



Hotel Rules and Regulations – Hotel GEM in Wrocław

Article 1

Purpose of the Rules and Regulations

1. The Gem Hotel*** (hereinafter referred to as the “Hotel”) is owned and managed by Klub Sportowy “AZS Wrocław” Akademickiego Związku Sportowego [*Sports Club “AZS Wrocław” of the Academic Sports Association*] with its registered office in Wrocław, ul. Mianowskiego 2B.
2. The Rules and Regulations define the services provided and the rules of liability and stay on the Hotel premises. They form an integral part of the contract entered into by signing the Guest Card and by performing concluding actions, in particular by booking a room and/or paying a deposit or the total amount due for the stay in the Hotel. By carrying out the aforementioned actions, the Guest confirms that they have read and accepted these Rules and Regulations.
3. The Rules and Regulations are available for inspection at the Hotel reception desk and online at www.gemhotel.pl.
4. In the event of a breach of these Rules and Regulations, the Hotel may refuse to continue to provide services to the breaching Guest. The Guest must then comply with the Hotel’s demands, pay any outstanding charges, pay for any damage or loss caused and leave the Hotel premises immediately.

Article 2

Services Provided by the Hotel

1. The Hotel provides accommodation, catering, conference, and other services in accordance with its business profile, classification and standard.
2. A detailed description of the services, including room types and prices, is available on the Hotel’s website: www.gemhotel.pl.
3. An individual using the services of the Hotel (hereinafter referred to as the “Guest”) must present photo identification to the Hotel receptionist for identification purposes. If the Guest refuses to present a document that allows for proper check-in, the receptionist must refuse to rent the room, i.e. to release the key or key card.

4. In order to enter into the room rental contract, the Guest must check in at the Hotel reception desk by presenting a passport or national identity card from an EU Member State, provide the necessary personal details as indicated on the Guest Card and sign the completed Hotel Card.
5. In addition, the Hotel offers the following complimentary services upon request:
 - A personal safe in each Hotel room and the possibility of leaving valuables in a safe at the reception desk, subject to Articles 5.2 and 5.4;
 - Information about the stay and the journey;
 - Wake-up calls at the requested time;
 - Luggage storage for up to 12 hours after check-out;
 - Taxi booking.
6. Guests staying in selected types of Hotel rooms may request additional amenities, such as an extra bed, children's equipment, disabled facilities, or pet facilities, based on the Hotel's current offer and price list.
7. The Hotel reserves the right to refuse to accept deliveries, including courier packages, on behalf of the Guest unless the Guest has obtained the Hotel's prior consent and/or provided the Hotel with the relevant authorisation.

Article 3

Check-In/Check-Out

1. Hotel rooms are for rent per night. A night begins with check-in from 3:00 PM on the day of arrival and ends with check-out by 11:00 AM on the following day.
2. If the Guest does not specify the length of stay at the time of booking, the room will be considered rented for one night.
3. Guests wishing to extend their stay should notify the Hotel reception desk by 9:00 AM on the day their current rental period ends. The Hotel will endeavour to accommodate their request, subject to room availability.
4. Occupation of the room after noon will be considered as an extension of stay for one additional night.
5. If the Guest leaves the room before 3:00 PM, a fee of PLN 50.00 per hour will be charged.
6. If the Guest leaves the room after 3:00 PM, a fee for a full night's stay will be charged.

7. If the Hotel refuses to extend the Guest's stay, the Hotel reserves the right to store the Guest's belongings in the luggage room if the Guest does not remove them from the room.
8. If the Guest cancels their stay during the booked period, the Hotel will not refund any nights already started.
9. Detailed booking and cancellation policies are included in the booking confirmation.
10. The Hotel reserves the right to charge the Guest for the stay on the day of arrival at the latest.
11. The Hotel also reserves the right to refuse to extend a Guest's stay if the Guest has not paid in full for the current stay or has not complied with the Rules and Regulations, or if the Hotel is at full capacity.

Article 4

Responsibilities of Hotel Guests

1. All Guests staying at the Hotel and using its services must be registered.
2. By staying at the Hotel, Guests consent to the processing of their personal data necessary for the provision of the Hotel's services. Personal data will be processed in accordance with the applicable legislation and the Privacy Policy available on the Hotel's website. The provision of the data is voluntary, but necessary for entering into the contract for the Hotel services.
3. Guests must not make their room or key card available to anyone else.
4. Visitors who are not Guests and who are staying at the Hotel with the consent of the Guest are only permitted in the Hotel room from 7:00 AM to 10:00 PM and must be accompanied by the Guest.
5. If visitors who are not Guests remain in the room after 10:00 PM, the Guest will be deemed to have agreed to additional room charges at the rates in effect at that time, which will be added to the Guest's invoice.
6. The quiet hours of the Hotel are from 10:00 PM to 6:00 AM. Disturbing these quiet hours may result in a fine of PLN 1,000.00, which will be added to the Guest's invoice.
7. During the quiet hours, all Guests and other persons using the Hotel's services must not interfere with the use of the Hotel by others, in particular, they must not disturb other Guests.
8. Guests bear full financial responsibility (liability for damages) for any damage to the Hotel's furnishings and equipment caused by them or their visitors staying at the Hotel with their

- consent. The Hotel reserves the right to assess the damage caused by the Guest on an individual basis and to charge the Guest on the basis of the cost of repair.
9. The Hotel may refuse to accommodate Guests who have previously grossly violated the Hotel's Rules and Regulations, caused damage to the Hotel's property or to other Guests, or caused injury to other Guests, Hotel staff, or any other person on the Hotel premises, or otherwise disturbed the peace of the Hotel.
 10. For fire safety reasons, the use of immersion heaters, irons and other electrical appliances not provided by the Hotel is prohibited in the rooms and on the Hotel premises. This does not include chargers, power supplies, consumer electronics and computer equipment.
 11. Smoking of tobacco products or e-cigarettes is strictly prohibited in the Hotel. Guests who do not comply with this regulation will be charged PLN 1,100.00 for the de-aromatisation of their rooms, which will be added to their invoice.
 12. In case of unjustified activation of the fire alarm, the responsible Guest will be charged a fine of PLN 1,000.00, which will be added to their invoice.
 13. Guests must turn off the TV, lights and taps and ensure that the door is locked when leaving the room. Room keys (key cards) must always be returned to the reception desk when leaving the Hotel.
 14. Guests are welcome to use the car park and sports facilities at the Gem Complex, subject to availability and prior arrangement with the Hotel reception desk or the sports facilities reception desk (tennis hall and swimming pool). Guests must comply with the Rules and Regulations of these sports facilities and the Rules and Regulations of the car park.
 15. If the Hotel staff detect biological contamination in the Guest's room, an additional fee of PLN 2,000.00 for professional cleaning of the contamination will be charged and added to the Guest's invoice.

Article 5

Responsibilities of the Hotel

1. The Hotel is liable for loss of or damage to items brought in by the Guest in accordance with Articles 846 to 851 of the Civil Code. Guests should report the damage to the Hotel reception desk as soon as it is discovered. The Hotel is liable for damage caused by the nature of the item, force majeure or the fault of the Guest, their company, or visitors.

2. The Hotel reserves the right to refuse to accept valuables, including money, securities, and items of significant scientific or artistic value, if they pose a security risk, are of excessive value in relation to the size or standards of the Hotel, or take up excessive space. Guests must use the in-room safe to store money, securities, and valuables.
3. If a Guest is in arrears with payment for their stay or fails to pay for services provided, the Hotel has a statutory right to retain any items brought into the Hotel by the Guest.
4. The carrying and storage of dangerous goods, weapons, ammunition, flammable, explosive and illuminating materials is prohibited on the Hotel premises, except for legally authorised personnel of the uniformed services and other state armed forces.
5. Personal belongings left in the room by a departing Guest will be sent to the address provided by the Guest at the Guest's expense. If no return instructions are received, the Hotel will store the items for 3 months after the Guest's departure. After this period, if the items are not collected by the Guest, they will be donated to charity or for public use.
6. The Hotel reserves the right to enter the room without the Guest's consent in the event of a suspected emergency or situation that may pose a risk to the occupants of the Hotel, such as the activation of a fire, smoke or security alarm, including a malfunction that causes or poses an immediate risk of damage to the Hotel. This also applies if it is necessary to remove the Guest's belongings at the end of the Guest's stay at the Hotel.

Article 6

Pet Policy

1. The Hotel accepts small to medium sized pets (up to 20 kg), i.e. dogs and cats, in selected rooms.
2. Pets can only be accommodated with the prior consent of the Hotel at the time of booking and may be subject to an additional charge as per our current rate list available at www.gemhotel.pl (the charge does not apply to assistance dogs). Guests staying with a pet are considered the pet's owner.
3. Pets must be accompanied by a certificate of current vaccination, which must be produced on request by Hotel staff.
4. Pet owners are responsible for the behaviour of their pets and must ensure that they are quiet and do not disturb other Guests. Dogs must be kept on a lead, muzzled and under the

constant supervision of the owner or another authorised person whilst on the Hotel premises and in the surrounding area.

5. Pets (except assistance dogs) are not allowed in the dining areas, tennis hall or swimming pool.
6. Pet owners must clean up after their pets both inside and outside the Hotel.
7. The Hotel may refuse to accept certain animals, including aggressive breeds as defined in Article 1 Regulation of the Minister of Internal Affairs and Administration (28 April 2003) on the list of aggressive dog breeds (Dz. U. *[Journal of Laws]* no. 111 item 724 as amended), reptiles, amphibians, arthropods and rodents, as well as other animals considered dangerous by the Hotel Management.
8. For safety reasons, rooms with pets will only be cleaned when the pet owner is present or when the pet is not in the room. If the pet is left alone in the room, the Guest must place an appropriate label outside the room on the door handle.
9. Guests bear full financial responsibility (liability for damages) for any damage caused by the Guest's pet to the furnishings and equipment of the Hotel or to the property of other Guests.
10. If the Guest or any other person staying at the Hotel with the Guest's consent brings a pet onto the Hotel premises without the Hotel's prior consent, the Hotel reserves the right to charge the Guest a fine of PLN 500.00, which will be added to the Guest's invoice.

Article 7

Complaints

1. The Hotel provides services in accordance with its classification and standard. If Guests have any concerns about the quality of service, they should report them immediately to the Hotel reception desk so that our staff can quickly address and resolve the issue.
2. Complaints about the services provided by the Hotel should be made in writing as soon as possible and will be dealt with within 14 days of receipt. The Hotel will respond in writing and send the response to the address provided by the Guest.



Article 8

Responsibilities of Guardians for Minors

Minors under the age of 13 must be supervised at all times by their legal guardians while on the Hotel premises. Legal guardians are financially liable for any damage caused by such minors.

1. Teenagers between the ages of 13 and 18 may use the Hotel's services independently only with the prior consent of the Hotel, obtained at the time of booking, and with the written consent of their legal guardians.
2. The provisions of Articles 8.1 and 8.2 above also apply to any damage caused by minors or teenagers in the care of persons other than their legal guardians (e.g. on school trips).

Article 9

Standards for the Protection of Minors

1. The Hotel will require Guests staying at the Hotel with a child (i.e. a person under the age of 18) to provide documentation that they have legal authority to care for the child. Acceptable documents include the child's identity card showing the child's relationship to the Guest, a certificate of birth, a court order, a notarised parental consent for the child to travel with the Guest, or a parental consent signed by the child's parent(s) showing the child's details and place of residence, the parent's telephone number, and the identity card/PESEL [*Citizen Identification Number*] of the person entrusted with the child's care.
2. For more information, see "Standards for the Protection of Minors," available at www.gemhotel.pl

Article 10

Final Provisions

1. Matters not regulated by these Rules and Regulations will be governed by generally applicable legal provisions, including the provisions of the Civil Code and the Consumer Protection Act.
2. From January 2025, the amount of fines and fees specified in these Rules and Regulations will be subject to annual increase by the amount corresponding to the average annual price

3. index of consumer goods and services for the previous year announced by the President of GUS [*Statistics Poland*] (if the index shows an increase). The aforementioned change in the amount of fines and fees does not constitute a change in the Rules and Regulations and does not require their updating.
4. Any disputes will be settled by the court having jurisdiction over the registered office of the Hotel.