

Ethereal

BUSINESS | GROUP

Hotel M29 Terms and Conditions ("The Regulations")

§1 SUBJECT OF THE REGULATIONS

1. The Regulations define the rules for the provision of services, liability, and stay on the premises of the M29 Hotel, including the catering establishments that are part of the aforementioned object ("Hotel").
2. The Regulations apply to all persons staying at the Hotel ("Guests").
3. The Regulations are available for viewing at the hotel reception and on the Hotel's website: hotelm29.pl.
4. The Regulations are an integral part of the contract concluded by making a reservation, paying an advance payment or the entire amount due for the stay at the Hotel, as well as by signing a registration card and paying for other services provided in the hotel. By performing the above activities, the Guest confirms that they have read these Regulations and accept its terms.

§2 HOTEL DAY

1. The hotel room is rented for hotel days.
2. Hotel check-in time is from 3:00 p.m. to 11:00 a.m. the next day.
3. The length of the hotel day specified in section 2 may be subject to change depending on the type of room or offer selected by the Guest when booking and included in the booking confirmation. The current availability of the Hotel's offers and rooms can be found on the website: hotelm29.pl.
4. A request to extend the hotel night, i.e., early check-in before 3:00 p.m. or late check-out after 11:00 a.m., must be reported at the stage of reservation. If such a request was not made at the time of booking, it should be reported immediately after arrival at the hotel reception. However, the Hotel does not guarantee the possibility of extending the hotel night free of charge.
5. The hotel reserves the right to refuse to extend the hotel stay in the event of failure to comply with these Regulations and in the event of failure to make full payment for the current stay.

6. The hotel also reserves the right to refuse to extend the hotel stay in case of unavailability of rooms.

§3 RESERVATION AND CHECK-IN

1. The hotel reserves the right to check in only adults.
2. The guest renting a room is obliged to present a photo ID to the reception employee during registration for identification purposes, as well as to complete and sign the registration card presented by the reception employee.
3. If the Guest refuses to present a photo ID or to sign the registration card, the hotel may refuse check-in.
4. Persons not registered at the Hotel may stay in the Guest's hotel room from 7:00 a.m. to 10:00 p.m.
5. The hotel may refuse to accept a Guest who, during a previous stay, grossly violated the Regulations, in particular by causing damage to hotel property or property of other guests, or by causing personal injury to the guest, employees, or other persons staying at the Hotel.
6. The hotel may refuse to accept any other guest who, in the opinion of the hotel staff, threatens the safety, health, life, and image of other guests, employees, and the Hotel (brand).
7. Requests to extend or shorten the stay at the Hotel beyond the period indicated in the reservation should be reported to the entity or third party through which the hotel reservation was made.
8. If the reservation was made directly at the Hotel, the request for extension or shortening of the stay beyond the period indicated in the reservation should be notified by e-mail to the hotel address info@hotelm29.pl or at the reception.
9. The hotel reserves the right to refuse to shorten the stay indicated in the Guest's reservation if the reservation concerns an offer without the possibility of free cancellation, or if a request to shorten the stay has been made when changes to the reservation were not possible due to the cancellation conditions included in the booking confirmation.
10. In the event of failure to cancel the reservation within the specified period or in the event of the Guest's failure to arrive on the scheduled date, the Hotel will charge the Guest for the entire booked stay.
11. The hotel reserves the right to collect a deposit in the amount of the entire stay, increased by a minimum of 30% upon check-in (when paying in cash), to protect against possible damage.
12. The deposit can be paid in cash or by pre-authorization of the Guest's card.
13. The collected cash deposit will be returned and the pre-authorization on the Guest's card will be released upon check-out after checking the room status by a hotel employee.
14. If an account for gastronomy services is opened during the stay at the Hotel, a fiscal receipt will be issued at the hotel reception after payment for services has been made, at the latest at the time of check-out.

§4 SERVICES AND ADDITIONAL SERVICES

1. The hotel provides services in accordance with its category and standard. In case of reservations regarding the quality of services, the Guest is asked to report them immediately at the reception desk, which will enable the Hotel to respond immediately.
2. The hotel is obliged to provide guests with:
 - services in accordance with the category and standard of the Hotel,
 - the safety of their stay, including the security of keeping information confidential,
 - professional and courteous service in all services provided at the Hotel,
 - cleaning the room and making necessary repairs to equipment during the Guest's absence, and in their presence only if they express such a wish,
 - a technically efficient room; in the event of faults, the Hotel will first try to remove them; if the fault cannot be repaired, the Hotel will make every effort to change the room or otherwise reduce the inconvenience.
3. Additionally, at the Guest's request, the Hotel provides the following services free of charge:
 - information related to their stay and travel,
 - wake-up calls at a designated time,
 - storage of money and valuables in the hotel depository during the Guest's stay at the Hotel
 - storage of the Guest's luggage (the Hotel may refuse to accept luggage for storage on dates other than the dates of the Guest's stay and for items that pose a threat to safety or are too valuable or take up too much space),
 - ordering a taxi,
 - access to wireless Internet in the hotel.
4. At the request of a Guest staying at the Hotel with small children up to 3 years of age, a cot will be brought to the room free of charge, provided if it is available.
5. Children under 5 years of age can enjoy a free breakfast in the hotel room if the child's adult guardian uses the purchased hotel breakfast. Children aged 5 till 12 can use it for a half of the breakfast price.
6. Children under 5 years of age can stay at the Hotel for free, provided that they stay in a room with an adult guardian and the need for an extra bed for the child has not been reported.

§5 RESPONSIBILITY OF GUESTS

1. Minors should be under the constant supervision of their legal guardians while on the hotel premises.
2. Legal guardians are financially responsible for any damage to the Hotel's equipment and technical devices caused by the actions of minors under their care.
3. The hotel guest bears full financial responsibility for any damage or destruction of the Hotel's equipment and technical devices resulting from their fault or the fault of their visitors.
4. The hotel reserves the right to charge the Guest's credit card after their departure for any damage caused or in the event of failure by the Guest to settle the payment for accommodation or other services.
5. In case of violation of the provisions of the Regulations, the Hotel has the right to refuse service to the person violating them.
6. For safety reasons, each time a Guest leaves the room, they should turn off the taps and close the doors and windows.
7. The Guest is obliged to return the magnetic "key" card to the Hotel Reception. A fee of 50 PLN is charged for unreturned or lost key card.
8. For fire safety reasons, it is prohibited to use heaters, candles, and other similar devices that are not part of the hotel room equipment.
9. The hotel has a statutory right of lien on items brought by the Guest to the Hotel in the event of delay in settling the payment for the stay or failure to settle amounts due for services provided.

§6 HOTEL LIABILITY

1. The hotel is liable for loss or damage to items brought by persons using its services within the scope specified in the provisions of the Civil Laws.
2. The Guest should place all valuables, important documents, money, and other items of significant value in the safe.
3. The hotel offers the opportunity to place these items in the deposit box located at the reception free of charge.
4. The hotel is liable for loss or damage to money, securities, valuables, or items of scientific or artistic value only if these items have been deposited for safekeeping at the hotel reception.
5. In the event of damage, the Guest should notify the reception of the occurrence immediately after its detection.
6. The hotel reserves the right to refuse to accept for deposit items of high value, significant amounts of money, items posing a threat to safety, and large-sized items that cannot be placed in escrow.

§7 RETURN OF ITEMS LEFT

1. Personal items left in the hotel room by a departing Guest will be sent back to the address indicated by the Guest at their expense.
2. In accordance with the Civil Law, if no instruction is received from the Guest regarding the return of left items, the Hotel will store the items at the owner's expense for a period of one year, after which these items will become the property of the Hotel.
3. If it is not possible to contact the Guest to pick up the found item within 2 years from the date of its discovery, the item left behind becomes the property of the finder.
4. Claims for compensation for damage resulting from the loss of items brought to the Hotel expire after one year from the date the Guest ceases to use the hotel's services.
5. The hotel does not store food, medicines, or other items that may be damaged or expire.

§8 COMPLAINTS

1. Guests have the right to submit complaints if they notice any deficiencies quality of services provided.
2. All complaints are accepted by the hotel reception.
3. A complaint should be submitted immediately after noticing any deficiencies in the standard services provided.

§9 RESTAURANTS, BARS, ROOM SERVICE

1. On the premises of the catering establishments that are part of the Hotel ("Gastronomy Premises"), it is strictly prohibited to enter and stay in bathrobes, pajamas, and swimsuits, consume your own food and drinks (except water), or take food and breakfast drinks out of the restaurant.
2. The hotel does not sell alcohol to minors or to guests who are under the influence of alcohol or drugs.
3. In order to receive an invoice at the Restaurant, the Guest should inform the service of the Catering Establishment about this fact before issuing the receipt.
4. Entering the premises of the Catering Premises means automatic acceptance of these regulations.

§10 ANIMALS

1. The hotel does not allow dogs, cats and other pets on the hotel premises.
2. The hotel reserves the right to refuse check-in to a Guest traveling with an animal.
3. A fine of PLN 500 gross applies for violation of this provision. The exception is for animals assisting people with visual or physical disabilities or other assistance animals, e.g., police dogs. Animals whose sole function is to provide emotional support and comfort or to deter crimes are not considered service animals.

§11 ADDITIONAL PROVISIONS

1. In the Hotel and its protective measures, including: tobacco, tobacco products (tobacco heaters), electronic devices, vaporizer switches, and other types of devices for smoking outside specific places designated for this purpose are prohibited. This prohibition also applies to financial resources, including medicinal ones, which require heating or smoking. In the event of a violation of the smoking ban, the Hotel has the right to impose a fine of PLN 500 on the Guest.
2. If the Guest's violation of the smoking ban triggers a fire alarm, the Hotel will impose on the Guest the consequences resulting from the fire brigade's decision, which the Guest agrees to.
3. Unjustified activation of the fire alarm will incur a fine of PLN 500 and, in the case of intervention of the fire department, the Guest will be charged with additional costs related to the arrival of the fire department, to which the Guest agrees.
4. No devices such as weapons and ammunition, flammable, explosive, illumination, and other materials deemed unsafe may be stored in hotel rooms.
5. Refrigerators are available in the rooms for guests' use. The accommodation fee does not include the use of the room minibar, which is located in the rooms. The price list of minibar items can be found at the reception desk and in the rooms. Payment for the minibar will take place during settlement of the final bill.
6. Door-to-door sales and gambling activities are prohibited within the Hotel.
7. In the hotel it is obligatory to observe quiet hours from 22:00 to 07:00.
8. It is forbidden to make excessive noise on the premises of the Hotel or cause any unpleasant odors and other activities that disturb, harm, or disrupt the stay of other hotel guests.
9. The staff reserves the right to refuse admission to people not using the services provided by the facility without giving a reason.
10. Using the hotel space to take photos or recordings for commercial or promotional purposes requires prior written consent from the hotel and payment of remuneration for this purpose.
11. Guests are not allowed to make any changes to hotel rooms and the common areas of the Hotel and their equipment, apart from minor rearrangement of furniture and equipment, without compromising their functionality and safety of use.

12. Common areas and the entrance to the Hotel are covered by video monitoring. Only the image (no sound) is recorded and saved. Monitoring data may only be made available to entities cooperating in the scope of ensuring the safety of persons and property and authorized entities based on legal provisions. The data recorded by surveillance cameras is stored for a period not exceeding 30 days from the date of recording; thereafter, the data is automatically overwritten. Monitoring is carried out for the purpose of ensuring the safety of people and property on the hotel premises.
13. Issues related to the processing and protection of personal data are detailed in Ethereal Business Group's privacy policy. The privacy policy content is available at the reception of the M29 Hotel or on the Hotel website: <https://hotelm29.pl/>