



Hotel Regulations

In order to provide you a luxury and safe stay, we kindly request you to familiarize yourselves with and follow the Hotel's rules.

1. Hotel rooms and booked for hotel days.
2. The hotel day starts at 2:00 pm and ends at 12:00 am.
3. If Guest did not define the length of his/her stay during reservation, it is assumed that room is booked for 1 day.
4. A hotel Guest should express the willingness to prolong his/her stay at the hotel reception desk by 10:00 am of the day of expiry of the room's reservation.
5. The hotel will provide accommodation to a Guest who wishes to extend his/her stay within bounds of room-availability.
6. The room's reservation remains valid on the day of the planned arrival until 6:00 pm. After that time, the reservation will be cancelled.
7. Information about the terms of cancelling the reservation, inability to arrive or shortening the stay is included in the confirmation of the reservation.
8. The hotel quest hour are between 10:00 pm and 7:00 am.
9. The hotel offers according to its categorization and standard.

Should you have any complaints about the quality of the services, please lodge them as soon as possible at the hotel reception desk (dial 100 or 101) to allow for the staff's immediate reaction.

10. The hotel is obliged to provide the following:
 - conditions enabling Guest comfortable, unrestricted rest,
 - to keep in secret Guest's personal data,
 - professional services,
 - room cleaning and repairs of broken during the Guest's absence in the room or during the Guest's presence and permission.
11. On a Guest's request the hotel provides the following free of charge services:
 - giving information about a stay transport connection,
 - waking-up at requested hour,
 - storing the luggage during the Guest's stay.
12. A Guest should immediately inform the hotel reception about any failure or damage.
13. Hotel Guests are materially responsible for every kind of damage or devastation of objects and technical devices which are part of the hotel equipment, caused by their fault or the fault of people visiting them, as well as for not giving back the keycard to the reception upon departure or for leaving it in the room.
14. For the safety reasons each time a Guest leaves his/her room, he/she should make sure that the door and window are closed.
15. It is forbidden to share rooms to other persons.
16. Considering the anti-fire safety it is not allowed to use your own electrical devices (such as water-heaters, electric iron or other similar devices) or any devices that are not part of room equipment.
17. The hotel may refuse to check-in Guest who previously lived in the hotel and grossly violated the hotel regulations.
18. Every Guest who is staying at the hotel is obliged to check-in according to the Art of General Registry records and identity card (with subsequent changes) issued on the 10th April 1974.
19. Persons not checked-in at the hotel, may stay in a Guest's hotel room between 7 am and 10 pm having reported this fact to the hotel receptionist.
20. We hereby inform you that, in accordance with the Personal Data Protection Act of August 29th 1997 (Journal of Laws from 2014, item 1182 as amended), your personal data will be administrated by Hotel Śląsk Sp. z o.o (Ltd.) seated in 53-434 Wrocław, 60 Oporowska Street. All data is collected for the implementation of the reservation and subsequently all hotel services.
You have the right to access your data and correct them.
21. The hotel will keep the possessions left by the Guests for 2 months. After that term, the possessions will be destroyed.
22. Parking is free and not guarded.
23. Smoking is not allowed. A Guest breaking the ban will pay a fine of 300 PLN.
24. In each room, café and lobby there is a free access to the internet.
25. The Hotel doesn't take any responsibility for any possessions left in the room. The valuables may be left at the reception. We do not store any valuables or any items that have a great historical, scientific or artistic value.
26. The Hotel doesn't take any responsibility for any damage or loss of the guest's car or any vehicles that he possess.

**Rules of proceeding
in case of fire in Śląsk*** Hotel**

The basic means of calling an alarm in case of fire is a sound warning system (DSO), which informs the people staying in the hotel rooms and other places about the danger and its character as well as the need to evacuate.

In the case an alarm is called and evacuation is ordered, you should:

1. Remain calm, do not panic.
2. Submit to the orders of the Services or a person in charge of the rescue action.
3. Leave the endangered building, following the marked evacuation ways or those showed by the staff.

Note:

In the case of fire alarm, the lifts will be switched off automatically. You should use the stairways shown as the evacuation ways.

We wish you a pleasant stay.
Hotel Management.

