

Terms and Conditions of the Hotel Wellness ProVita

§ 1 Area of applicability

1. Terms and conditions apply to all persons staying at the Hotel Wellness ProVita in Kolobrzeg, 17 Kościuszki Street.
2. Terms and conditions define the rules for providing hotel services, govern the behavior of the guest and other rights and obligations of the hotel and the guest.
3. Terms and conditions are available for inspection at the main hotel reception, hotel information booklet in the room and the hotel website www.hotelprovita.pl
4. By proceeding with the reservation, paying for the stay or signing a registration card the hotel guest agrees and acknowledges that their stay shall be subject to the hotel standard terms and conditions of stay.

§ 2 Accommodation

1. The room is rented for overnight stay. Check- in time from 4 p.m. ; check-out before 12 noon the next day.
2. If the guest does not specify otherwise, it is assumed that the room is rented for one overnight stay.
3. The room cannot be transferred or resell (in whole or in part) to third parties.
4. Requests for extend stay should be made at the hotel reception before 10 a.m. on the day of departure. The hotel will consider the request only if rooms are available.
5. Extension of stay after the check-out time (12:00) and until 7 p.m. will be charged 50% of room rate. Guests checking out late after 1 p.m. may be charged for another night.

§ 3 Hotel Services

1. Hotel provides regular services based on its category and standards.
2. Hotel provides the following services free of charge: information related to the guest's stay and travel, wake-up service, storing valuables in the main reception safe, providing luggage storage for the hotel guest.
3. Should the guest require any assistance, they must contact the main reception (tel. 100) or Guest Relationship Manager

§ 4 Booking and Registration

1. The hotel guest must present photo ID and sign a registration card at check-in.
2. The hotel has the right to pre-authorize a credit card or request a cash deposit at check-in to the amount due for the entire stay.
3. In order for the reservation to become a guaranteed booking, advance payment of 50% is required before the deadline specified by the hotel.
4. In case of booking cancellation or modification after the check-in or in case of no-show, the payment will not be refunded.
5. The hotel holds the right to refuse any guest if they have violated the hotel terms and conditions on a previous visit.
6. The hotel may refuse any guest entry to the premises if they are under the influence of alcohol, narcotics or showing any signs of verbal or physical aggression.

§ 5 Hotel Responsibility

1. The hotel is responsible for any loss or damage to the guest belongings under provisions of the Civil Code.
2. The hotel is only responsible for items that have been placed in the reception depository for safekeeping.
3. The hotel reserves the right to refuse to accept for safekeeping items of high value, large sums of money, dangerous objects and objects too bulky to be placed in the hotel safety deposit.
4. The hotel is not responsible for any damage or loss of a car or any other vehicle parked outside the hotel; or in case of a vehicle parked in the hotel parking any damage or loss of a vehicle content.

§ 6 Guest Behaviour

1. Children aged 12 and below should be supervised and accompanied by an adult in all hotel premises at all times. Parents or legal guardians are responsible for damages caused by their children.
2. The behavior of guest should not restrict or disturb other hotel guests and the hotel staff. The hotel reserves the rights to refuse accommodation or services to a guest who violates these terms.
3. In case of any damage to the hotel property, the guest must immediately notify the hotel reception (tel. 100).
4. The guest will be held responsible for any deliberate or negligent loss or damage to the hotel property caused by themselves or their visitors. The hotel reserves the right to make a charge to the guest credit / debit card even after the guest has departed.

§ 7 Rooms

1. All guests are obliged to obey the silent hours from 10:00 pm to 7:00 am.
2. All rooms have fully stocked mini bars (price list available in the room) Any items taken from a mini bar will be added to the final bill. Bottles of mineral water available outside the mini bar are complimentary.
3. It is not allowed to store any explosives, weapons, inflammable materials or other dangerous chemicals in to the hotel room.
4. Due to fire safety, the use of devices not included in the room equipment is strictly prohibited This regulation does not apply to electrical appliances used for personal use (shaver, hair dryer, etc.) and portable electronics (mobile phones, tablets, laptops, etc.) which meet the applicable standards.
5. Any change to the room layout should be arranged with the hotel staff.
6. The hotel guest is prohibited from taking hotel equipment or fixtures out of the hotel.
7. Visitors are not permitted in the guest room after 10.00 p.m.
8. In case of extended visit (after 10.00 pm) the guest will be charged extra for the room according to the price list.

§ 8 Lost/ Found items

1. Personal belongings left in the room by a leaving guest will be sent to the address indicated by the guest at their expense.
2. Items left behind by a leaving guest will be kept for collection by their owner up to 60 days. After that time, unclaimed items will be disposed by the hotel as seen fit. Food items will be kept for up to 24 hours.

§ 9 Complaints

1. If the guest has a complaint concerning any aspect of the services provided by the hotel then it is the duty of the guest to inform the hotel immediately, or as soon as is reasonably practical and in any event before the termination of the stay.

2. All complaints in writing should be sent to the hotel reception.
3. All issues will be dealt with immediately. In case of a dispute it shall be resolved in accordance with the laws of Civil Code.

§ 10 Additional Provisions

1. The hotel is strictly no smoking. Smoking is allowed in designated area only.
2. If the hotel guest smokes inside the hotel room, a 500 pln cleaning fee will be added to the final bill.
3. The hotel does not allow animals, with the exception of guide dogs accompanying people with disabilities.
4. All itinerant vendors, traders or other persons who sell goods are not allowed in the hotel.
5. In order to process reservations, the hotel must handle and store the guest name, email or other contact information and in case of confirmation the guest credit card details. By contacting the hotel to make a reservation, it is assumed that the guest gives their consent to store their name and contact address on the hotel papers and electronic registers in accordance with the Law of 29.10.1997 on Personal Data Protection. (Journal of Laws No. 133 of 1997 Item 883 as amended). The guest has the right to inspect their personal data and to correct them.