

## HOTEL REGULATIONS

### §1

- 1.** The Guest specifies the length of his/her stay at the Hotel. In the absence of such a specification, it is assumed that the room has been rented for one night.
- 2.** The check-in time is 3:00 p.m. of the first day of the stay. The check-out time is 12:00 p.m. on the next day
- 3.** The Hotel occupancy permitting, the Guest can use the option of early check-in or late check-out, in accordance with the price list below. The Hotel has the right to refuse early check-in and late check-out.
  - a)** Early check-in is additionally payable:
    - I. 8:00 a.m. - 11:59 a.m. - half the price of one night, in accordance with the current offer for a given day
    - II. 12:00 p.m. - 12:59 p.m. - 200 PLN
    - III. 1 p.m. or later - free of charge (subject to room availability)
  - b)** Late check-out is additionally payable:
    - I. 12:01 p.m. - 13:00 p.m. - 100 PLN
    - II. 13:01 p.m. - 14:00 p.m. - 150 PLN
    - III. 14:01 p.m. - 15:00 p.m. - 200 PLN
    - IV. 15:01 a.m. - 20:00 a.m. - half the price of one night, in accordance with the current offer for given day
- 4.** The payment for the stay must be guaranteed at the time of check-in at the latest.
- 5.** A request to extend the stay for subsequent days is notified to the reception desk by 10:00 a.m. on the day of expiry of the room rental period. The stay may be extended, the hotel occupancy permitting.
- 6.** The hotel may refuse to extend the stay, in the event of a failure to pay for the hotel services.
- 7.** The minibar is a paid service. The price list of the products is included in the information card available in each room, on the minibar (refrigerator) door. In the absence of a price list, the Guest is obliged to inform the Reception Desk about this.

## §2

**1.** At the Guest's request, the Hotel can provide the following free-of-charge services:

- a) storage of items brought to the hotel,
- b) wake up call,
- c) provision of information regarding the stay and travel,
- d) daily change of towels and bed linen.

## §3

**1.** It is possible to open a hotel credit account at the reception desk, in order to use additional services (excluding the ski and bicycle rental) without cash. During your stay at the Aries Hotel & Spa, opening a credit account involves pre-authorising your credit card (blocking the funds) for the amount of at least PLN 500 per day. If the pre-authorised amount is exceeded, the hotel credit account may be closed. To check the available hotel credit balance, please contact the reception desk.

**2.** The period of blocking the funds depends on the bank keeping your credit card account.

## §4

Upon leaving the room, the Guest is requested to check if the room door, windows and balcony door are locked.

## §5

**1.** Persons who are not checked in may stay at the hotel room from 7:00 a.m. to 10:00 p.m.

**2.** The Guest may not transfer the room to other people, even if the period for which the fee has been paid has not expired.

## §6

**1.** The hotel quiet time is from 10:00 p.m. to 7:00 a.m.

**2.** The behaviour of people using the Hotel's services, both during the quiet time and at other times, should not disturb other Guests, the public order, the night rest, and it should not be scandalous. In case of disturbing the peace, the Hotel has the right to:

- a) admonish the Guest/Guests who do not comply with the rules specified above;
- b) in the event of continued violation of the Hotel rules, despite having been admonished as referred to in item a) above - call the police or other security services and charge the Guests who do not comply with the Hotel rules with a penalty equal to the amount by which the Hotel was forced to reduce the price of the stay for other Guests complaining about the violation of the Hotel rules

c) if the 2 interventions referred to in items a) and b) above do not bring the expected effect, the Hotel may refuse to continue providing the service, without reducing or refunding the cost of the stay.

**3.** The Hotel may refuse to accept the Guest, or refuse to continue providing the service, without reducing or refunding the cost of the stay, to persons who have grossly violated the hotel regulations.

### §7

**1.** The Hotel provides services in accordance with its category and standard. In case of any complaints regarding the quality of the services, the Guest is requested to immediately report them at the reception desk

**2.** The Guest has the right to check the standard and the hotel condition before checking in.

**3.** In order to ensure the comfort and safety of all Guests, each room or suite has a specified maximum occupancy. In the event that the permitted number of Guests is exceeded, the Hotel reserves the right to refuse accommodation or to charge additional fees related to the necessity of booking an additional room.

**Premiere Double Room** – Maximum of 2 adults.

**Executive Double Room** – Maximum of 3 adults or 2 adults and 2 children (up to 12 years of age).

**Renaissance Double Room** – Maximum of 2 adults.

**Aries Suite** – Maximum of 3 adults or 2 adults and 2 children (up to 12 years of age).

**Family Chalet Suite** – Maximum of 4 adults or 2 adults and 2 children (up to 12 years of age).

**Grand Aries Suite** – Maximum of 3 adults and 1 child (up to 12 years of age).

**Tatra Suite** – Maximum of 3 adults and 1 child (up to 12 years of age).

### §8

**1.** The Guest is financially responsible for any disappearance, damage or destruction of the items, equipment and technical devices at the hotel caused by his/her fault or the fault of people visiting him/her.

**2.** The Guest is obliged to immediately report to the Reception Desk any damaged or non-working equipment in the hotel room.

**3.** In the event of damaging or soiling the carpets or the hotel equipment that requires additional washing or thorough cleaning, a special fee will be charged to cover the costs incurred by the Hotel for the washing or thorough cleaning.

### §9

**1.** Pursuant to the law on the ban on smoking tobacco products and electronic cigarettes in public places, smoking and the use of open fire is prohibited in the entire hotel. To ensure a high comfort of stay, the Guests are kindly requested to refrain from smoking in the public areas of the hotel. This ban also applies to all hotel rooms, except for terraces and balconies. In case of smoking tobacco products or electronic cigarettes on the terrace of a room, the Guest is obliged to close the balcony door so that the smoke cannot get inside the room. If this rule is not respected, a special fee of PLN 1000 may be charged for violating the smoking ban.

### §10

**1.** The hotel's liability for a loss or damage of items brought by the Guest to the hotel is governed by the provisions of Articles 846-849 of the Civil Code. The hotel's liability is limited, if the items are not deposited in the hotel safe deposit box (the safe is available at the reception desk and is free of charge). The hotel has the right to refuse to store money, securities and valuable items, in particular valuables and items of scientific or artistic value, if they pose a threat to the security, their value is too high or they take up too much space in relation to the size and standard of the hotel.

**2.** The valuable items and clothes left by the Guest at the hotel, if found, are stored for one year from the date of leaving the items. The Guest who left his/her belongings at the hotel is requested to contact the reception desk and indicate the address to which the items can be returned at the expense of the owner.

### §11

**1.** Entering the car park means the acceptance of the Aries Hotel & SPA Zakopane Car Park Regulations available at the reception desk.

**2.** The use of the SPA services and the Wellness Zone is tantamount to accepting the relevant regulations available in these areas.

### **§12**

1. Aries Hotel & SPA accepts stay with a dog. In case of arrival with a dog, it is necessary to inform the hotel in advance about the size and breed of the dog (to the following e-mail address: [recepja@hotelaries.pl](mailto:recepja@hotelaries.pl)).
2. In case of arrival at the hotel with a cat or other pet than a dog, the hotel reserves the right to cancel the reservation without refunding the reservation fee paid. The above provision is conditioned by the hotel's proper adaptation to hosting dogs (disinfectants and anti-allergic agents).
3. Stay with a dog is a subject to the detailed provisions of the „Rules of stay with dogs in Aries Hotel & Spa Zakopane”, with which the Guest is obliged to get acquainted and comply with its provisions throughout the stay. „Rules of stay with dogs in Aries Hotel & Spa Zakopane” is available at the Hotel Reception and on the Aries Hotel & Spa website.
4. By checking in, the Guest confirms that he/she has familiarized himself/herself with these Regulations and the „Regulations of stay with dogs in Aries Hotel & Spa Zakopane”.

### **§13**

1. On the premises of Aries Hotel & SPA Zakopane, the Standards for the Protection of Minors have been implemented, as required by the provisions of the Act of July 28, 2023 on the amendment of the Act - Family and Guardianship Code and some other acts.
2. The procedure is available at the Reception Desk and on the Facility's website.

The Management of the Aries Hotel & SPA