

Hotel Tarnovia Rules

1. In order to register renting a room at the hotel, it is necessary for the Guest to present a document with a photo confirming his identity to the Reception employee and to sign the registration card. In the event of refusal to present the Guest's identity document, the Receptionist is obliged to refuse to rent a hotel room.
2. A hotel room is rented for days. The hotel day lasts from 03.00 PM on the rental day to 11.00 AM the next day.
3. The wish to extend the stay should be reported by the Hotel Guest at the Reception Desk by 10.00 am on the day on which the room rental period expires, the hotel will take into account the wish to extend the stay as far as possible.
4. Staying in the room or leaving belongings after 11.00 AM, but no longer than 03.00 PM, without prior agreement with the Reception Desk, is treated as an arbitrary extension of the Guest's stay in the hotel room. In this case, the Reception employee will charge a half-day fee for renting a hotel room at full prices. Unauthorized extension of the Guest's stay beyond 03.00 PM results in a fee in the amount of the full hotel day, which, however, does not guarantee the possibility of further stay of the Guest in a rented or other hotel room.
5. The guest may not transfer and share the room with other people, even if the hotel day for which he has paid has not expired.
6. The Guest may only accept persons who are not registered in the hotel system in the hotel room from 07.00 AM to 10.00 PM. Staying in the Guest's room after 10.00 PM of people who are not registered at the hotel is tantamount to the Guest's consent to pay for the stay of these people according to the current price list.
7. Quiet hours are observed in the hotel from 10.00 PM to 07.00 AM the next day.
8. Parents or guardians are responsible for the safety of children during their stay.
9. The hotel guest bears full material and legal responsibility for any damage or destruction of the hotel's equipment and devices, as well as other hotel guests and clients, caused by his or her visitors' fault.
10. Due to fire safety, it is forbidden to use heaters, irons and other electrical devices in hotel rooms and other rooms that are not part of the equipment of these rooms. The above does not apply to chargers and power supplies for RTV and computer devices.
11. Smoking is prohibited on the premises of the Hotel, except for places/rooms designated for this purpose. Smoking of tobacco products in places not designated but generally available in the Hotel is subject to an additional fee of PLN 500, which will be added to the Guest's bill.
12. Smoking of tobacco products in a non-smoking room is subject to an additional fee in the amount of PLN 900, which will be added to the Guest's bill. The fee is related to refreshing the entire room. The violation of the smoking ban in a non-smoking room is evidenced by the smell of tobacco product smoke in the room. The ban on smoking also applies to the bathroom in the hotel room.

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13. Each time when leaving the room, the Guest should check the closing of the door and make sure that they are closed.
14. In case of loss of the key card, the Guest is obliged to report this fact to the reception. A fee of PLN 50 is charged for issuing a new key card or a new key.
15. The hotel's liability for loss or damage to items brought by the Guest to the hotel is governed by the provisions of art. 846-849 of the Civil Code. The guest should immediately notify the reception about the damage immediately after its discovery. The hotel's liability for the loss or damage to money, securities, valuables, or items of scientific or artistic value is limited if these items are not deposited at the reception desk. The hotel has the right to refuse to store money, securities and valuable items, in particular valuables and items of scientific or artistic value, if they threaten security or are too valuable in relation to the size or standard of the hotel or take up too much space.
16. The hotel is not responsible for damage or loss of a car or other vehicle belonging to a Guest.
17. The hotel provides services in accordance with its category and standard. In the event of reservations regarding the quality of services, the Guest is asked to immediately report them at the Reception Desk, which will enable the hotel to react appropriately.
18. Personal belongings left in the hotel room by the departing guest will be sent back at his expense to the address indicated by him. If you do not receive such an instruction, the hotel will store these items for 3 months and then donate them to charity for public use or for disposal.
19. The stay of small animals (dogs, cats) is allowed after prior arrangement with the Reception employee and payment according to the price list applicable at the Hotel.
20. In the event of a violation of the provisions of these regulations, the Hotel may refuse to continue providing services to the person who violates them. Such a person is obliged to immediately comply with the Hotel's requests, settle the amount due for previous services and pay for any damage and destruction, if any, and for leaving the premises of the Hotel.
21. The hotel may refuse to accept a guest who grossly violated the hotel regulations during the previous stay, causing damage to hotel property or the property of other hotel guests and its clients, or contributed to personal injury to other guests, hotel employees or other persons staying at the hotel or its clients, or otherwise disturbed the peace of the Hotel.
22. Guests have the right to lodge a complaint if they notice any shortcomings in the quality of the services provided. The reception accepts all complaints.

Management Board of Hotel Tarnovia S.A.