



FLANER HOTEL REGULATION

§1 SUBJECT OF THE TERMS AND CONDITIONS

1. The Terms and Conditions define the rules of providing services, liability and stay on the premises of the Hotel and are an integral part of the contract, which is agreed upon by signing a registration card, as well as by making a reservation or paying the advance or the whole amount for staying in the Hotel. By doing so, the Guest confirms that they have read and accept the Terms and Conditions.
2. The Terms and Conditions apply to all persons staying at the Flaner Hotel premises ("Guests").
3. The Terms and Conditions are available at the Hotel reception and at Flaner Hotel webpage www.flanerhotel.com.
4. The Terms and Conditions are an integral part of the contract, the conclusion of which takes place by making a reservation, payment of an advance payment or the entire amount due for the stay at the Hotel, as well as by signing the registration card, payment for other services provided at the Hotel. By making the above-mentioned activities, the Guest confirms that he has read the Terms and Conditions and accepts their conditions.

§2 CHECK-IN AND CHECK-OUT TIME

1. A Hotel room is rented for Hotel nights.
2. Check-in time is 15:00, check-out time is 12:00 the next day.
3. If the Guest did not specify the length of stay when renting the room, it is assumed that the room was rented for one night.
4. The length of the hotel night specified in section 2 may be subject to change due to the guest's wishes.
5. The wish to extend the Hotel night i.e. an early check-in before 15:00 or a late check-out after 12:00, must be made at the stage of the booking. If such a request had not been made at the booking stage, it should be reported immediately upon arrival at the Hotel reception. The Hotel does not guarantee the possibility of extending the Hotel night free of charge.
6. For an additional fee, the guest may extend the hotel day at the rate applicable for a given day.
7. The Hotel reserves the right to refuse to extend the check in or check out time in the event of non-compliance with the Flaner Hotel Terms and Conditions and in the event that the full payment for the stay has not been settled.
8. The Hotel also reserves the right to refuse to extend the check in or check out time in the event of lack of room availability.



§3 BOOKING AND CHECKING-IN

1. The Hotel reserves the right to check in adults only (an adult is any individual who has attained 18 years of age).
2. The Guest (Main Guest and accompanying guests) renting the Hotel room is obliged to present at the time of check-in valid document with photo as a confirmation of Guest's identity, to complete and sign the registration card presented by the reception team.
3. Our property cares about the safety of all children staying in our hotel and follows the procedures for their full protection (Legal Basis: Art.22c.3). Therefore, you will be asked by the Reception personnel during checking in to provide the Minor's identity document (or other document stating the fact of your legal guardianship) and provide personal data of the Minor(s) staying with you in this property.
4. If the Guest refuses to present a valid document with a photo, the Hotel may refuse to check in the Guest.
5. Persons who are not registered at the Hotel may stay in a Hotel room from 7:00 to 22:00.
6. The guest cannot transfer the room to other people, even if the period for which he paid the fee has not expired.
7. The Hotel may refuse to check in the Guest who during the previous stay has grossly violated the Terms and Conditions, in particular by causing damage to Hotel property or property of Guests, damage to the Guest, Hotel employees or other people staying in the Hotel.
8. The Hotel may refuse to check in the Guest who, in the opinion of the Hotel team threatens the safety, health, life, image of other Guests, employees and the Hotel (the brand).
9. In order to extend or shorten the Guest's stay (specified in Guest's reservation) the Guest is obliged to report a change to the third party by which the reservation was made.
10. If the reservation was made directly at the Hotel, the request to extend or shorten the stay outside the period specified in the reservation should be reported:
 - prior to arrival: in a written form sent to the email address of the Flaner Hotel, in which the Guest made the reservation (information regarding the extension or shortening the stay should include the Guest's full name, date of arrival / departure and reservation number),
 - upon arrival at the Hotel at Hotel reception.
11. The Hotel reserves the right to refuse to shorten the stay indicated in the Guest's reservation if the Guest's booking was a non-refundable offer, or if the request to shorten the stay was made when



changes to the reservation were not possible due to cancellation conditions included in Guest's booking confirmation.

12. If the reservation is not cancelled in accordance with cancellation conditions or in the event the Guest does not arrive at the Hotel, the Hotel will charge the first night fee. In case the Guest booked non-refundable offer the Hotel will charge the whole reservation fee. Therefore, the hotel reserves the right to collect and debit the Guest's account with a payment equivalent to the entire booked stay of the Guest who did not show up, with an indication that the Guest made the reservation, which states that it is not possible to cancel the reservation without incurring costs, therefore, the Hotel will charge the Guest for the entire booked stay.
13. In case of cancellation request during the Guest's stay, the Hotel will not refund for the Hotel day, that started.
14. The Hotel reserves the right to collect a deposit equal to the amount due for the entire stay plus 500,00 PLN upon check-in to protect against possible damage.
15. The deposit is made by pre-authorizing the guest's card, in exceptional situations, the deposit is accepted in cash, but it is noted that if the deposit is made in cash, it is used only if there is a need to settle the potential fee for using the mini bar. A guest who makes a deposit in cash must pay for each service separately, i.e. it is not possible to open an account to use the restaurant, bar, etc.
15. The collected cash deposit will be returned and the pre-authorization on the Guest's credit card will be released on the day of Guest's check-out after the Hotel employee has checked the room.
16. In the event of opening the Hotel credit for food and beverage services the fiscal receipt will be issued at latest during check out once the payment is collected.
17. In order to receive the invoice, the Guest should inform the reception about this fact at the latest at check-out. Information submitted after this time will cause the bill (not the invoice) to be issued in the name and surname of the Guest.

§4 SERVICES AND ADDITIONAL SERVICES

1. The Hotel provides services in accordance with its category and standard. In case of any objections regarding the quality of services, the Guest is asked to report them immediately at the reception, which will allow the Hotel team to react immediately.
2. The Hotel is obliged to provide Guests with:
 - services in accordance with the category and standard of the Hotel,
 - security of stay, including security of the Guest's personal data,
 - professional and courteous service in the scope of all services provided in the Hotel,
 - cleaning the room and performing necessary repairs of the devices during the Guest's absence, or Guest's presence - only when they wish to have it carried out,



- technically efficient room; in the event of any defects, the Hotel will first try to remove them; If the defect cannot be removed, the Hotel will make every effort to change the room or to compensate the inconvenience.
3. Additionally, upon the Guest's request, the Hotel provides the following services free of charge:
 - providing with information related to the stay and the journey,
 - waking up call at a specified time,
 - storing 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 items that do not have the characteristics of personal luggage), unless the mandatory provisions of law preclude this,
 - ordering a taxi,
 - WiFi access at the Hotel area.
 4. For children aged 0-3 years - the breakfast is complimentary. For children aged 3-7 years breakfast fee is PLN 49 For children above 7 years old – breakfast fee is PLN 99
 5. Children aged over 6 years old if they sleep on the same bed there is no need to paid for an extra bed. If there is a request for an extra bed for a child, the cost of the extra bed is PLN 150 per day. Upon request by the guest, the hotel may also provide a free travel cot for children up to 2 years of age.
 6. If it is consistent with the room standard, it is considered possible to add more than one extra bed, provided that an additional fee of PLN 150 must be paid for each day.
 7. The Hotel can verify the age of a child staying with a guardian at the Hotel by asking to show the child's identity document. The Hotel is entitled to verify the child's age if there is any doubt as to his or her age in a situation, where the child's age is important for his or her rights at the Hotel.
 8. Guests can use the guarded parking lot for an additional fee of PLN 130/car/day.
 9. The Hotel does not make reservations for parking spaces.
 10. Using the gym services is possible after reading Gym Zone Regulations available in short version directly at the gym, in full printed version at the reception desk of the Hotel. Entering the gym area automatically means accepting the above regulations.

§5 GUESTS' RESPONSIBILITY

1. Minors should be under constant supervision of their legal guardians while staying at the Hotel premises.
2. Children under 12 years of age should be under the constant supervision of their legal guardians.
3. Legal guardians are financially liable for any damage to Hotel's facilities and technical devices done by a minor over whom they are obliged to provide guardianship.
4. Minors cannot check-in without the presence and confirmed registration of an adult - legal guardian.



5. Minors may stay only under the care of a legal guardian - also in a hotel room - it is not allowed to leave minors unattended.
6. For any damage to items of equipment and technical devices of the Hotel that occurred as a result of incorrect actions, including random events, resulting from the actions of persons who are minors, all financial liability for the resulting damages shall be borne by the legal guardians of minors in the above-mentioned scope. who are obliged to provide reliable care.
7. In the event of damage or destruction of equipment and technical devices located on the premises of the hotel - the hotel, the hotel guest is obliged to compensate for the damage in the form of full material liability, with the indication that the above-mentioned damage was caused as a result of incorrect actions - the fault of the hotel guest or the fault of people visiting him.
8. The Hotel reserves the right to charge the Guest's credit card after their departure for any damage caused, or in case the Guest has not paid for accommodation or other services.
9. In case of violation of the Terms and Conditions, the Hotel has the right to refuse to provide services to the person who violates them.
10. For safety reasons, each time the Guest leaves their room, they should close the taps, close the door and the windows.
11. Due to safety reasons, it is forbidden to use in the Hotel rooms heaters, candles and other similar devices that do not constitute room equipment.
12. The guest is obliged to check whether he has closed the room door every time he leaves the room.
13. In the event of a situation in which the Guest does not pay the amount due on time or does not settle the amount due for the use of the service - stay or other services provided by the Hotel, the Hotel has the right to make claims under applicable statutory law. pledge on items brought by the Guest to the Hotel.

§6 HOTEL'S RESPONSIBILITY

1. The Hotel is liable for loss or damage of items brought by Guests using its services to the extent specified by the provisions of the Civil Code.
2. The Guest should put all valuables, important documents, money and other items of considerable value in the hotel room safe.
3. In the event of damage, the Guest should notify the reception team about the damage immediately after they have noticed it.
4. The Hotel reserves the right to refuse to place in Hotel safe boxes the items of high value, substantial sums of money, objects threatening security and bulky objects, which cannot be placed in the holding space.



5. For damage or loss of a car or other vehicle owned by the Guest or items left by him in the hotel parking lot or outside the Hotel, the Hotel remains excluded from liability in this respect. Live animals are also subject to the above-described exclusion of liability by the Hotel.

§7 LIABILITY OF THE HOTEL

1. Hotel is not liable for non-performance or improper performance of obligations arising from the Regulations caused by circumstances beyond the Hotel control despite exercising due diligence.
2. Hotel is not liable for any damage resulting from the suspension or cessation of the provision of Services by the Hotel.
3. Hotel is also not liable for any damages, including lost profits, incurred as a result of Guests using the Services in a manner inconsistent with the Regulations or legal provisions.
4. Limitations of liability do not apply to the Guest who is a consumer within the meaning of Art. 22[1] of the Civil Code.

§8 RETURN OF ITEMS LEFT IN THE HOTEL

1. Items of personal use, left in the Hotel room by the Guest who has already checked out, will be sent to the address indicated by the Guest, at their cost.
2. In accordance with the Civil Code, if the Guest does not leave instructions to send back the items left in the Hotel, the Hotel will store the items at the owner's expense for three months. After that period these items will become destroyed.
3. If it is not possible to call the Guest to pick up the item found in the Hotel within 3 months from the day it was found, the item will be destroyed.
4. Compensation for damages resulting from loss of items brought into the Hotel shall expire one year from the date of cessation of using the Hotel services by the Guest.
5. The Hotel does not store food or medicine or any other items that might be easily broken or products with short best before date.

§9 COMPLAINTS

1. Guests have the right to submit complaints in the event of noticing substandard quality of services provided.
2. All complaints are accepted by the Hotel reception team.
3. The complaint should be reported immediately after having noticing the substandard quality of provided services.

§10 CANCELLATION OF THE HOTEL RESERVATION



1. Cancellation of the reservation made by the Guest should be made in the same way in which it was made.
2. Cancellation of a hotel reservation is possible no later than one day before the declared start date of the booked stay until 4:00 p.m., unless the terms of a given offer provide otherwise
3. In the event of resignation after the deadline referred to in section 2 or the Guest's failure to show up at the hotel on the declared start date of the booked stay, the Guest will be obliged to pay the reservation fee, unless the reservation was made as part of an offer whose regulations provide otherwise.
4. The reservation fee is the amount due for the first unused hotel day of all rooms booked by the Guest, unless the terms of a given offer provide otherwise. In the case of a reservation made under non-refundable offers (e.g. HOT DEAL), the reservation fee is the amount due for all unused hotel days of all rooms booked by the Guest
5. In the event of a correctly made cancellation, the Service Provider will immediately, no later than within 14 days from the date of cancellation, refund the payment made by the Guest after deducting the reservation fee, if so stipulated in the terms of the offer on the basis of which the reservation was made.

§11 RESTAURANTS, BARS, CAFES, ROOM SERVICE

1. On the premises of the catering facilities that are part of the Hotel (the "Catering Facilities"), it is strictly forbidden to:
 - enter and stay in bathrobes, pajamas and bathing suits,
 - consume your own food and drinks (except water),
 - take food and drinks from breakfasts from the restaurants.
2. The Hotel does not sell an alcohol to minors and Guests who are under the influence of alcohol or drugs.
3. In order to receive an invoice at the Catering Facilities, the Guest should inform the staff of the Catering Premises about this fact before issuing the receipt.
4. Entering the Catering Facilities premises automatically means acceptance of these regulations.

§12 PETS

1. The Hotel accepts the presence of dogs and cats of small breeds, not included in the list of breeds considered aggressive, up to 12 kg ("Animal" or "Animals") on the premises of the Hotel. Pets are allowed in the hotel for a fee of PLN 100/day per pet. The Owner of the Pet is obliged to keep it in such a way that it does not constitute a threat or nuisance to other Guests and Hotel staff.



2. The Pets staying on the premises of the Hotel in all public areas, except the Hotel room, must be kept on a leash or possibly carried in a special carrier. The same rules apply to all external areas belonging to the Hotel, such as gardens, terraces or patios. The Pets are not allowed to move freely in any common part of the Hotel.
3. For people arriving with a pet, the Hotel provides a bowl and a dog bed free of charge
4. Due to the safety of the staff and the Hotel Guests, the Guests traveling with the Pets are required to inform the Hotel staff about this fact at the booking stage. If this information is not provided at the booking stage, please inform the Hotel reception upon check-in. After checking in, the guest will receive a door tag informing about the Pet's stay in the room. The guest is obliged to hang it on the door handle of the room, facing the corridor.
5. The Guest traveling with the Pet is obliged to leave his / her telephone number at the reception desk when checking in, in case the Guest needs to be contacted by the Hotel staff in a situation where the Pet left at the Hotel in the Guest's absence causes nuisance or threatens the safety of himself or others.
6. The Guest is obliged to remove any dirt left by the Pet on the premises of the Hotel.
7. If, due to the presence of the Pet at the Hotel, it is necessary to additionally clean the room or other Hotel rooms and spaces, the Guest is obliged to cover the costs of such cleaning.
8. The Guest traveling with the Pets bears full financial responsibility for any damage caused by the accompanying Pets.
9. The Hotel reserves the right to refuse check-in or shorten the stay - check-out of the Guest traveling with the Pet, if the presence of the Pet may violate or violates the safety of the staff or the Hotel Guests, or if the presence of the Pet significantly affects the comfort of the stay of other Guests.
10. The rules regarding the presence of the Pets in the Catering Facilities:
 - Dog size: The Hotel does not explicitly use such a criterion in assessing the possibility of dogs staying in the Catering Facilities. However, if a given dog, due to its size, raises doubts by the Hotel staff as to whether it should be admitted to the restaurant, they will suggest an alternative place for the Guest, away from the main restaurant / bar room.
 - The Pets are present only at the Guest's table and on the floor: it is the Guest's responsibility to make sure that the Pet is only close to the table occupied by the Guest. Additionally, the Pets are only allowed to occupy a place on the floor / ground and are not allowed on chairs, sofas or any furniture.
 - Water bowl: each Pet staying in the Catering Facilities (inside or outside the Hotel) receives a bowl of water. Bringing a bowl of water takes place after consultation with the owner of the



Pet.

- Food serving zones (buffets): in a situation where at a given moment there are zones in which food is displayed in the Restaurant (buffets, coffee breaks, etc.), the Pets' owners are obliged not to bring their Pets into these parts of the Catering Facilities and leave their Pets at the designated table.
- The assistance dogs: the law requires special treatment of blind people and assistance dogs. Accordingly, this type of dog is treated exceptionally and may have access to any parts of the Catering Facilities that the Guest himself normally has access to, e.g. it does not apply only to the serving zones.

§13 ADDITIONAL PROVISIONS

1. The Hotel, its immediate surroundings and all Hotel's facilities are completely non-smoking. The use of in particular: tobacco, innovative tobacco products (tobacco heaters), electronic cigarettes vaporizers and other smoking devices in the Hotel is not allowed. Smoking is allowed only at the designated areas outside the Hotel. Non-compliance with the provision referred to in the previous sentence, will result in receiving a fine of PLN 1000, to which the Guest agrees.
2. In case smoking results in the intervention of the fire brigade, the Hotel will impose a penalty on the Guest related to covering the costs of the intervention of the fire brigade, to which the Guest agrees. The amount of the fine will depend on the amount imposed by the Fire Department
3. It is forbidden to store dangerous items in Hotel rooms, such as weapons and ammunition, flammable, explosive and illumination materials.
4. It is forbidden to carry out personal selling on the premises of the Hotel.
5. The Guests should respect the night hours in the Hotel between 22:00 - 06:00.
6. It is forbidden to make excessive noise on the Hotel premises, cause unpleasant odors or do other things that disturb, harm or irritate other Guests of the Hotel.
7. The staff reserves the right to refuse entry to the hotel to persons not using the services provided by the facility without giving any reason.
8. Using the Hotel space to make photos or recordings, among others, for commercial or promotional purposes, requires the prior written consent of the Hotel and payment of remuneration.



9. The Guests are not allowed to make any changes to the Hotel rooms and common spaces and their equipment, except for a slight rearrangement of furniture and equipment, that does not affect their functionality and safety of use.
10. Issues related to processing and protection of personal data are regulated in detail in the privacy policy available at the reception desk and at the hotel webpage: www.flanerhotel.com.
11. Common spaces together with the Hotel entrances and car park entrances are subject to video surveillance. Only the image (without sound) is recorded and saved. Video monitoring data may be shared only with entities cooperating in the field of ensuring the safety of persons and property and entities authorized under the provisions of law. Data recorded by monitoring cameras are stored for a period not exceeding 30 days from the date of recording, after this date the data is automatically overwritten.
12. Monitoring is carried out in order to ensure the safety of persons and property located on the premises of the Hotel - based on the legitimate interests pursued by the administrator (Article 6 (1) (f) of the GDPR). Detailed information on monitoring and the rights in this regard is available at the Hotel reception.
13. All comments regarding privacy policy should be sent via e-mail to: iod@flanerhotel.com or in writing to: Hotel Flaner, ul. Krakowskie Przedmieście 4, 00-333 Warsaw.
14. Persons violating the rules of these regulations will be obliged to immediately leave the facility and pay for the services used.

§14 FINAL PROVISIONS

1. Regulations may be changed. The Guest will be informed about any changes via information on the Hotel website. The date of entry into force of the changes will not be shorter than 14 days from the date of their announcement.
2. Resolving any disputes arising between the Hotel and a Guest who is not a consumer within the meaning of Art. 22[1] of the Civil Code, shall be submitted to the court having jurisdiction over the seat of the Hotel.