

HOTEL REGULATIONS

A. GENERAL PROVISIONS:

The Regulations have been drawn up by the Company POLSKIE TATRY S.A. (hereinafter: the "Service Provider"), the owner of the Dolina Białego Guesthouse Complex, and set out the rules for the operation of the Complex and the provision of accommodation services, the rules for booking, the place of stay and the rules for the provision of services electronically through the Website maintained at www.dolinabialego.pl. The services provided at the Complex include: accommodation services, catering services, conference room rental, parking space/garage rental and recreational and health services.

Dolina Białego Guesthouse Complex - is a Complex of facilities, that is Guesthouses (Biały Potok***, Telimena***) and Villa (Pan Tadeusz) - the hotel part, forming a whole together with SPA and Recreation Centre (leisure pool, jacuzzi, sauna, mini gym), Tennis Hall (covered) - the recreational area and a branch of Rehabilitation and Wellness Centre POLSKIE TATRY S.A. (treatment rooms) - the health part.

B. DEFINITIONS:

- **Hotel Guest** - a person renting a room at a Hotel Facility.
- **Hotel Room** - a room/suite/studio located at a Hotel Facility.
- **Service Provider** - the Company POLSKIE TATRY S.A. – the owner of the Complex.
- **Complex** - Biały Potok Guesthouse***, Telimena Guesthouse***, Pan Tadeusz Villa, SPA and Recreation Centre, Tennis Hall, Rehabilitation and Wellness Centre POLSKIE TATRY S.A.
- **Hotel Facility** - Biały Potok Guesthouse*** or Telimena Guesthouse*** or Pan Tadeusz Villa - the hotel part.
- **Thermal Baths** - thermal pools and outdoor terrace, catering services (Beach Bar and Aqua Bar) and the Sauna Zone, including Finnish sauna, bio-sauna, brine sauna, steam bath, winter cabin, relaxation room at Termy Zakopińskie - the recreational area.
- **Centre Branch** - Rehabilitation and Wellness Centre POLSKIE TATRY S.A. (health care institution) - the health part located at the Biały Potok Guesthouse.
- **Recreation Facilities** - SPA and Recreation Centre which includes: leisure pool, jacuzzi, sauna, mini gym, fitness room - the recreational area.
- **Hall** - indoor tennis court located next to the Telimena Guesthouse.
- **Catering Facilities** - places where meals are served at Hotel Facilities, including a dining room.
- **Hotel** - in other words the management, staff and service at the Complex.
- **Website** - the website for booking a stay online, via a booking system.
- **Hotel System** - the system where all the information about the stay of the Hotel Guest and his/her companions is stored

C. BOOKING:

1. Możliwość rezerwacji pobytu w Zespole dostępna jest:
 - a. by telephone and email - using the (Service Provider's) telephone number or email available on the Website: <https://www.dolinabialego.pl/pl/kontakt>,
 - b. in person - at the Booking Department or at the Reception Desk of the Complex,
 - c. via the booking system - using an interactive form made available by third parties via the Website, enabling Guests to book a stay at the Complex available in the Hotel System.
2. The Hall can be booked by phone, number available on the website <https://www.dolinabialego.pl/pl/kontakt>.
3. Treatments and consultations at the Centre Branch can be booked by phone or email, available on the website <https://www.dolinabialego.pl/pl/kontakt>.
4. Payment - the Website enables Hotel Guests to pay by bank transfer, credit card or cash.

D. CHECK-IN & CHECK-OUT RULES:

1. Hotel rooms shall be rented for hotel days.
2. A hotel day shall start from 3.00 p.m. on the check-in day and last until 12.00 noon on the following day.
3. If the Guest does not specify the duration of stay while checking in, it shall be assumed that the room is rented for one day.
4. In the event of extending the stay beyond the period indicated on the check-in day, the Hotel Guest shall make such a request at the Complex's Reception Desk by 10.00 a.m. on the day on which the Hotel Room rental period expires. The Hotel shall accommodate the request to extend the stay as far as possible.
5. If the Guest stays in the Hotel Room after 12.00 noon, it shall be considered as an extension of the stay. If the Hotel Guest stays between 12.00 noon and 6.00 p.m., a half-day charge shall be collected. Each time such a possibility must be considered and accepted by the Hotel, due to room availability.
6. Should the Guest wish to check in earlier than the hotel day indicated above, i.e. between 7.00 a.m. and 3.00 p.m., this shall be treated as an extension of the stay, resulting in the collection of a half-day charge. Each time such a possibility must be considered and accepted by the Hotel, due to room availability.
7. Shortening of the stay by the Guest shall not entail reimbursement of the charge for unused services. In the event of the necessity to shorten the stay due to fortuitous reasons, the Guest shall have the possibility to use the paid services at another time. Each time such a possibility must be considered and accepted by the Manager of the Complex and preceded by the Guest's written confirmation of the occurrence of fortuitous reasons.
8. At the Complex, curfew shall be in force from 10.00 p.m. to 6.00 a.m.

E. HOTEL ROOM:

1. Each Hotel Room shall be equipped as standard with bed(s), table, wardrobe, TV/radio, lighting, bed linen, hotel towel, glasses.
2. Each Hotel Room shall have full access to sanitary facilities (bathroom) equipped with a bathtub or shower as well as hotel toiletries - soap/shower gel.
3. Electric kettles shall be included in the price of stay.
4. Each time the Hotel Guest leaves the Hotel Room, he/she shall properly secure it so that access by third parties is not possible. During the Guest's absence from the Hotel Room, the windows and doors shall remain closed and the lights switched off.
5. The Hotel Guest shall not be allowed to make any changes to the Hotel Room and its furnishings and equipment other than a minor rearrangement of furniture and equipment which does not affect their functionality and safety of use.

F. ACCOMMODATION, CHECK-IN, STAY:

1. The Complex's Reception Desk is located at the Biały Potok Guesthouse and is open 24 hours a day.
2. There is a Guest Check-In Procedure in place at the Complex (filling in the Guest Registration Card, showing the identity card to the receptionist for data verification and registering the Guest in the Complex's Hotel System).
3. The Guest Registration Card shall include, in particular:
 - a. Personal data of the Hotel Guest (purchaser) and his/her companions.
 - b. Information Clause related to the General Data Protection Regulation of 27 April 2016, hereinafter referred to as the GDPR.
 - c. Statements of the Hotel Guest, including marketing consents.
4. Persons who do not accept the Guest Check-In Procedure and do not agree to show an identity card may not be checked in at the Complex.
5. Upon check-in, the Hotel Guest shall receive a discount card, which is the basis for granting him/her due discounts and rebates on other services provided by the Company POLSKIE TATRY S.A.
6. The Hotel Guest may not transfer the Room to other persons who are not indicated in the Registration Card.
7. Persons who are not indicated in the Registration Card shall not be allowed to stay in the Hotel Room between 10 p.m. and 6 a.m.
8. The Hotel shall be obliged to charge a transient occupancy tax in accordance with the applicable regulations.
9. At check-in, the Hotel Guest shall receive an entrance ticket which entitles him/her to use Termy Zakopińskie.

G. ADDITIONAL SERVICES INCLUDED IN THE PRICE OF STAY:

1. The Complex's Hotel Guest shall have the possibility of admission to the Thermal Baths and the Sauna Zone. The admission option available shall depend on the length of the Guest's stay:
 - 1 day - daily, single 2-hour admission to the swimming pools,
 - 2-6 days - daily, single unlimited admission to the swimming pools,
 - 7 and more days - daily, single unlimited admission to the swimming pools and the Sauna Zone. This means that the Hotel Guest may use water attractions and saunas, including Finnish sauna, bio-sauna, brine sauna, steam bath, winter cabin, relaxation room.

2. The possibility to use the Thermal Baths shall start from the moment of check-in and receipt of an entrance ticket to the Thermal Baths, but no earlier than at 3.00 p.m. It shall end on the day of check-out by the Hotel Guest, i.e. by 12 noon. If the Guest does not leave the Thermal Baths within the time limit indicated above, he/she shall settle the payment for the time spent at the Thermal Baths or in the Sauna Zone on his/her own.
3. The Guest's stay at the Thermal Baths shall start from the moment of presenting a valid entrance ticket at the Thermal Baths' ticket office - the length of stay is set out in sec. G.1 - and last until the moment of leaving the Thermal Baths by passing through the exit gate located at the ticket offices.
4. The Hotel Guest using the Thermal Baths may rent a pool towel and a bathrobe at the Thermal Baths. At the same time, it is forbidden to use the Complex's hotel towels at the Thermal Baths.
5. The Hotel Guest shall have the possibility to use the Recreation Facilities located on Level -1 at the Biały Potok Guesthouse, from 4.00 p.m. to 9.00 p.m. every day. The rules for the use of the Recreation Facilities are described in separate terms and conditions available on site, at the Reception Desk and on the facility's website.
6. The Hotel Guest shall have the possibility to use the children's playground and the outdoor gym for adults located next to the Biały Potok Guesthouse. The rules for the use of the children's playground and the outdoor gym for adults are described in separate terms and conditions available on site, at the Reception Desk and on the facility's website.
7. The Hotel Guest shall have the possibility to use the children's playroom located on Level 0 at the Biały Potok Guesthouse, during the hours set by the Hotel. The rules for the use of the playroom are described in separate terms and conditions, available in the playroom, at the Reception Desk and on the facility's website.
8. The price of stay shall include a parking space at the Complex. Leaving the car after the end of the stay shall result in incurring additional costs, in accordance with the current and valid car park terms and conditions available on site, at the Reception Desk and on the facility's website. The Guest using a parking space shall provide the car registration number when checking in.
9. Breakfast shall be served between 8.00 a.m. and 10.30 a.m. at the Catering Facilities of the respective hotel facility, as designated by the Hotel. Other meals shall be served at times set by the Hotel.
10. Preparing meals and taking them out of the aforementioned Catering Facilities shall result in an additional charge for the packed lunch according to the current price list available at the Reception Desk.
11. Smoking and e-cigarettes are prohibited on the premises of the Complex and the Thermal Baths.
12. In the event of violation of the aforementioned prohibition, the Hotel Guest may be charged a contractual penalty in the amount of PLN 400 for each detected violation of the prohibition.

H. EXTRA PAID SERVICES NOT INCLUDED IN THE PRICE OF STAY:

1. The catering services located at the Thermal Baths and other services in the Sauna Zone (including towel, toiletries, water, etc.) shall be subject to an additional charge. The above services can be paid for at the Thermal Baths by cash or card.
2. Catering services at the Catering Facilities of a given Hotel Facility shall also be charged extra, according to the current price list for these services available on site and at the Reception Desk. The above services can be paid for on site by cash or card. In the case of non-payment, their value shall be added to the hotel bill.

3. Health services provided at the Centre Branch located on Level -1 at the Biały Potok Guesthouse during the hours set by the Hotel shall also be subject to an additional charge. When these services are used, their value shall be added to the hotel bill registered in the Hotel System. The rules for the use of the Centre Branch are described in separate terms and conditions available at the Centre Branch, at the Reception Desk and on the website.
4. The Hotel Guest having additional charges resulting from sections 2-3 added to his/her hotel bill registered in the Hotel System shall be obliged to authorise them, i.e. to confirm the use of the above services.
5. Other additional charges during the Hotel Guest's stay, i.e. for a lost or hired hotel bathrobe or pool towel, are included in the current price list available at the Reception Desk of the Complex.
6. The Hotel Guest shall have the possibility to use the Hall. The current price list for the services is available at the Reception Desk of the Complex and on the website.
7. All additional services and charges mentioned above shall be paid by the Hotel Guest at the latest at check-out from the Complex when settling the hotel bill.

I. ADDITIONAL SERVICES PROVIDED AT THE COMPLEX - THE HOTEL PART:

1. Cleaning of the Hotel Rooms at the Complex shall take place daily.
2. The charge for additional cleaning of the Hotel Room or other areas at the Complex and other unusual dirt caused by the fault of the Hotel Guest shall vary and shall depend on the degree of soiling, and each time shall be subject to cleaning cost calculation presented by the Hotel.
3. At the request of the Hotel Guest, the Hotel shall provide, free of charge, the following services: providing information related to the current stay and information on available offers and attractions of other facilities owned by the Company POLSKIE TATRY S.A., wake-up call at the appointed time, storage of luggage during the stay of the Hotel Guest, ordering of transfers, transport and taxis.

J. THE HOTEL GUEST'S STAY WITH AN ANIMAL:

1. The Hotel accepts the presence of animals on the premises of the Complex, but the Hotel Guest may stay with them only subject to payment of an additional fee according to the current price list.
2. Permission for an animal to stay shall be granted by the Complex's Booking Department when booking a stay or by the Complex's Reception Desk during the Guest's check-in procedure.
3. The Hotel Guest being the owner of the animal shall be obliged to make the room available for cleaning on a daily basis.
4. The Hotel Guest shall bear all responsibility for any damage caused by his/her animal and shall remove any uncleanness left by the animal on the premises of the Complex.
5. Depending on the species, the animal must have a current anti-rabies vaccination certificate and all safety features related to ensuring the safety of other Hotel Guests and staff (leash, muzzle, cage, etc.).
6. It is strictly forbidden to bring animals into the Catering Facilities of the facility.
7. An animal's behaviour disturbing the stay of other Hotel Guests on the premises of the Complex and deviating from generally accepted norms shall be treated as a behaviour that violates public order, including, but not limited to: continuous barking, howling, running arbitrarily during the stay, biting and scratching pieces of the furnishings and equipment.

In the event of written complaints from other Hotel Guests or staff, the Hotel shall have the right to ask the owner to discipline his/her animal, and in the event of lack of effect and further complaints, the Hotel shall also have the right to refuse to provide further services to the Hotel Guest.

K. RIGHTS AND OBLIGATIONS OF THE HOTEL GUEST:

1. In the event of any damage to the Hotel Guest's property, the Hotel Guest shall immediately report the damage at the Reception Desk of the Complex, otherwise any claim by the Hotel Guest on this account shall not be considered by the Hotel.
2. The Hotel Guest shall be responsible for the received Hotel Room key and equipment storage room key. If the key is lost or damaged, the Hotel Guest shall be obliged to cover the costs of replacing the lock. The Hotel shall each time calculate the aforementioned costs and present them to the Hotel Guest.
3. The Hotel Guest shall bear full financial responsibility for any damage, destruction, soiling of objects, furnishings, equipment and technical devices of the Complex caused by him/her or his/her visitors.
4. The Hotel Guest and his/her visitors shall behave in a cultural manner and shall not disturb other Hotel Guests using the services of the Complex.
5. The Hotel Guest whose behaviour poses a threat to other Hotel Guests staying at the Complex and who violates public order may be removed from the premises of the Complex. In consequence, the Hotel will be compelled to call the appropriate law enforcement services, which will unequivocally recognise that the aforementioned behaviour violates public order.
6. The Hotel Guest shall be obliged to pay for the accommodation and all additional services used during his/her stay.
7. The Hotel Guest shall have the right to change the Hotel Room if he/she gives relevant reasons for doing so (e.g. technical damage).
8. The Hotel Guest shall have the right to have meals in the places and at the times of their serving by the Complex.
9. The Hotel Guest shall have the right to report inappropriate behaviour of other Hotel Guests to the hotel staff, in particular to the Reception Desk of the Complex.

L. RIGHTS AND OBLIGATIONS OF THE HOTEL:

1. The Hotel shall not be liable for the loss of or damage to money, securities, valuables, electronic equipment and other things and objects of financial value or objects of scientific or artistic value unless they are deposited at the Reception Desk of the Complex.
2. Personal belongings left in the Hotel Room by a departing Guest shall be handed over by the floor staff to the Reception Desk. In order to collect the items left behind, the Guest shall send a courier at his/her own expense and inform the Reception Desk thereof. In the absence of instructions, the Hotel shall store the items for a period of three months.
3. In the event of a breach of the Regulations, the Hotel may refuse to continue to provide services to the offending Hotel Guest. Such a person shall be obliged to comply with the Hotel's demands immediately, in particular to pay for the damage and destruction caused and to leave the premises of the Complex.
4. The Hotel may refuse to check in a Hotel Guest who, during his/her previous stay, grossly violated the Hotel Regulations, in particular by: causing damage to the property of the Complex and the property of other Hotel Guests, or disrupting the operation of the Complex in general, or caused damage to the person of a Hotel Guest, his/her visitors or staff.

L. COMPLAINTS:

1. If concerns arise about the quality of the services provided, such issues shall be reported as soon as the problem arises to the Complex's Reception Desk, in order to make an immediate response possible.
2. The Complex's Reception Desk shall report the problem to the Manager of the Complex who shall attempt to resolve it amicably.
3. In the event of further concerns about the quality of the services provided, the Hotel Guest shall have the right to lodge a written Complaint at the Reception Desk of the Complex. The Complaint shall be considered within 14 days from the date of its submission to the Reception Desk.
4. In the event of concerns about the quality of the services provided and the operation of the Complex reported during check-out, the Hotel shall not take into account such comments of the Hotel Guest due to their late submission, and they shall not be the grounds for a written Complaint referred to in section.

M. SAFETY:

1. For reasons of fire safety, it is prohibited to use the following in the Hotel Rooms: water heaters, irons, electric grills, toasters and other electrical appliances not included in the Room equipment. This shall not apply to chargers and power supply units for audiovisual and computer equipment.
2. In the event of a reasonable suspicion of a threat to the life or health of persons on the premises of the Complex, the Hotel, in this case the Manager (administrator) of the Complex or a person authorised by him/her, may issue a decision to evacuate persons from the threatened area before the arrival of the Police and the Fire Brigade. The announcement and carrying out of the evacuation shall not give rise to any claim against the Service Provider or the Manager (administrator) and persons managing and directing the evacuation.

3. If you hear a fire alarm or evacuation announcement, leave the Hotel Room immediately, making sure that the door to the Room is closed.
4. After leaving the Hotel Room, proceed to the nearest marked evacuation doors and staircases and then, keeping calm, leave the building following the evacuation signs indicating the evacuation routes.
5. In the event of smoke on the escape routes, move in a stooping position, trying to keep your head as close to the floor as possible while covering your airways with a wet handkerchief, and move along the walls so that you do not lose track of the direction of evacuation.
6. During evacuation from the building, do not use the lifts as they will be closed in the event of a fire.
7. During evacuation, remain calm and follow the instructions of hotel staff.
8. Upon noticing a fire or smoke coming from a room, or a noticeable smell, immediately notify the Reception Desk of the Complex and, if necessary, other occupants of the Hotel Rooms on the floor in question.
9. If, due to his/her incapacity or state of health, a Hotel Guest is in any doubt as to how to behave when the fire alarm is sounded, he/she should immediately contact the Reception Desk of the Complex.

N. FINAL PROVISIONS:

1. Hotel Guests and the Service Provider shall 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 stay of the Hotel Guest at the Complex shall take place in accordance with the rules specified in these Regulations.
2. The Hotel Regulations are available for inspection at the Complex's Reception Desk, in each Hotel Room, as well as on the website.

