

REGULATIONS OF ROOMS AND APARTMENTS AT U POLLERA

§1. General Provisions and Definitions

These Regulations define the terms and conditions of service provision, liability, and stay at the Rooms and Apartments at U Pollera (the "Facility"), and form an integral part of the agreement concluded by making a reservation, checking in, or using the services in practice.

Making a reservation, checking in, or entering the room constitutes acceptance of these Regulations.

Guest – a natural person using the Facility's services. Booker/Payer – an entity making a reservation and/or payment.

Group – a reservation of ≥ 5 rooms or ≥ 10 persons.

Base Daily Rate (BDR) – the gross price of one night's stay as confirmed in the reservation for a given room and Guest.

a) If prices differ between nights, the BDR for the night concerned shall apply; for violations covering multiple nights, the highest BDR of the entire stay applies.

b) For fees calculated "per night" (e.g. room exclusion), a percentage of the BDR is charged for each commenced day.

In matters not regulated herein, Polish law shall apply, in particular the Civil Code.

§2. Hotel Day, Check-in and Number of Persons

The hotel day lasts from 15:00 to 11:00 the following day.

If the Guest does not specify the length of stay, it is assumed that the room has been rented for one night.

Before the key/card is issued, the Guest must present a photo ID and complete the Registration Card.

The number of persons in the room may not exceed the number indicated in the reservation and fire safety regulations; adding a person requires the reception's consent (see §15).

§3. Extension of Stay and Late Check-out

The Guest wishing to extend the stay must notify reception by 10:00 on the departure day; extension is subject to availability.

Charges for vacating the room after 11:00:

a) up to 2 hours – PLN 100

b) more than 2 hours or failure to vacate the room by the end of the day – 200% of the BDR.

After the end of the hotel day, a Facility Representative may enter the room (in the presence of another person), secure and store the Guest's belongings, and prepare the room for the next Guest (storage costs – see §13).

§4. Identity, Age, and Minors

Only persons aged 18 or over may make a reservation and stay independently. The Facility reserves the right to verify identity and age using a valid photo ID; refusal may result in denial of accommodation without refund for the

commenced night.

Persons under 18 may stay only with a parent/guardian or a person authorised by them; the Facility may request documents confirming guardianship. In line with the Child Protection Standards, the parent/guardian completes a declaration specifying the child's basic details (name, date of birth, and relationship).

Leaving minors unattended is strictly prohibited.

§5. Reservations, Payments, Pre-authorisation/Deposit

The Facility may charge an advance payment and perform a pre-authorisation/deposit up to 100% of the BDR for damages and additional services (for Groups – up to 200% of the BDR per room).

For Apartments, a cash deposit of PLN 500 is required.

Shortening the stay after check-in – the fee for a commenced day is 100% of the BDR (for NON REFUNDABLE bookings – the entire stay is payable 100% with no refund).

No-show – charge according to the offer terms; as a rule, 100% of the first night's BDR (for NON REFUNDABLE bookings – the entire stay is payable 100% with no refund).

The release of the pre-authorisation takes place after the settlement of the stay; the actual unblocking time depends on the bank/card issuer and may take 5–15 working days, and in some cases up to 30 days.

§6. Local Taxes and Public Charges

In addition to the reservation price, the Guest shall pay any local taxes or public fees required by the laws of the place of service provision (e.g. local/tourist tax). The amount and collection rules are determined by applicable local regulations.

§7. Service Standard and Reporting of Defects

The Facility provides services in accordance with its standard; any comments should be reported immediately to the reception.

Where possible, the Facility will remove the defect or offer a room change.

§8. Night-time Quiet, Order, Parties, and Groups (Anti-party Policy)

Night-time quiet hours are in force from 22:00 to 06:00.

It is forbidden to organise parties in rooms or corridors without the Facility's consent.

Violation of points 1–2 may result in immediate termination of the contract and a cleaning fee of PLN 200 (this does not preclude the pursuit of damages under general rules).

For Groups, the Facility may require signing of group rules and an increased deposit in accordance with §5(1).

§9. Smoking and Fire Safety Systems

Smoking (including e-cigarettes) is prohibited throughout the Facility except in designated areas.
Contractual penalty for violation of the ban: PLN 200.

It is forbidden to use in-room devices not belonging to the room's equipment (e.g. heaters, cookers) for fire safety reasons.

Any costs of intervention by services/fire department and system restoration shall be borne by the Guest according to actual costs (re-invoiced).

§10. Right of Access to the Room

Facility staff may enter the room in justified cases: cleaning/maintenance, defect removal, safety/fire protection, welfare check (e.g. alarm, lack of contact), or justified suspicion of a Regulation breach – while respecting the Guest's privacy.

§11. Guest Liability and Damage

The Guest is financially liable for any damage and contamination caused by them or by accompanying/visiting persons.

The Facility shall charge for damages:

- a) actual repair/replacement costs (as per invoices), and
- b) a fee for taking the room out of use – 100% of the BDR for each commenced day.

Above-standard cleaning (soiling beyond normal use): PLN 500 + possible material/external service costs per invoices.

Loss of key: PLN 200 + possible locksmith costs per invoices.

Until the due amounts are settled, the Facility has a statutory lien on items brought in by the Guest.

§12. Extraordinary Situations

In case of serious incidents, the Facility shall secure the area and call the relevant services; until their activities are completed, the room will not be made available.

After release by the services, an inventory of damages is prepared and necessary works commissioned (specialist cleaning, disinfection, disposal, replacement of equipment). A record of items left and, where possible, photographs of damages shall be made.

The above-mentioned costs are charged to the reservation/payer's account; unpaid amounts are pursued from the Guest or the Guest's heirs in accordance with applicable law.

A room exclusion fee is also charged in accordance with §11(b).

§13. Left Items, Deposit, and Shipments

Items left after check-out are recorded and stored for 1 month; perishable items may be disposed of after 24 hours.

Storage is free of charge for the first 24 hours, thereafter PLN 50 for each commenced day (for a package of items assigned to one room).

Items may be returned at the Guest's request, at their cost and risk: handling fee PLN 20 + carrier's cost as per their price list.

Hazardous/illegal items are immediately handed over to the appropriate authorities.

§14. Liability for Brought-in Items

The Facility's liability for loss/damage to items brought in is defined by the Civil Code; limitations do not apply to items accepted for deposit or in cases of wilful misconduct or gross negligence.

Valuables (money, securities, jewellery) should be deposited at the reception; leaving them outside the deposit excludes the Facility's liability.

Damage must be reported immediately to the reception.

§15. Additional Services and Extra Persons

Luggage storage before check-in/after check-out – free for up to 12 hours, thereafter PLN 50 for each commenced day per item of luggage.

Additional overnight person (reported) – PLN 50 per night; unreported (found afterwards) – PLN 100 per night.

Extra bed (if available) – PLN 100 per night.

Baby cot – free of charge (subject to availability).

§16. Animals

Staying with animals is possible upon prior notification and approval of the Facility.

Pet stay fee: free of charge.

The owner is responsible for any damages and cleanliness; animals must not be left unattended or enter certain areas (e.g. restaurant).

§17. Parking

Parking is paid and unguarded; the Facility is not responsible for vehicles or items left inside unless a separate storage agreement is concluded. Parking cost is not less than PLN 100 per night, subject to the current rate published on www.pollera.pl.

§18. Internet / Wi-Fi – Terms of Use

Internet access is provided "as-is", without guarantee of continuity or bandwidth.

It is forbidden to use Wi-Fi for illegal activities (including copyright infringement, spam, hacking, or unlicensed P2P).

The Facility may – in accordance with the law – cooperate with authorised entities in investigating violations.

§19. Force Majeure

The Facility shall not be liable for failure or improper performance of services caused by force majeure; the parties shall take actions to minimise the effects of such events.

§20. Final Provisions

In matters not regulated herein, Polish law shall apply, in particular the Civil Code.

Disputes with consumers shall be settled by the competent common court.

The Regulations are available at the reception and on the website; amendments shall not affect acquired rights.

These Regulations are effective from 01 January 2025.