegro), Luxembourg, Latvia, Macedonia, Moldova, Monaco, Norway, Russia, San Marino, Slovenia, Vatican City, United Kingdom, Italy	2,10 PLN
5	Albania, Armenia, Azerbaijan, Cyprus, Georgia, Spain, Ireland, Canary Islands, Kazakhstan, Kyrgyzstan, Libya, Malta, Tajikistan, Tunisia, Turkey, Turkmenistan, Uzbekistan	2,30 PLN
6	Algeria, Gibraltar, Iceland, Morocco, Portugal	2,60 PLN
7	Alaska, Australia, Virgin Islands United States, Ecuador, Gabon, French Guiana, Guadeloupe, Guatemala, Hawaii, Canada, United Arab Emirates (Abu Dhabi, Ajman, Dubai, Al-Fujairai, Ras-al-Haima, Sharjah, Umm-Al-Kaiwan), Martinique , Puerto Rico, Somalia, United States of America, Venezuela	4,30 PLN
8	Afghanistan, Angola, Anguilla, Antigua and Barbuda, Netherlands Antilles, Saudi Arabia, Argentina, Aruba, Australian External Territories, Bahrain, Bangladesh, Barbados, Belau, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, Brunei, British Islands Virgin, Burkina Faso, Burundi, Chile, China, Chad, Diego Garcia, Dominica, Dominican Republic, Djibouti, Egypt, Eritrea, Ethiopia, Falkland Islands, Fiji, Philippines, Gambia, Ghana, Grenada, Greenland, Guam, Guiana, Guinea, Guinea-Bissau , Equatorial Guinea, Haiti, Honduras, Hong Kong, India, Indonesia, Iraq, Iran, Israel, Jamaica, Japan, Yemen, Jordan, Cayman Islands, Cambodia, Cameroon, Qatar, Kenya, Kiribati, Colombia, Comoros, Congo, Congo - Rep. Democratic, South Korea, North Korea, Costa Rica, Cuba, Kuwait, Laos, Lesotho, Lebanon, Liberia, Madagascar, Macau, Malawi, Maldives, Malaysia, Mali, Mauritania, Mauritius, Mexico, Micronesia, Mongolia, Montserrat, Mozambique, Myanmar, Namibia, Nauru, Nepal, Niger, Nigeria, Nicaragua, Niue, Norfolk, New Caledonia, New Zealand, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, French Polynesia, South Africa, Central African Republic , Reunion, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent, Saipan, El Salvador, American Samoa, Western Samoa, Senegal, Seychelles, Sierra Leone, Singapore, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Thailand, Taiwan, Tanzania, East Timor, Togo, Tokelau, Tonga, Trinidad and Tobago, Turks, Tuvalu, Uganda, Uruguay, Wallis and Futuna, Vietnam, Cote d'Ivoire, Saint. St. Helena, Wyspa Św. Thomas, the Bahamas, Cook Islands, Marshall Islands, Holy Island Peter and Mikelon, Solomon Islands, Ascension Island, Cape Verde, Vanuatu, Zanzibar, Zambia, Zimbabwe	7,70 PLN



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## **TV**

Hotel televisions have the option of receiving terrestrial TV channels in analogue and digital mode. The use of a TV set is included in the price of a hotel room rental service.

## **Additional services**

### **The gym**

The gym room is located on the ground floor of the Hotel Kahlberg. Only hotel guests can use the words. There are two treadmills, two bikes, a rehabilitation atlas, an aerobic device, balls, and infrared rool-massage at their disposal. Before each use of the equipment, the Guest should read the instructions for use or ask for help / advice from the receptionist. Using the above-mentioned service from 8:00 am to 9:00 pm. The gym service is free. The destruction of equipment will result in a penalty in the amount of the current market price of equipment or similar equipment with similar specifications.

### **Indoor pool**

The service is intended only for guests of the facility. It is not possible to use the service by persons not checked in at the hotel. The use of the swimming pool is a free service for hotel guests. Before using the service, it is necessary to read the Regulations for using the pool, available at the entrance. The swimming pool is open from 10:00 to 20:00 (hours are subject to change, updated information at the Reception) .. Pool towels are collected at the reception - one hand towel per person for the whole day of use.

### **Outdoor pool with heated water**

The service is available only in the summer season. The swimming pool is located in the garden of the Hotel Kahlberg. The service is intended only for guests of the facility. It is not possible to use the service by persons not checked in at the hotel. The use of the swimming pool is a free service for hotel guests. Before using the service, it is necessary to read the Regulations for using the pool, available at the entrance. The swimming pool is open from 10:00 to 20:00 (hours may change, updated information at the Reception).

### **Sports / recreation equipment**

Hotel Kahlberg offers rental of:

- Renting a bike: PLN 20 / first hour (each subsequent PLN 5 / hour) or PLN 50 / day.  
Electric Bike: PLN 60 / first hour (each subsequent PLN 20 / hour) or PLN 120 / day.
- Nordic Wacking poles - free;
- screens and beach chairs - free of charge;
- renting tennis equipment (two rackets + a set of balls) - PLN 40 / set

Destruction of equipment will result in a penalty equal to the current market price of similar equipment or equipment with similar specifications.



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## **Sale of personal hygiene products at the reception**

Toothbrush	15 PLN
Toothpaste	6 PLN
The razor	8 PLN
cream	12 PLN
Comb	3 PLN
A nail file	8 PLN
Hand sanitizer	8 PLN

All of the above personal hygiene products are available for sale at the Hotel Kahlberg's Reception Desk around the clock.

## **Guest safety**

For the safety of our guests, fire detection and alarm systems, automatic smoke removal of the staircase and corridors, emergency lighting, hydrant installation and facility monitoring have been installed in the hotel. In addition, in residential units 109 and 110 intended for disabled - there is a paging installation in case of an emergency

Reception staff were trained in providing first aid and fire safety instructions. A first aid kit with basic medical equipment is at the reception.

We kindly ask you to read the drawings of escape routes marked out in the building, located at the entrance to the building and in every hotel room and public area.

In case of security risk please call RECEPTION at extension number 80 or:

- 112 - emergency number,
- 984 - River Emergency,
- 985 - Sea and Mountain Rescue,
- 986 - Municipal Police,
- 987 - crisis management,
- 991 - Energy Emergency,
- 992 - Gas Emergency,
- 993 - Heat Emergency,
- 994 - Water Supply Emergency,
- 997 - Police,
- 998 - Fire brigade,
- 999 - Emergency medical Services.



**The Kahlberg Hotel staff wishes you a peaceful and safe rest!**