



REGULATIONS

§1 SUBJECT MATTER of Hotel Rules and Regulations

1. The Rules and Regulations define the principles of provision of services, liability and stay on the premises of the Hotel and are an integral part of the agreement between the Guest and the Hotel.
2. By signing the registration card, as well as by booking a room or making an advance payment or the full payment for the stay at MOLO Hotel, the Guest acknowledges that they have read and accepted the Hotel Rules and Regulations.
3. Regulations are binding for all Guests staying on the premises of MOLO Hotel. The Rules and Regulations can be found at the hotel Reception, in every room and on the website: moloresort.pl

§2 CHECK-IN AND CHECK-OUT

1. Hotel rooms are rented for hotel days.
2. Check-in is from 2:00 p.m. and check-out is by 12:00 p.m.
3. To extend the stay at the Hotel beyond the period specified upon arrival, the Guest should inform the Hotel Reception by 6 p.m. the previous day. The Hotel will prolong the Guest's stay, subject to room availability, and may refuse the extension when the Guest fails to comply with Hotel Rules and Regulations.
- 4.. The Hotel reserves the right to refuse the extension of the stay in case of not making the full payment for the stay.

§3 RESERVATION AND CHECK-IN

1. To check in the Guest is obliged to present a photo ID at the Reception and filling in and signing the registration card.
2. The hotel guest cannot hand over a room to a third person, even if the period for which the Guest paid has not yet expired.
3. People who are not Hotel Guests may stay in hotel rooms as visitors between 7:00 a.m. and 10:00 p.m.
4. The hotel may refuse to accept the guests who violated the Hotel Rules and Regulations during their previous stay by damaging the Hotel's or other guests' property or by harming other guests, hotel employees or other persons staying at the Hotel or in any other way disturbed the stay of other guests or the functioning of the hotel.
5. The hotel reserves the right to pre-authorize your credit card upon check-in or collect a cash deposit for the entire stay.
6. The reservation is guaranteed upon paying 40% of accommodation fee within 2 days from making a reservation. Lack of an advance payment may result in the cancellation of the reservation.
7. Should the Guest resign from their stay before the check-out time, the charge for the given day will not be refunded; in case of notifying the Reception after 12.00 p.m. the payment for the following day also will not be refunded.
8. Package stays are not subject to any refund in case of the resignation before the period has expired.

§4 SERVICES

1. Hotel services are provided in accordance with the hotel category and standard.
2. Should the Guest have any reservations regarding the quality of services they are requested to report them promptly to the Reception. This will allow us to respond immediately and improve the quality of our services.
3. The Hotel is obliged to provide Guests with:
 - conditions for full and undisturbed rest
 - safety of stay and privacy of the Guest
 - professional and polite service in respect of all services rendered by the Hotel
 - cleaning of the room and performing necessary repairs of equipment during the Guest's absence or in their presence only if requested by the Guest
4. The room rate does not include the use of the room minibar. Minibar consumption charges will be added to the final bill.
5. At the guest's request, the hotel renders the following free-of-charge services:
 - information concerning the Guest's stay and travel
 - wake-up calls
 - storage of money and valuable belongings at the Hotel's Reception during the stay, subject to §6 section 4 of the Hotel Rules and Regulations
 - storage of luggage
 - change of towels and bed linen
 - ordering a taxi

§5 GUESTS' LIABILITY

1. Children under the age of 12 should stay on the premises of the Hotel under constant supervision of their legal guardians. Legal guardians bear full responsibility for any damage caused as a result of the children's actions.
2. The Hotel Guest shall bear full financial liability for all kinds of damage or destruction of the Hotel furnishing and technical equipment caused by the Guest or the persons visiting the Guest. The Hotel reserves the right to charge the Guest's credit card in order to pay for the damage caused by the Guest once they have left
3. In case of violation of the Rules and Regulations, the Hotel may refuse to provide services to a person that violated them. Such a person is obliged to immediately comply with the demands of the Hotel, settle the amount due for the services t date, pay for potential damages and leave the Hotel.

4. For safety reasons, the Guest leaving the room should turn off TV, lights, tap and lock the door.
5. In case of late payment or unsettled account, the Hotel may exercise the right of lien on any belongings brought to the Hotel by the Guest.
6. It is prohibited to consume alcoholic beverages bought outside the Hotel in the common areas of the Hotel.
7. Pets are not allowed on the premises of the hotel
8. To ensure a comfortable stay for all the Guests, swimwear and bathrobes are not permitted at the Hotel's restaurant.
9. If the Guest's bill reaches or exceeds PLN3000, the Guest is obliged to clear up the bill in order to continue using the Hotel's services.

§6 HOTEL'S LIABILITY

1. The Guest should notify the Hotel's Reception desk immediately upon noticing any damage.
2. The Hotel shall be liable for the loss or damage to money, securities, valuables or valuable scientific or art objects only if such objects were deposited at the Reception.
3. The Hotel reserves the right to refuse to store: highly valuable objects, large sums of money, safety-threatening objects and bulky objects which are too large to be deposited.
4. The Hotel bears no responsibility for the damage or loss of a car or other vehicle belonging to the Guest, nor for objects and live animals left in a vehicle regardless if the car was parked in the parking space of MOLO Hotel or outside the hotel.

§7 RETURN OF THE LEFT OBJECTS

1. The belongings left by the Guest in a hotel room will be stored by the Hotel for 3 months. After that period, if the Hotel does not receive any instructions, the items will be transferred into the Hotel's ownership.
2. Lost personal belongings shall be sent to the address indicated by the Guest at their expense.
3. Due to their qualities, any groceries left behind, will be stored for 12 hours , cosmetics – for two weeks.
4. In case of the left objects whose owner has not been identified, common laws, including Civil Code laws, shall be applicable.
5. For money, securities, valuables and valuable scientific or art objects left by the Guest, common laws, including Civil Code laws, shall be applicable.

§8 QUIET HOURS

1. The quiet hours starts at 11:00 p.m. and ends at 06:00 a.m. of the following day.

§9 COMPLAINTS

1. The Guest has the right to make complaints, should they notice any defects regarding the quality of service.
2. All complaints must be reported to the Reception.
3. A complaint should be made immediately upon noticing any defects regarding the standard of delivered services.

§10 ADDITIONAL PROVISIONS

1. Smoking on the premises of the Hotel, except for designated places, is strictly forbidden. Violation of the prohibition is subject to a fine of PLN 500.00.
2. It is forbidden to store any dangerous goods in the room, including weapon and ammunition, flammable and explosive materials and illuminations.
3. Any form of direct or door-to-door selling is forbidden on the premises of the Hotel.
4. Guests should not disturb the peace of stay of other guests, thus it is forbidden to make too much noise, create an offensive odour or to cause any other nuisance or inconvenience to other Guests.
5. Guests are not allowed to make any changes to the rooms and their equipment, except for a minor furniture and equipment rearrangement that does not affect their functionality and safety of use.
6. Due to fire precautions, the use of electric heaters, irons and other similar devices, not included in the room equipment, is forbidden.
7. The Guest provides their consent to processing their personal information for the purposes of checking in and placing their data in the hotel database as per the Personal Data Protection Act. (Journal of Laws of 2002, no. 101, item 926 as later amended). The guest has the right to review and correct their personal data.