



REGULAMIN HOTELOWY

Blue hotel

Blue Hotel management and Staff will highly appreciate your collaboration in abiding by these rules and regulations, whose aim is to ensure peaceful and safe stay for our Guests.

1. Hotel Room are rented for hotel days. A hotel day starts at 2.00 p.m. on the day of arrival and ends at 10.00 a.m. of the following day. If the guest has failed to indicate the period of the stay when booking the room, it will be assumed that the room has been rented for one hotel day.
2. The request for extension of the stay beyond the period indicated in the booking should be submitted by the Guest at the latest by 9:00 a.m. on check out day, as set out in the booking. The Property may take the Guest's request into account depending on the availability of room.
3. The hotel renders services in accordance with its category and standard. Guests are requested to submit any complaints regarding the quality of services at the reception desk as soon as possible, thus allowing for the hotel's immediate reaction.
4. The hotel is obliged to ensure:
 - Conditions for full and undisturbed rest of the guest
 - Safety of stay and privacy
 - Professional and polite services
 - Cleaning the room and performing necessary repairs of equipment during the quest's absence or in their presence is so requested by the guest
 - In case of any defects which could not be repaired, the hotel shall make every effort to, where possible, change the room or in any other way redress the inconvenience
5. At the quest's request, the hotel renders the following free-of-charge services:
 - Information concerning the quest's stay and Ravel
 - Wake-up call at a time specified
 - storage of luggage
6. the guest should notify the hotel's reception desk immediately upon noticing any damage.

7. The responsibility for property loss or damage to valuables, money, securities, objects having scientific or artistic value is limited, if these objects have not been deposited at the reception.
8. the Hotel is not liable for any damage or loss of a car or other vehicle belonging to the Guest were parked in the free parking.
9. due to fire regulations, vehicles parked in forbidden places, hotel will have the vehicle towed at the owner's expense.
10. the hotel guest bears financial liability for damaging or destroying the hotel's equipment and technical devices due to their fault.
11. The Guest and persons accompanying him staying at the Hotel take full responsibility for any damage.
12. When leaving the room , guest are expected to check whether the door is properly locked. During the check out guest should leave room card in reception. Loss or destroy of a room card is subject to an extra charge of PLN 50.00.
13. The hotel guest cannot hand over a room to third persons, even if the period for which the guest paid has not yet expired.
14. Persons who are not checked in the Hotel may stay in a Hotel room from 9:00 a.m. till 9:00 p.m.
15. The quiet hours are in force at the Hotel between 22:00 p.m. and 7:00 a.m.
16. The Hotel is a non-smoking facility. Please note that guests found to be smoking in the room will be charged for a cleaning fee of 500 PLN per day.
17. Room heaters, electric irons and another similar devices which are not a part of the hotel room equipment are not allowed to be used inside to the rooms due to the fire safety.
18. The hotel may refuse to accept the guests who grossly violated the Hotel Rules and Regulations during the last stay by damaging the hotel's or quest's property or by inflicting damage on other guests, hotel employees or other persons staying in the Hotel or in other way violated the stay of other guests or the functioning of the hotel.
19. the hotel can cancel accommodation to the guest who violates hotel rules and the law
20. Personal belongings left in the hotel room by the departing Guest will be sent to the address indicated by the Guest at their expense. If the Guest does not receive an instruction to send back the items left behind, the Hotel will store the above items for a period of one month.
21. if hotel guest would like to use additional services , please contact reception.
22. Hotel is monitored 24 hours. The basis for the processing of personal data collected by the video surveillance system is the legitimate interest of the Administrator.
23. The basis for the Guest's check-in is to show the Receptionist a photo ID
24. Due to the changing regulations regarding the COVID-19 pandemic, the Hotel reserves the right to change each point of the regulations comply with the applicable COVID-19 regulations.

In the event of a change to the Hotel Regulations, this change does not apply to the Guest who previously made the reservation.

You can find Hotel Regulation on our website

www.autoportcalisia.pl

Have a nice stay !