

FACILITY REGULATIONS

We would like to welcome you to the Narusa Hotel Lesna Przyszań.
We wish you an enjoyable holiday in our hospitable abode.
Please read the following rules and regulations, adherence to which will ensure a safe and comfortable stay.
The rules and regulations apply throughout the hotel and apply to everyone staying there.

The lessor of cottages and rooms is hereinafter referred to as **the "Hotel"**, while the lessee of the room is referred to as **the "Guest"**.
The Hotel Regulations set out the rules for the provision of services, liability and stay on the premises of the Hotel and is an integral part of the contract, which is concluded by making a reservation and paying a deposit or the entire amount due for the stay or by signing the registration card.

By performing the above-mentioned actions, the Guest confirms that he/she has read and fully accepts the terms and conditions of the regulations and undertakes to abide by them.

Hotel regulations are available at the hotel reception, and at
<https://www.narusa.pl/polityka-prywatnosci>

§ 1

HOTEL DAY

1. The room and cottage at the hotel are rented for hotel nights.
2. Check-in begins at 16:00 until 20:00 on the day of arrival (later check-in must be reported in advance to the Reception), ends at 11:00 the next day.
3. It is possible to extend the hotel stay within the limits of availability and existing possibilities after agreeing the conditions at the hotel reception.
4. The hotel reserves the right to refuse to extend the stay if the guest has not made full payment for the previous stay or as a result of non-compliance with the rules and regulations.
5. Failure to check out of the room by 11:00 a.m. may result in an additional charge for the next night, according to the price list.
In the event that it is not possible to extend the reservation for another night, the reception has the right, even in the absence of the guest, to secure personal belongings
In a separate room and release the room.
6. In case of cancellation of the Guest's stay during the hotel day, there is no reimbursement for the hotel day. hotel regulations

§ 2

RESERVATION, CHECK-IN AND PAYMENT

1. Reservations can be made over the phone by calling the hotel reception, in person at the hotel or online through the hotel website or portals that cooperate with the hotel.

2. The hotel is not responsible for errors resulting from reservations made other than directly at the hotel's reception (by phone and in person) or through the website. An erroneously generated price resulting from errors on the intermediary's website is considered an obvious price mistake that does not reflect the actual value of the service. With reference to the civil law provisions on error in declaration of intent, if one of the parties has entered into a contract under the influence of a material error, the hotel has grounds to cancel such a reservation.
3. The basis for check-in of the Guest is a properly completed and signed Registration Card. The Guest personally signs, confirming the fact of concluding the contract and reading the rules and regulations and accepting them.
4. In connection with the need to confirm the identity of the Guest in order to conclude a civil contract for the provision of hotel services, the Guest is required to show a document with a photo confirming his identity (card, passport, driver's license).
5. If you refuse to show your document in a way that prevents you from checking in, the front desk staff has the right to refuse to issue a room key and conclude a contract for hotel services.
6. The Guest agrees to the processing of his/her personal data by the Hotel for registration purposes and other needs necessary for the Guest's stay at the Hotel. The Guest may consent to the use of his/her data for marketing purposes. The Guest has the right to inspect his/her personal data and to correct and delete them.
7. Hotel guests filling out a registration card are responsible for their companions and their activities at the resort.
8. Settlement of the stay is made in advance, at the guest's check-in or by open debit to the payment card.
9. Guests are required to notify their desire to receive an invoice during check-in by marking such an option in the Registration Card. Failure to provide such information will result in receiving only a receipt (legal basis: the Law of July 4, 2019 on amendments to the Law on Tax on Goods and Services and some other laws).
10. Persons not registered in the Hotel may stay as guests in the hotel room from 7:00 am to 10:00 pm, after prior notification at the reception desk. After 10:00 p.m., the stay of non-registered persons is equivalent to the consent of the person renting the room for paid accommodation of these persons according to the price list in force.
11. A guest of the Hotel may not transfer the room to another person, even if the period for which he has paid the due fee for the stay has not expired.
12. The Hotel may refuse to accommodate a Guest who, during his previous stay, grossly violated the Hotel Regulations, caused damage to hotel property or other persons staying on the premises, or caused damage to another person, disrupted the peaceful stay of Guests and the operation of the facility, threatens the safety, health, life of other persons staying at the Hotel.
13. Losing the key to the room involves a charge of PLN 50 to the guest's bill.
14. Guests bear full financial responsibility for all orders placed during their stay.
15. Additional charges resulting from the stay, the guest shall pay no later than on the day of departure.

§ 3

HOTEL REGULATIONS

1. The hotel provides services according to its category and standard.
2. The hotel is obliged to provide Guests:
 - a. professional service in all services provided at the hotel,
 - b. security of the stay, including the security of secrecy of information about the Guest, unless authorized state authorities request access to the data of persons staying at the Hotel.
 - c. a technically efficient room, and in the event of defects to perform the necessary repairs in the absence of the Guest, and in the presence of the Guest only if he/she wishes to do so. In the case of defects that cannot be repaired, the Hotel will endeavor, to the best of its ability, to change the room or otherwise alleviate the inconvenience.
3. The hotel provides the following services at the guest's request:
 - a. Providing information related to residency.
 - b. storage of luggage, personal belongings of Guests during their stay. The hotel may refuse to accept luggage on dates other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage.
 - c. The hotel is not responsible for damage, destruction or loss of things of significant value if stored in the room.
4. Smoking of tobacco products and e-cigarettes is strictly prohibited in the Hotel, including in hotel rooms and other public areas. If the Hotel staff finds that a Guest has violated the ban on smoking tobacco products in the hotel room, the Hotel may charge a fine for each violation.

§ 4

FINANCIAL PENALTIES

1. The guest bears full financial responsibility for any damage to the objects of equipment and technical devices of the Hotel, caused by him or his visitors.
2. The value of the Guest's liability claim will be assessed on the basis of the value of current prices of items or equipment identical or similar to the damaged property.
3. The Guest acknowledges the information about the following contractual penalties in force at the Hotel, which may be charged to the Guest upon discovery of one of the following events:
 - a. smoking tobacco or other stimulants, use of e-cigarette in unauthorized places: 500 zlotys;
 - b. Unwarranted activation of fire alarm: PLN 1,000;
 - c. Cleaning of physiological soiling (e.g. vomit, feces): PLN 200.

§ 5

HOTEL SERVICES

1. On the premises of the Hotel, children under 10 years of age should be under the constant supervision of legal guardians, who are financially responsible for any damage caused by the actions of children.
2. Whenever leaving the room, Guests should make sure that doors, windows and taps are closed.
3. For reasons of fire safety, it is forbidden in hotel rooms to use open flames such as candles and heating devices that do not constitute room equipment.
4. Early departure of the Guest for reasons beyond the control of the Hotel does not entitle the Guest to a refund of the amount for unused services.
5. The hotel may refuse to continue to provide services when the Guest violates the rules and regulations without the right to reimbursement resulting from the shortened stay.
6. The hotel reserves the right to seek financial compensation from the guest for damages found after his departure.
7. Guests can enjoy free use of: unguarded parking, Wi-Fi access, outdoor seasonal swimming pool and on-site attractions except for additional fee services:
 - Finnish sauna 1h - 150 zł;
 - Finnish ballia 1h - 200 zł;
 - Rental of bathrobes - 20 zł / piece Bicycle rental;
 - Massages
 - Extra bed - 150 zł / day; Pet
 - stay - 50 zł / day;
 - Cleaning during your stay 100 zł.

§ 6

GUEST RESPONSIBILITY

1. The hotel is liable under the rules of generally applicable law, including the Civil Code.
2. The hotel is not responsible for damages and actions caused by other guests and third parties staying on the hotel premises.
3. The Hotel is not responsible for damage or loss of a car, or any other vehicle belonging to a Guest left on the premises of the Hotel and the belongings in it, regardless of where it was left. Parking on the Hotel premises is unguarded and unattended.
4. The hotel reserves the right to refuse to accept high-value items or significant amounts of money for hotel deposit.

§ 7

RETURN OF ITEMS LEFT BEHIND

Items left by the departing Guest in the hotel room may be stored for a period of 1 month from the date of departure (excluding foodstuffs and personal hygiene products), after which time they will either become the property of the Hotel or be destroyed.

The hotel is not responsible for items lost or left on the premises and is not liable for financial liability.

Items left behind may be returned to the address indicated by the Guest (at the Guest's expense) in case of written instructions.

§ 8

NIGHT SILENCE.

1. The Hotel has a curfew from 10 p.m. to 7 a.m. with the exception of special events approved by the Facility Manager.
2. Failure to observe the quiet hours of the night may result in a fine in the amount of the price of the room according to the price list of the Hotel, for each room filing a complaint.
3. Failure to observe curfew despite the intervention of hotel staff may result in termination of service.
4. Exceptions to the observance of curfew are permissible when the hotel organizes special events such as weddings, banquets, outdoor events.
In such a case, the Hotel will inform Guests each time of the possibility of disturbance of the quiet hours.

§ 9

HOTEL RESPONSIBILITY

1. The hotel accepts the presence of guests' pets for an additional fee, according to the applicable price list.
2. At check-in, Guests are required to fill out a pet registration card.
3. The hotel reserves the right to refuse to accept animals whose breeds are commonly considered threatening or aggressive.
4. Animals are allowed on the premises in designated areas: the hotel room and the corridors leading to it, the lobby at the reception. Outside the hotel room dogs may stay only under the care of the Guest and on a leash.
5. It is forbidden to bring pets restaurants, recreation spots and playground areas (does not apply to assistance dogs).
6. Guests are required to remove any waste left by their pet on the hotel grounds and around the hotel.
7. The guest under whose care the animal staying in the hotel is, is financially responsible for any damage to hotel property and private of other Guests, as well as for damages to persons staying at the Hotel resulting from the fault of their pet.
8. It is unacceptable to leave a dog alone in a hotel room.

§ 10

RISK TO HEALTH OR LIFE

1. In the event of fire, emergency or any other unforeseen event that may pose a danger to the occupants of the Hotel, Guests shall obey the instructions of the Hotel staff with regard to evacuation, rescue operations, etc.
2. The guest of the Hotel is obliged to immediately inform the Hotel staff in case of observing a breakdown, fire, theft or other emergency situation.

§ 11

COMPLAINTS AND OBSERVATIONS

1. In case of any remarks related to the performance of hotel services, the Guest has the right to report a remark or complaint at the Hotel reception or to the Deputy Hotel Manager: asiekierko@narusa.pl.
2. The guest acknowledges that only recorded complaints can be the basis possible claims against the hotel for improperly performed hotel service.
3. At the end of their stay, Guests may provide the Reception with a completed questionnaire with comments regarding their stay at the Hotel.

§ 12

ANIMAL STAY

1. The facility has the right to refuse animals that are commonly considered threatening or aggressive.
2. At the request of the facility, the owner is required to show a health book with current vaccinations and deworming certificate. The hotel is not responsible for the lack of health booklet of the animal in case of an incident resulting in physical injury to persons or other animals, requiring the intervention of services. All responsibility for the lack of required documents rests with the owner of the animal.
3. Taking care of safety, dogs must be walked on a leash, other species of animals have a cage.
4. The animal must remain under the care of the owner, have its own bed and feeding accessories.
5. Animals are allowed in Narus Forest Marina only in designated areas, but in particular, it is prohibited to bring animals to the pool, restaurants (excluding the terrace), playgrounds (with the exception of guide dogs).
6. The fee for a pet is 50 zł/day.
7. An animal staying on the premises must not disturb other Guests.
8. If the facility staff has a reasonable suspicion that the animal left in the cottage disturbs other Guests, the property of the facility (e.g., damaging equipment, causing damage), or may cause an emergency situation,

Narusa Leśna Przystań reserves the right for the staff to enter the Guest's room/house also with the possible help of appropriate services and remove the animal from the Property. All costs of damage and removal of the animal are covered by the owner.

9. The owner of the pet is responsible for cleanliness after the pet - in the room/house, public areas, as well as in the area surrounding the resort. Please clean up after your pet.

10. Pets are urged to stay off the beds and couches.