

HOTEL RULES AND REGULATIONS

These rules and regulations (hereinafter referred to as "Rules and Regulations") apply to all guests staying at the premises of Hotel Diament (hereinafter referred to as "Hotel"). Staying in the Hotel constitutes acceptance of the Rules and Regulations. Rules and regulations are available for all guests in the Hotel reception.

HOTEL NIGHT & CHECK-IN

1. The hotel night starts at 2 PM and ends at 12 PM the next day. For higher category rooms, it is possible to extend the stay until 2 PM of the day of departure (if the room is still available).
2. The request to extend the hotel night should be raised by the Guest at the Reception before 10 AM on the last day of the stay.
3. Not leaving the room after 12 PM, without having the Reception notified upfront, is considered as an extension of the hotel night. Guest is required to pay the charge for additional night.
4. The room fee is charged in advance or on the day of the Guest's arrival during the check-in, unless the Guest made other binding arrangements which the Hotel Board/ Hotel Director prior to the arrival.
5. In case of booking cancellation, previously collected fee is not be refunded unless the reasons for the cancellation are legitimate and caused by the Hotel. If the room fee is not paid in advance and the cancellation of the stay by the Guest is not caused by the Hotel, the Guest is obliged to pay the fee as if the hotel service were provided.
In order to request a refund for the cancelled reservation, Guest is required to submit a written justification to the Hotel Manager/ Director that details the reasons for the cancellation.
6. The Guest and other people's behavior should not disturb the peaceful stay of other Guests or hinder the work of the Hotel personnel. The Hotel has the right to refuse to provide the accommodation or services to a person who clearly violates these principles.
7. Fulfilment of the check-in/registration card is considered as a must-have to accommodate the Guest in the Hotel.

HOTEL SERVICES & RESPONSIBILITIES

1. All the details concerning Hotel catering services are available in the advertising materials, as well as at the Hotel Reception.
2. The Hotel provides:
 - appropriate conditions for the Guest's full and unrestricted stay,
 - security and confidentiality of the information regarding the Guest as well as the protection of the Guests' personal data,
 - professional and reliable services offered by the Hotel,
 - room cleaning, reliable supervision over the tidiness of the room as well as carrying out all of the necessary repairs during the absence of the Guest in the room, or in their presence in case a consent is given by the Guest,
 - technically efficient service; in case defects impossible to remove immediately are detected, the Hotel shall do its best to change the room or mitigate the uncomfortable situation in other way.
3. At the request of the Guest, the Hotel provides the following, free of charge services:
 - providing information related to place of stay as well as tips regarding the planned trips,
 - waking-up the Guest on request,
 - safeguarding the money or valuables in the Hotel safe,
 - storing the luggage.
4. At the request of the Guest, the Hotel provides the following services resulting in additional charges:
 - laundry service as per the price list,
 - room service,
 - telecommunications service.
5. Car/bus parking is allowed only in the designated place–Hotel parking lot. The parking price list is available at the entrance to the parking lot and at the Hotel Reception.
6. The Hotel is responsible for money, valuables, and items of artistic or scientific value only if they have been deposited in the safe at the Reception.
Hotel is responsible for loss or damage of valuable items brought in by the Guest only in the scope defined by the Polish Civil Code.
7. The Guest is required to notify the Reception about damage detection immediately after the occurrence.
8. The Hotel is not responsible for car/ other vehicle damage or loss, regardless whether it was parked in the Hotel parking lot or outside.

HOTELE DIAMENT S.A.

ul. Dąbrowskiego 50, 44-100 Gliwice
tel: 32 721 10 55 fax: 32 721 10 56
mail: sekretariat@hotelediament.pl

NIP: 645 000 06 06
REGON: 270521860

**KATOWICE | ZABRZE | GLIWICE
CHORZÓW | SIEMIANOWICE ŚLĄSKIE
WROCLAW | USTRON | BIELSKO-BIALA**

Sąd Rejonowy w Gliwicach, X Wydział Gospodarczy KRS 0000355866
Kapitał Zakładowy: 78 600 000,00 PLN
Konto bankowe: ING Bank Śląski S.A. nr: 35 1050 1298 1000 0023 3871 4807

GUESTS' RESPONSIBILITIES

1. The Guest is obliged to comply with the Rules and Regulations and behave in accordance with commonly accepted standards of social life, without disturbing other Guests or obstructing the work of the Hotel staff.
2. The Guest may not transfer the room to other person.. Moreover, people not being checked-in Hotel Guests are allowed to stay in the Guest's room from 9 AM to 10 PM; Otherwise, it is necessary to notify the Reception and cover additional fee.
3. The quiet hours start at 10 PM and end at 7 AM.
4. Guests are obliged to wear clothes suitable for the time of the day and year. It is forbidden for male Guests to wear shorts in the Hotel catering area.
5. The Hotel has the right to refuse Guest accommodation without providing a justification. This regulation refers mainly to Guests who violated Hotel Rules and Regulations during previous stays, delayed or refused to cover Hotel fees, caused damage of the Hotel property and refused to cover additional fees, were the reason of danger/ discomfort for other Guests or disturbed the Hotel functioning in any other way.
6. The Guest owns financial responsibility for damage or destruction of items owned by the Hotel caused by the Guest him/herself or their visitors. Hotel has the right to evaluate the costs needed to cover necessary repairs and charge Guest's credit/ debit card with additional fees.
7. When staying at the Hotel, children under the age of 12 should unconditionally stay in the care and under the supervision of their parents or legal guardian. The parent or legal guardian owns full financial responsibility for any loss or damage caused by the child's behavior.
8. For the purpose of fire safety, using heaters, irons and other high-voltage electrical devices that are not the property or equipment of the Hotel is strictly forbidden.
9. Whenever the Guest leaves the room, they are obliged to close the room door and turn off the water taps; It is forbidden to share the key / room card with any third parties.
10. The Hotel allows for the presence of animals (except for dangerous ones) for an additional payment according to the price list available at the Hotel Reception.
The owner of the animal bears full responsibility for the animal behavior so that it does not pose any danger to other Guests and the Hotel personnel. The Guest is also obliged to immediately remove all droppings left by the animal in the Hotel .
11. It is forbidden to store in the Hotel room any hazardous substances, weapon, ammunition, flammable, explosive or illuminating materials or any other substances prohibited by the Polish law.
12. It is strictly forbidden to smoke in the Hotel. Smoking is permitted only in the areas specifically designated for that purpose.

ARTICLES LEFT IN THE HOTEL

1. Articles left in the Hotel by the Guest will have to be collected by the Guest him/herself or by a designated person (following a verification carried out by the Hotel personnel), in accordance with the Hotele Diament SA procedures concerning the found articles.
2. Polish Civil Code rules are applicable to storage of articles left in the Hotel.
3. Items left in the Hotel will be stored by the Hotel at the expense of the owner for the period of 24 months. Afterwards, they become a property of the Hotel or the Treasury, depending on their actual value. Food products will be stored for 24 hours.

COMPLAINTS

1. The Guests have the right to submit complaints in case they find any faults in the Hotels services. All complaints should be delivered to the Reception, the Hotel Director or their substitute or to the HOTELE DIAMENT S.A. Corporate Office.
2. The complaint is to be filed in the written form, immediately after the faults in the provided services are noticed. Otherwise, complaint might not be considered valid.

HOTELE DIAMENT S.A.

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