

BEST4REST HOTEL RULES AND REGULATIONS

1. General Provisions

- 1.1. These regulations establish the rules for staying in hotels managed by Dzeta Sp. z o.o.
- 1.2. Payment for hotel services constitutes full and unconditional acceptance of these Regulations by the Guest.
- 1.3. The hotel 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.
- 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 hotel 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.

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. Rules of Stay

6.1. It is prohibited to:

- Play loud music or create noise that disturbs other guests,
- Prepare food in rooms,
- Use personal heating appliances,
- Violate the quiet hours from 22:00 to 07:00.

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

6.3. Pets are not allowed.

7. Alcohol, Smoking, and Prohibited Substances

7.1. On the hotel premises, it is prohibited to:

- Be in a state of alcohol intoxication,
- Store or use narcotic substances,
- Smoke outside of specially designated areas.

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

8. Parking

8.1. The hotel is not responsible for vehicles left in the parking area.

8.2. The parking area is not guarded.

8.3. The Guest assumes full responsibility for any decision to leave a vehicle in the parking area.

9. Cleaning and Access to Premises

9.1. Staff have the right to enter rooms:

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

9.2. Cleaning is performed daily in rooms and common areas of the hotel.

10. Video Surveillance

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

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

11. Liability and Property

11.1. The Guest bears full material liability for damage to hotel property.

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

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

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

11.5. Forgotten items are kept for 14 calendar days.

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

12. Force Majeure and Limitation of Liability

12.1. The hotel is not responsible for:

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

13. Termination of Stay and Sanctions

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

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

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