

BEST4REST HOSTEL RULES AND REGULATIONS

1. General Provisions

- 1.1. These regulations establish the rules for staying in hostels managed by Dzeta Sp. z o.o.
- 1.2. Payment for hostel services constitutes full and unconditional acceptance of these Regulations by the Guest.
- 1.3. The hostel provides short-term accommodation services, which do not constitute a residential tenancy agreement.
- 1.4. The management reserves the right to terminate a Guest's stay without a refund in the event of a violation of these Regulations.

2. Booking and Cancellation

- 2.1. Individual bookings do not require prepayment.
- 2.2. For group bookings, prepayment terms are agreed upon individually by phone.
- 2.3. A booking may be canceled if:
 - The Guest fails to arrive for check-in at the scheduled time,
 - The Guest does not notify the hostel of a delay and remains unreachable,
 - The Guest arrives in a state of alcohol or drug intoxication.

3. Check-in and Registration

- 3.1. Check-in is carried out exclusively with the Guest's personal presence at the reception desk.
- 3.2. Upon check-in, the Guest must provide one of the following documents:
 - Polish national ID (dowód osobisty) or driver's license (for Polish citizens),
 - ID card (for citizens of Schengen Area countries),
 - Passport,
 - Residence card (karta pobytu),
 - mObywatel application.
- 3.3. Management reserves the right to refuse check-in if no valid identification document is provided.
- 3.4. Management reserves the right to refuse check-in to persons:
 - In a state of alcohol or drug intoxication,
 - Behaving aggressively,

- Disturbing public order.
- 3.5. Personal data of Guests are processed in accordance with GDPR (RODO) exclusively for the purposes of providing services and fulfilling legal requirements.
- 3.6. Persons under 16 years of age are admitted only when accompanied by a legal guardian.
- 3.7. Independent check-in is permitted from the age of 16 with written consent from a guardian.

4. Check-in and Check-out Times

- 4.1. Standard check-in time: 14:00–22:00 (may vary depending on the specific location).
- 4.2. Check-out is by 11:00.
- 4.3. Late check-in is possible only by prior arrangement and may incur an additional fee.

5. Payment and Refunds

- 5.1. The following payment methods are accepted:

- Bank card,
- BLIK,
- Cash.

5.2. A VAT invoice can be issued upon request made before payment and the issuance of a receipt.

5.3. Once payment is made, refunds are not provided.

5.4. In the event of eviction for violating the rules, no refund will be issued.

6. Accommodation in Shared Rooms

- 6.1. Bed space is provided without assigning a specific bed.
- 6.2. Management reserves the right to relocate a Guest to a similar space for technical or organizational reasons.
- 6.3. The Guest is obliged to follow the rules of communal living and not interfere with the accommodation of other guests.

7. Rules of Stay

- 7.1. The Guest is obliged to maintain cleanliness, order, and observe the rules of communal living.
- 7.2. It is prohibited to:

- Play loud music or create noise that disturbs other guests,
- Prepare food in living rooms,
- Use personal heating appliances (kettles, hot plates, heaters, multicookers, etc.),
- Violate the quiet hours from 22:00 to 07:00.

7.3. In the event of systematic violations, management reserves the right to evict the Guest without a refund.

7.4. Pets are not allowed.

8. Alcohol, Smoking, and Prohibited Substances

8.1. On the hostel premises, it is prohibited to:

- Consume alcohol in rooms or common areas,
- Be in a state of alcohol intoxication,
- Bring alcohol onto the premises,
- Store or use narcotic substances.

8.2. Smoking is prohibited in all areas except for specially designated zones.

8.3. In case of violation, management reserves the right to call the police and terminate the stay without a refund.

9. Common Areas and Kitchen

9.1. The hostels provide shared kitchens, lounges, and bathrooms.

9.2. Guests may store food in the kitchen refrigerators.

9.3. Responsibility for food lies with its owner. The hostel is not responsible for its preservation or spoilage.

9.4. Silence must be observed in common areas so as not to disturb other guests.

10. Cleaning and Access to Premises

10.1. Staff have the right to enter rooms:

- For cleaning,
- For technical maintenance,
- In emergency situations.

10.2. Cleaning is performed:

- Daily in common areas and rooms,
- Twice a day in kitchens and bathrooms.

11. Video Surveillance

11.1. Video surveillance is in operation in common areas and corridors.

11.2. Data processing is conducted to ensure the safety of guests and the protection of property.

12. Liability and Property

12.1. The Guest bears full material liability for damage to hostel property.

12.2. In case of damage or loss of property, the Guest is obliged to reimburse its full value.

12.3. A fee is charged for the replacement of a lost key.

12.4. The hostel is not responsible for the Guest's personal belongings, money, or documents.

12.5. Forgotten items are kept for 14 calendar days.

12.6. After this period, management reserves the right to dispose of the items without compensation.

13. Force Majeure and Limitation of Liability

13.1. The hostel is not responsible for:

- Interruptions in electricity, water, or internet supply,
- Actions of third parties,
- Force majeure circumstances,
- Items left unattended.

14. Termination of Stay and Sanctions

14.1. Management reserves the right to terminate a stay without a refund in case of:

- Violation of these Regulations,
- Aggressive behavior,
- State of intoxication,
- Systematic violation of order.

14.2. Management reserves the right to refuse future service and add the Guest to an internal blacklist.