

House Rules PAŁAC GRUSZÓW

The owners of the property will be very grateful for your cooperation in complying with these rules and regulations, which are intended to ensure the peace and safety of the stay of all our guests.

1. A room is rented by the day. A hotel day lasts from 3 p.m. to 11 a.m.
2. Credit card details or prepayment for 50% of the booking value is required to guarantee the booking. Payment of the remaining booking amount no later than on the day of departure.
3. Guests may cancel their reservation at no cost at least 14 days before arrival. In this case, the prepayment will be refunded within 7 days of notification of cancellation. In case of cancellation within 14 days before arrival or no-show, the Guest will be charged the total amount of the reservation.
4. If a Guest wishes to extend his/her stay beyond the period indicated on the day of arrival, he/she should report it at the reception until 10.00 a.m. on the day on which the room rental period expires.
5. The House shall accommodate requests to extend the stay as far as possible.
6. The House is obliged to provide:
 - * conditions for the guest's full and unhindered rest
 - * security of the stay, including maintaining the secrecy of information about the guest
 - * professional and courteous service
 - * cleaning of the room and carrying out the necessary repair of the equipment during the guest's absence and in the case of the guest's presence only if he or she agrees and wishes to do so
 - * as far as possible, another room or otherwise alleviate the inconvenience if the defects occurring in the room cannot be removed.
7. At the guest's request, the House provides the following services free of charge:
 - * provision of information related to stay and travel
 - * storage of money and valuables during the guest's stay at the house
 - * storage of luggage of guests checked in at the house.
8. Pets are accepted in some rooms. Additional charges apply.
9. The guest should notify the reception of any damage as soon as it is discovered.
10. The House is not liable for loss of or damage to money, securities, valuables or objects of scientific or artistic value if these items are not deposited at the reception.
11. The House is not liable for damage or loss of a car or other vehicle belonging to the guest.
12. The House guest is materially liable for any damage or destruction of items of equipment and technical equipment of the house, caused by the guest or his/her visitors.
13. Each time leaving the room, the guest should check the locking of the door and leave the key at the reception.
14. The House guest may not transfer the room to a third party, even if the period for which they have paid the fee has not expired.
15. Persons not registered at the house, may stay in the room from 7 a.m. to 10 p.m..
16. Silence is required in the house from 10 pm to 7 am.
17. **For reasons of fire safety, the use of open flames (e.g. candles), heaters, electric irons and other similar devices not constituting house room equipment is prohibited in the rooms. SMOKING IS STRICTLY PROHIBITED THROUGHOUT THE BUILDING. The facility is directly connected to the fire brigade in Świdnica. If a fire alarm is triggered, e.g. by smoking and the fire brigade intervenes, all costs are borne by the Guest. The fee for additional cleaning of the room to remove the nicotine smell is PLN 600.**
18. If a guest under the influence of alcohol and/or intoxicants disturbs the peaceful stay of guests or the operation of the house, the guest may be removed from the house.
19. The house may refuse to accommodate a guest who, during a previous stay, has grossly violated the regulations causing damage to house property or guests or damage to the person of guests, employees or other persons staying at the house, or who has otherwise disturbed the peaceful stay of guests or the operation of the house.
20. All complaints related to the provision of services should be submitted in writing to the service provider's registered address or by e-mail to repcja@palac-gruszow.pl. A complaint should be

submitted immediately after noticing any deficiencies in the standard of services provided. A complaint submitted after the facility has been left will not be considered. A complaint should contain the following information: name, surname, address, e-mail address as well as information and description of the circumstances relating to the subject of the complaint, in particular the type and date of occurrence of the deficiency or other defect. The complaint will be considered on a priority basis within 14 working days of its receipt. Immediately after considering the complaint, the service provider will respond to the applicant in writing to the applicant's postal address or e-mail address.

21. Personal effects left by the departing guest in the house room will be returned to the address indicated by the guest. If such instructions are not received, the house will store these items for 3 months.
22. Company details / personal data administrator: Tomasz Kwaterski "Davotech", Al. Jaworowa 27b, 53-122 Wrocław/Polen, USt.-ID: PL8992215876, REGON: 93300425, rodo@palac-gruszow.pl