

RULES BINDING IN SKORUSA GUESTHOUSE

valid since the 1st of September, 2022

You are kindly asked to read the rules in force in our facility, contained in the following regulations.

We will be very grateful if you follow them. This will ensure a peaceful stay and nice atmosphere, and it will also facilitate our cooperation and allow to avoid possible inconvenient situations.

§ 1 GENERAL INFORMATION

1. SKORUSA GUESTHOUSE (hereinafter referred to as the "Facility") operates in the field of accommodation services.
2. Guests of the Facility undertake to comply with the provisions of these regulations, fire regulations, and follow requests and instructions regarding the safety of stay expressed by the managers of the Facility.
3. The regulations apply to all guests staying on the premises of the Facility. The use of the Facility services is equal with accepting its regulations.
4. The regulations are available on the website, on the information board in the Facility as well as in every room in a shortened version.
5. The regulations define the subject of the provision of services, staying on the premises of the Facility and liability rules.
6. The regulations are part of the contract, which is concluded by making a reservation, advance payment or the entire amount of the stay. By doing the listed activities, the guest confirms that they have read the regulations and accepted their provisions.
7. Guests are required to comply with epidemiological regulations in accordance with current guidelines.

§ 2 USE OF THE FACILITY SERVICES

1. The conduct of guests and people using the Facility services should not disturb peaceful stay of other guests. The facility may refuse to provide further services to a person who violates this rule.
2. Guests are required to keep the room in the same condition as on the day of the arrival and use devices and equipment located in the rooms and in the Facility in accordance with their intended purpose. It is forbidden to take items which constitute a part of the equipment out of the Facility.
3. The number of people resting in a given room or facility may not exceed the number determined during the booking, unless people managing the Facility during the stay agree to it. Otherwise, the managers have the right to request an additional fee for any additional person or terminate the contract without the obligation to return the payment or deposit.
4. It is not allowed to conduct customer acquisition and door-to-door sales on the premises of the Facility.

§ 3 HOTEL DAY

1. Rooms in the Facility are rented for **days/24 hours**.
2. The hotel day starts at 3 p.m. and ends at 10 **a.m./pm?** the next day.
3. If the guest did not specify the length of stay when renting a room, it is assumed that the room was rented for one night.

§ 4 CURFEW

1. Curfew in the Facility applies from 10 p.m. till 6 a.m. the next day.
2. Guests are entitled to use the Facility only for residential purposes: it is not permitted to organize events in the Facility.
3. During the curfew, guests are required to behave quietly in order not to disturb the peace of other guests.

4. If, as a result of disturbing the curfew in the Facility by the guest, there is a justified police intervention, the Facility has the right to terminate the contract immediately.

§ 5 STAY AND CHECK-IN FEE

1. The local tax is not included in the price of accommodation.
2. The use of the Facility is possible after paying for the stay in accordance with the current price list or the presented offer, and further check-in at the Facility.
3. In order to check-in, the guest must present an identity document with a photo. Guests' personal data is stored and processed in accordance with the regulations of GDPR by the authorized personnel. Detailed information on this can be found in the procedure for the protection of personal data, constituting an attachment to this Rules and Regulations.
4. The Facility may refuse to accept a guest who:
 - a) during the previous stay grossly violated the regulations, or otherwise disturbed the peaceful stay of guests or the functioning of the Facility,
 - b) is under the influence of alcohol or other drugs,
 - c) behaves aggressively or poses a threat to other guests and the personnel.

§ 6 BOOKING

1. Booking can be done via e-mail or telephone reservations, as well as via websites. The guest receives feedback to the e-mail address provided along with a bank account for advance payment.
2. Confirmation of the reservation requires an advance payment in the due amount for the first night. The booking confirmation is sent to the guest upon booking payments.
3. Refund of the advance payment is possible only if the booking is cancelled by the guest at least 7 days before the date of arrival. In the case of reservation cancellation performed by the Facility, the advance payment is returned in full.
4. In the case of making reservations in the Facility via internet websites, the rules of booking and its cancellation, as well as payment terms, will be specified in the offer.

§ 7 CHANGES DURING THE STAY

1. The facility takes into account wishes to extend the stay as long as it is possible.
2. In the event of guest's resignation from the stay during the hotel day or its shortening by the guest, the amount paid for the stay will not be refunded.
3. The guest cannot transfer the room to third parties.

§ 8 CHILDREN

1. Children are welcome in our facility. Parents are obliged to exercise permanent care for their children in order to ensure their safety and comfort of stay of other guests.
2. Children up to 3 years of age stay free of charge if they sleep in bed with their parents. There is a possibility to add an additional travel cot for children, provided in the advance booking and available at a given date, as well as settling the fee in accordance with the price list.

§ 9 VISITORS

People who are not registered in the facility may stay in the room from 8 a.m. till 10 p.m.

§ 10 SAFETY RULES

1. Guests should lock the door each time they leave the room.

2. Due to the requirements of fire protection and general safety inside the building, it is forbidden to use any electrical devices in the rooms that do not constitute the permanent equipment of the room or are not available by the Facility, except for: chargers and power supplies for TV and computer devices, hair dryers, shavers, e.t.c.
3. Dangerous objects, like weapons and ammunition, flammable and explosive materials, etc. cannot be stored on the premises of the Facility,
4. Due to fire safety regulations, on the premises of the Facility it is forbidden to use of open flames, e.g. candles. The use of the fireplace is allowed under the compliance with the regulations.
5. For security reasons, the guest who leaves the room should turn it off each time taps, remove all chargers and electrical devices which do not constitute the permanent equipment of the room from the sockets, and check that all the doors and windows are closed.

§ 11 KEYS

1. Guests are obliged to keep the key to the room and the building with due diligence.
2. In the case of its loss, guests will be charged with the cost of replacing the lock.
3. When checking out of the Facility, the key to the room door, after closing it, is required to be left with the personnel of the Facility or in an indicated place.

§ 12 OTHER ATTRACTIONS

1. People staying at the Facility use all the attractions and amenities at their own responsibility.
2. Ski equipment, ski boots, sledges, etc. should be left in the place where they are stored for this purpose and may not be brought into the rooms without a proper protection. Users of a barbecue or hut with a hearth (subject to their availability) are obliged to leave them clean after grilling or smoking. Charcoal and briquettes are organized by guests on their own. There exists the possibility to buy wood for the hearth from the people managing the Facility.
3. Children in the playground and in public areas may remain only under the supervision of parents or guardians.
4. The use of the common kitchen, living room, ski room, bicycle room, playground, etc. is covered by separate regulations constituting attachments to these regulations, which are available in the Facility, as well as on the Facility website. Guests are required to familiarize themselves with them and comply with them.

§ 13 CAR PARK

1. Guests can use the unguarded car park at the Facility free of charge.
2. Guests are required to exercise extreme caution when moving around vehicles within the car park and the entire area belonging to the Facility.
3. The facility is not responsible for damage and loss of a car or another vehicle left by the guest in the car park as well as for the property contained therein.

§ 14 TERMINATION OF THE AGREEMENT

1. If the guest violates the peace, he/she does not comply with generally applicable standards of social coexistence with a view to ensuring a peaceful stay of the other guests, the Facility reserves the right to terminate the contract with them for stay immediately.
2. In the case of the above, the guest is obliged to immediately leave the Facility and the amount paid by him for the stay will not be returned.
3. If the guest violates the provisions of the regulations, the Facility may refuse to provide further services. The guest is obliged to comply immediately to the requests of the Facility to settle the amount due for the stay and for any damage, and to leave the Facility.

4. The facility reserves the right to refuse to accept a guest without giving a reason.

§ 16 ANIMALS

1. The presence of animals is not allowed on the premises of the Facility, subject to point 2 below.
2. In special cases, the stay of small pets is allowed on the premises of the Facility after obtaining the consent of the Facility at the booking stage and paying the fee in accordance with the price list.
3. In the case referred to in point 2 above:
 - a. Animals should have valid vaccination certificates, and the guest is responsible for the animal and any damage caused by it, and is obliged to clean up after him.
 - b. Pet owners should provide the animal on their own with places for its rest, which should be located on the floor.
 - c. Animal owners are required to maintain all security measures, so that the animal does not endanger other guests or employees of the Facility, in particular, the animal should be walked out only on a leash, and, in the case of dogs, wear a muzzle.
 - d. Full responsibility for damage caused by the animal is borne by his/her owner or the person under whose care the animal remains on the premises of the Facility.
 - e. In the event of damage to the property of the Facility or property of other guests or leaving impurities, the Facility will charge an additional fee towards bringing the accommodation facility to its original condition, which will be charged to the owner of the animal.
 - f. An animal staying on the premises of the Facility must not disturb other guests who are staying on the premises of the Facility.
 - g. In the case of repeated complaints from other guests, the Facility reserves the right to refuse further stay of the animal in the Facility.

§ 17 RESPONSIBILITY OF THE FACILITY

1. The facility is not responsible for valuables left in the rooms.
2. The facility is not responsible for damage or loss of a car or another guest's vehicle.
3. The facility is not liable for damages resulting from non-compliance by guests of the regulations and rules in force at the Facility.
4. The facility is not responsible for people who visit or accompany the guest at his invitation or request.
5. The guest should notify the owners of the damage immediately after finding it.

§ 18 RECOGNISANCE RIGHT, RETURN OF ITEMS LEFT BEHIND

1. The Facility has a statutory security deposit on items brought by the guest to the Facility in the event of delay or failure to pay for the services provided.
2. Personal belongings left in the room by the departing guest will be sent back to the address indicated by the guest at his expense. In the case of not receiving from the guest the instructions regarding the return of left items, they will be stored by the Facility at the expense of their owner for a period of three months, and after that period these items will be disposed of.

§ 19 GUEST RESPONSIBILITY

1. Guests bear full financial responsibility for any kind of damage or damage to items of equipment and technical devices caused by their fault or the fault of the visitors.
2. Lawful guardians are financially responsible for any damage caused by children.
3. The facility reserves the right to charge the guest's credit card after his/her departure

for the damage done.

4. The Guest should immediately notify the staff of the Facility about the occurrence of damage, as well as in the event of any irregularities or damage to the room, and the facility or its equipment.

§ 20 COMPLAINTS

1. The facility provides services in accordance with the standard and description on the website.
2. In the event of complaints regarding the quality of services, the guest is asked to address them immediately reporting them to the staff of the Facility, which will enable the improvement of the identified inconveniences. In the event of defects that cannot be removed, the Facility will make every effort to change rooms or otherwise alleviate the inconvenience, if possible.
3. Any complaints regarding the stay should be submitted to the managing personnel of the Facility, in writing or in a document, to the e-mail address provided on the website or transferred to people managing the Facility.
4. Complaints submitted on the day of checking out will not be considered.
5. The Facility is not responsible for any inconvenience caused for reasons beyond the Facility control, e.g. power or water cuts.

§ 21 CLEANING OF ROOMS

Cleaning of the rooms and change of bed linen (during a stay lasting longer than 7 days) takes place at the guest's request and for an additional fee.

§ 22 SEGREGATION OF WASTE

Guests are required to segregate garbage in accordance with the guidelines posted on the premises.

§ 23 MONITORING

For security reasons, video surveillance is installed outside the Facility.

§ 24 FINAL PROVISIONS

Any litigations will be resolved by the appropriate court in Zakopane.

*Thank you for abiding the above-mentioned **recommendations/regulations**. We hope you will enjoy your stay here. We wish you a pleasant holiday and invite you to visit SKORUSA GUESTHOUSE again.*