

Regulations of the Hotel Dwór Karolówka***

§ 1. Subject of the Regulations

1. The Regulations of the Hotel Dwór Karolówka*** (hereinafter referred to as the Regulations) specify the subject of the provision of services, responsibility and rules of staying at Hotel Dwór Karolówka, hotel address: 34-500 Zakopane, ul.Chłabówka1, run by the economic entity: HYLAR Grzegorz Hyla, NIP: 5510001751, REGON: 356477723 (hereinafter: Hotel) and is an integral part of the contract concluded by acceptance of the Regulations and making a reservation (hereinafter referred to as: the Agreement), taking into account § 2 of the Regulations. When making a reservation, a guest of the Hotel (hereinafter referred to as the Guest) confirms that he has read and accepts the terms of the Regulations.
2. The Regulations are available: (I) on the website: <https://karolowka.pl/>, (II) at the Hotel reception (hereinafter referred to as: self-check in kiosk) and (III) in each room hotel.
3. The Regulations are addressed both to consumers (within the meaning of the Code civil law), as well as to persons who are not consumers, in particular entrepreneurs.

§ 2. Conclusion of the Agreement via the booking service (Distance contract).

1. Reservations at the Hotel can only be made by an adult.
2. The Guest is entitled to conclude the Agreement with the Hotel via the Hotel's reservation system (hereinafter referred to as: the System), available at website: <https://karolowka.pl/>
3. The Guest makes a reservation (hereinafter referred to as: Reservation) by making a reservation activities indicated by the System, including filling out the form booking form (hereinafter referred to as the Form).
4. The guest is given the opportunity to choose the services offered, including standard ones accommodation and packages.
5. The prices presented in the System are given in Polish zlotys and include VAT. For services not covered by the Reservation, the Guest pays the amount due directly at the hotel at the reception by payment card or cash.
6. After making the Reservation, the Hotel will send to the indicated e-mail address summary of the Booking made (hereinafter: Confirmation Reservation), specifying the validity of the offer and the amount for booked services, which is accepted by making a payment in the amount of 30% of the total amount required.
7. The customer makes payments through the Przelewy24.pl system, with a payment card or in cash at the hotel reception.
8. The contract between the Guest and the Hotel is considered concluded at the moment the Guest receives confirmation of the Booking from the Hotel, containing, among others data of the Guest, Hotel, description of the ordered offer, total the price for the ordered services, information on the method of payment and the amount to be paid payments.
9. Recording, securing and making the content available to the Guest The Agreement is made by: (1) making the Regulations available on the Website and (2) sending the Guest an e-mail referred to in sec. 6 above. The content of the Agreement is additionally recorded and secured in the system of the Website.
10. Failure to pay the amount by the Guest within the period indicated in the Confirmation Reservation is considered by the Hotel as resignation from the Reservation made and w consequences, cancels the Agreement between the Guest and the Hotel.
11. The Guest is entitled to withdraw from the Agreement (cancellation confirmed Reservation) not less than 14 days before the start of 1 hotel day intended stay. In this case, the Hotel will return the paid amount to the Guest amount, or will allow you to change the booking date (subject to

availability hotel). Withdrawal from the Agreement should be made in writing (to the address: of deliveries to the Hotel, indicated in § 1 section 4 of the Regulations) or by e-mail to the following address: repcja@karolówka.pl

12. If the Guest: (I) withdraws from the Agreement less than 14 days before commencement of the 1st hotel day of the planned stay or (II) fails to appear at Hotel on the scheduled day of arrival, then the amount paid is not refundable and the booking is cancelled.

13. Pursuant to Art. 38 point 12 of the Act of 30 May 2014 on consumer rights, The Guest is not entitled to withdraw from the Agreement concluded on distance under this paragraph (except in the case referred to in referred to in sec. 11 above).

§ 3. Hotel day and check-in

1. A hotel room is rented for days.

2. The Guest specifies the date of stay at the Hotel.

3. The hotel day starts at 15:00 on the first day and ends at 12:00 the next day.

4. The Hotel Reception serves guests from 7:00 to 22:00, 7 days a week. Contact with the receptionist from 22:00 to 7:00 is possible only by phone at: +48 728 864 485.

5. The Guest checks in personally at the reception desk.

6. Unregistered persons may stay in the Hotel up to one hour at the latest 22:00.

7. The guest may not transfer the room to other people, even if it has not expired the period for which he paid the fee due for the stay.

8. The Hotel may refuse to accept a Guest who was absent during the previous stay (previous stays) grossly violated the Regulations, in particular by causing damage to the property of the Hotel or Guests, personal injury to Guests, employees of the Hotel or other persons staying in the Hotel or in another disrupted the operation of the hotel.

9. In the event of the Guest's resignation from the stay during the day, the Hotel does not return the fees for the started hotel day.

10. The guest agrees to issue a VAT invoice without a signature. To get a VAT invoice should be requested by providing this information and the NIP number in the form reservation. By default, a receipt is issued for each transaction. After receipt of the receipt, it is not possible to issue a VAT invoice in accordance with applicable regulations.

§ 4. Hotel services

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 reporting objections to the Hotel employees, which will make it possible appropriate response and improvement of the standard of services provided.

3. The hotel provides guests with:

-for conditions for full and uninhibited rest,

-for the safety of your stay, including the confidentiality of information about you,

-professional and courteous service in the scope of all services provided at the Hotel,

-cleaning the room and performing necessary repair of appliances only when he expresses his consent and such a wish,

-for technically efficient service, and in the case of occurrence of defects that cannot be removed immediately, the hotel will do its best to mitigate this where possible inconvenience.

-in case of force majeure, the hotel is not responsible for its consequences.

4. Guests can use free of charge:

-from the hotel car park, which is unguarded but monitored and available to guests of the facility during their stay

-with Internet access

-a gym, table tennis and billiards

§ 5. Responsibility of Guests

1. On the premises of the Hotel, minors should be under permanent supervision supervision of legal guardians. Legal guardians will be responsible material liability for any damage caused as a result of the action these people.
2. The guest bears full material responsibility for all kinds damage or destruction of equipment and devices technical faults of the Hotel, caused by its fault or by persons visiting it.
3. The Guest should inform the Hotel employee about the occurrence of the damage immediately after its confirmation.
4. In the event of a breach of the provisions of the Regulations, the Hotel may refuse continue to provide services to the person who violates them. Such an obligated person is to immediately comply with the Hotel's requests and regulations receivables for previous services, to be paid for possible ones damage and to leave the Hotel.
5. Each time the Guest leaves the room, for security reasons, he should turn off the TV, turn off the light, close the taps and check the closure doors and windows.
6. Due to fire safety, it is forbidden to use in heaters and candles as well as smoking cigarettes (also electric).

§ 6. Responsibility of the Hotel

1. The hotel is liable on the terms set out in the regulations generally applicable law, including the Civil Code.
2. The hotel is not responsible for damage or loss of vehicles mechanical (including a car) or other vehicle belonging to the Guest and items left in it if the vehicles were left behind parked in the hotel car park. Rules apply in the hotel car park road traffic specified in generally applicable regulations. Movement in the car park, you must follow the markings and signs, no faster than 10 km/h.
3. The hotel is not responsible for the loss or damage of money, securities, valuables, other things and items valuables or items of scientific or artistic value left in the hotel room.

§ 7. Return of left items

Personal belongings left by the departing Guest in the room hotel will be packed and sent back on the basis sent by the Guest to Hotel's e-mail address: recepca@karolowka.pl - labels of the courier company. In the event of not receiving such an instruction, the Hotel will store the above items at the owner's expense for a period of 3 months, and after this period, these items will become the property of the Hotel. Due to its properties, food products will be stored for 24 hours.

§ 8. Order provisions

1. The hotel has a curfew from 22:00 to 6:00 the next day.
2. It is strictly forbidden to organize parties in the rooms social events that disturb the silence during the above-mentioned hours, i making the stay of the Hotel residents burdensome.
3. The hotel reserves the right to call appropriate preventive services when disturbing the peace of the night.
4. The behavior of Guests and people using the services of the Hotel should not disturb peaceful stay of other guests. The hotel may refuse further services services to a person who violates this rule. Interruption of the Guest's stay in such case does not constitute a basis for a refund of the amount paid for the stay.

5. Smoking is prohibited on the premises of the Hotel. Violation of this prohibition will result in imposing a contractual penalty of PLN 500 on the Guest.
6. Eating is prohibited in the public areas of the Hotel foodstuffs and alcohol.
7. Keeping animals in the rooms is prohibited.
8. There is a fee of PLN 100 for losing room keys.
9. Dangerous goods cannot be stored in hotel rooms, weapons, ammunition, flammable, explosive or illuminating materials.
10. It is forbidden to conduct acquisitions and door-to-door sales at the Hotel, as well gambling activity.
11. The Guest will not cause, and the Hotel will not allow, excessive noise in the Hotel, getting out unpleasant odors from the hotel room, otherwise disturbing, damaging, or irritating other guests.
12. Apart from a slight rearrangement of furniture and equipment that does not affect their functionality and safety of use, guests are not allowed to make any changes in hotel rooms.
13. Guests are not allowed to use devices and objects that may cause risk of damage to hotel property and other Guests, incl devices that may cause fire or flooding

§ 9. Rules for using the SPA

1. SPA (sauna and jacuzzi) is open from Monday to Sunday in hours from 8:00 to 22:00.
2. Staying and using the SPA zone must be booked in advance at reception at the hotel.
3. The cost of using the SPA zone (sauna or jacuzzi) is PLN 20.00/0.5h/room - it is for exclusive booking.
4. It is assumed that upon entering the facility, each User has read and has voluntarily accepted the provisions of the Regulations and all other Instructions and orders related to ensuring safety in the SPA area.
5. In the SPA area it is forbidden to: - smoke - bring in and eat food, alcohol and drugs - using mobile phones - introducing animals - loud and inappropriate behavior affecting any way to make other guests uncomfortable.
6. A guest with health contraindications to use the SPA zone (e.g. illness, pregnancy, ongoing treatment, recent medical procedure, heart disease) cannot use the sauna or Jacuzzi.
7. Persons whose condition indicates the consumption of alcohol or drugs and persons with infectious diseases, rashes, open wounds can not use hotel SPA zone.
8. Minors may use the hotel SPA services and stay in the SPA area only with the consent and in the presence of legal guardians.
9. The rules and prohibitions must be strictly observed in the SPA area with markings. It is forbidden, among others jumping into the water, running, smoking. Be especially careful in wet areas surface.
10. Before entering the SPA zone, it is mandatory to change shoes to replacement ones with clean soles (flap type).
11. Before entering the Jacuzzi, you should thoroughly wash your whole body under the shower.
12. Pregnant women and women during pregnancy should not use the sauna and jacuzzi menstruation.
13. The management is not responsible for the health effects of using the SPA zone responsibility.
14. Small children and infants using the SPA zone must wear special water diapers.
15. The management of the facility may temporarily limit access to SPA rooms from due to service works related to the proper functioning of the zone SPA.
16. Persons destroying or damaging the equipment or devices of the SPA zone bear full financial responsibility for the damage caused.

§ 10. Principles of functioning of video surveillance

1. The administrator of your personal data is HYLAR Grzegorz Hyla NIP: 551-000-17-51 REGON: 356477723 Hotel Dwór Karolówka*** ul. Chlabówka 1, 34-500 Zakopane.
2. Contact with the Data Protection Officer is possible at the following e-mail address: dyrekcja@karolowka.pl, phone: +48 182011317.
3. Video surveillance is used to ensure security employees and guests, protection of property, confidentiality of information, the disclosure of which could expose the employer to damage, pursuant to art. 6 sec. 1 lit. f GDPR in connection with joke. 222 of the Labor Code.
4. The monitoring area covers public areas and the surrounding areas hotel. Detailed information on the placement of cameras is available in hotel reception.
5. Data from the video surveillance record may be made available to the institution, such as the Police, Court or Prosecutor's Office, and in justified cases employees or other monitored persons.
6. Monitoring records will be stored until overwritten (depending on recording size) up to 7 days.
7. A person registered by the monitoring system has the right to:
 - information,
 - access to the content of your recordings in justified cases,
 - anonymization of the image on registered images,
 - deletion of data concerning it,
 - lodging a complaint to the supervisory body - the President of the Data Protection Office personal.

§ 11. Complaints procedure

8. Guests have the right to file complaints if they notice any shortcomings in the quality of services provided or otherwise.
9. The hotel is obliged to provide services without any faults or other defects.
10. A complaint may be submitted by a Hotel Guest indicated in § 1 sec. 4 of the Regulations;
11. in electronic form via e-mail on address: recepca@karolowka.pl
12. It is recommended that the Guest provide in the description of the complaint: (1) information and circumstances regarding the subject of the complaint, in particular the type and date of occurrence of the default or other defect, and (2) contact details the person lodging the complaint - this will facilitate and speed up the consideration of the complaint by Hotel. The requirements set out in the previous sentence are only recommendations and do not affect the effectiveness of complaints submitted without the recommended one description of the complaint.
13. The Hotel will respond to the complaint received from the Guest and inform him about it the method of considering the complaint, in particular in writing or for via e-mail, if the Guest provided an e-mail address for this purpose.
14. The hotel will respond to the complaint within 30 days from the date of the complaint its receipt, unless separate provisions provide otherwise.

§ 12. Final provisions

1. The court competent to settle disputes between the Guest and the Hotel is the court competent for the seat of the Hotel.
2. The Regulations are valid from April 18, 2023.