



HOTEL REGULATIONS

A. GENERAL PROVISIONS:

The Regulations were drawn up by POLSKIE TATRY S.A., (hereinafter: „Service Provider”), the owner of the Dolina Białego Guesthouse Complex, and they define the rules for the operation of the Complex, the provision of accommodation services, the rules for booking, place of stay and the rules for providing services electronically via the Website maintained at www.dolinabialego.pl. The services provided at Complex include: accommodation, catering, rental of a conference room, rental of a parking space/garages as well as recreational and health services.

Dolina Białego Complex of Guesthouses – is a complex of facilities, i.e. Guesthouses (Biały Potok***, Telimena****) and Villa (Pan Tadeusz) - i.e. the hotel part, which together with the Spa and Recreation Centre (swimming pool with relaxation and sports facilities), Tennis Court (indoor) – a recreational part and a branch of Centrum Rehabilitacji i Zdrowia POLSKIE TATRY S.A. (treatment rooms) – i.e. the health part, make up a whole.

B. DEFINITIONS:

The Ordering Party – a natural or legal person or an institution that is a party to the contract indicated in the Booking Confirmation, who reserves a room in the hotel facility.

Booking confirmation - the contract for the provision of accommodation services, contains information such as details of the dates of stay, type of room and information about payment and cancellation conditions and GENERAL TERMS AND CONDITIONS.

Hotel Guest – a person who rents a room in a hotel facility.

Hotel room – a room/apartment/studio, located in a hotel facility.

Service Provider – POLSKIE TATRY S.A. company – the owner of the Complex.

The Complex – Biały Potok Guesthouse***, Telimena Guesthouse***, Pan Tadeusz Villa, Spa i Recreation Centre, Tennis Court, Centrum Rehabilitacji i Zdrowia POLSKIE TATRY S.A.

Hotel facility – Biały Potok Guesthouse*** or Telimena Guesthouse*** or Pan Tadeusz Villa - the hotel part.

Thermal baths – thermal pools and outdoor terrace, catering services (Beach Bar and Aqua Bar) and Sauna Zone, among others: Finnish sauna, biosauna, brine sauna, steam bath, winter cabin, relaxation room in Zakopane Baths – recreation part.

Branch of the Centre – Centrum Rehabilitacji i Zdrowia POLSKIE TATRY S.A. (medical entity) – health part, located in the Biały Potok Guesthouse.

Recreation – Spa and Recreation Centre includes: a swimming pool with relaxation and sports facilities - recreational part.

The Court - indoor tennis court, located at the Telimena Guesthouse.

Gastronomic points – places where meals are served in hotel facilities, including the dining room.

The Hotel – otherwise the management, staff and service in the Complex.

Website – a website that allows you to book a stay online, using the booking system.

Hotel system – a system where all information about the stay of the Hotel Guest and their companions is stored.

C. BOOKING:

- The booking options for a stay in the Complex are:
 - by phone and e-mail – using the telephone number or e-mail (of the Service Provider) available on the Website: <https://www.dolinabialego.pl/pl/kontakt>,
 - in person – at the Booking or Reception Department of the Complex,
 - through the booking system – an interactive form made available by third parties via the Website enabling booking a place in the Complex available in the Hotel System.
- Options to book the court – by phone, number available on the website, <https://www.dolinabialego.pl/pl/kontakt>.
- The possibility of booking treatments and consultations at the Centre's branch – by phone or e-mail, available at <https://www.dolinabialego.pl/pl/kontakt>.
- Payments – the Website provides the hotel guest with the possibility of making payments: by bank transfer, credit card, in cash.
- After accepting the booking in accordance with item 1 letters a) and b), the authorized employee of the Hotel will send the Booking Confirmation to the Ordering Party on behalf of the Service Provider. The booking is guaranteed if the payment is made in accordance with the conditions in force in the booking confirmation. Lack of guarantee of payment for bookings made under the previously agreed conditions may result in cancellation of the booking by the Hotel.
- In the case of multiple bookings of the stay by the Ordering Party, which result in failures to appear and failure to pay the fee for an earlier stay on time or failure to make a prepayment, which were indicated in the booking confirmations, the Hotel may refuse to accept another booking by the Ordering Party or propose new, different booking conditions that it will deem matching the circumstances.

D. CHECK-IN:

- The hotel room is rented for hotel nights.
- The check-in begins at 3 p.m. on the day of arrival and lasts until 12 p.m. the next day.
- If the Guest does not specify the duration of their stay when renting a hotel room, it is assumed that it is a single-day rental.
- In the event of extending the stay beyond the period indicated on the day of arrival, the Hotel Guest should report such a request at the Complex Reception Desk by 10.00 AM at the latest, on the day on which the term of renting the Hotel Room expires. The hotel will take into account the request to extend the stay if practicable.
- The Guest's stay in the hotel room after 12 PM is treated as an extension of their stay. In the event that the hotel Guest stays between 12 PM and 6 PM, a half-day fee will be charged. In each case, such an option will be considered and accepted by the Hotel, subject to availability of rooms.
- In the event that the Guest wants to check in earlier than the above-mentioned hotel day, i.e. between 7:00 AM and 3:00 PM, this is considered an extension of the stay, which results in a half-day fee being charged. In each case, such an option will be considered and accepted by the Hotel, subject to availability of rooms.



7. Shortening the stay by the Guest does not entail a refund of the fee for unused benefits in accordance with Art. 38 sec. 12 of the Consumer Rights Act. If it is necessary to shorten the stay, due to fortuitous event, the Guest has the opportunity to use the paid benefits at another time. In each case, such an option must be considered and accepted by the Complex Manager and preceded by a written confirmation of the occurrence of random causes by the Guest, on the appropriate form, which is available at the Complex Reception Desk. The obligation to prove the circumstances referred to in the previous sentence rests with the person who applies for a refund. (Art. 6 k.c.)
8. Quiet hours in the Complex are from 10 PM to 6 AM.

E. HOTEL ROOM:

1. Each Hotel Room is equipped as standard with a bed, table, wardrobe, TV/radio, lighting, bed linen, hotel towel, drinking glasses, cordless kettle and refrigerator.
2. Each hotel room has full access to a sanitary facility (bathroom) equipped with a bath or shower, and hotel cosmetics - soap/shower gel.
3. Each time leaving the Hotel Room, the Hotel Guest is obliged to properly secure it so that access by third parties is not possible. During the Guest's absence in the hotel room, the windows and doors must remain closed, and the light must be turned off.
4. It is forbidden for the hotel Guests to make any changes to the hotel room and its equipment, except for a slight relocation of furniture and equipment, which does not compromise their functionality and safety of use.

F. ACCOMMODATION, CHECK-IN, STAY:

1. The Reception Desk of the Complex is located in the Biały Potok Guesthouse, and it is open 24 hours a day.
2. The Complex has a procedure for checking-in the Guests (filling in the Guest Registration Card, showing proof of identity to the receptionist in order to verify the data and registering the Guest in the Hotel System).
3. The Guest Registration Card shall include, in particular:
 - a. Personal data of the Hotel Guest (the Ordering Party) and their companions, including children under the age of 18.
 - b. Information Clause regarding the General Data Protection Regulation of 27.04.2016, hereinafter referred to as the GDPR.
 - c. Declarations of the Hotel Guest, including marketing consents.
4. Persons, who do not accept the check-in procedure for the Guest and do not consent to the presentation of an identity card for verification purposes cannot be checked-in to the Complex.
5. Bearing in mind the legal obligation arising from the provisions of the Act of 13 May 2016 on Counteracting the Threats of Sexual Crime and the Protection of Minors, children/minors traveling with an adult Hotel Guest are subject to special protection. In this case, the procedure of checking-in the Hotel Guest and their companions is applied, in accordance with the Standards of Protection of Minors in place at the Facilities of the POLSKIE TATRY S.A. Company, available at www.polskietatry.pl/pliki/SOM-PolskieTatrySA.pdf.
6. Upon check-in, the Hotel Guest receives a Package of Discounts and Benefits, which are the basis for granting discounts and rebates due, as well as the right to use other services provided in and covering the POLSKIE TATRY S.A. Company.
7. The Hotel Guest may not transfer the Room to other persons, who are not indicated on the Registration Card.
8. Persons, who are not indicated on the Registration Card may not stay in the Hotel Room from 10 PM to 6 AM.
9. The Hotel is obliged to collect a fee set by the Zakopane

Town Council in an amount in accordance with applicable regulations - payable in cash at the Reception Desk of the Complex.

10. Upon check-in, the Hotel Guest receives an entry ticket, which enables them to use the Zakopane Thermal Baths.

G. ADDITIONAL SERVICES INCLUDED IN THE PRICE OF THE STAY:

1. The hotel Guests of the Complex have the option of using access to the Thermal Baths and the Sauna Zone.
The admission option depends on the length of the Guest's stay:
 - 1 night - daily, one-time 2-hour entry to the swimming pool area,
 - 2-6 nights - daily, one-time, unlimited access to the swimming pool area,
 - 7 and more nights - daily, one-time, unlimited access to the swimming pool area and the sauna zone. This means that it can use water attractions and saunas, including: Finnish sauna, biosauna, brine sauna, steam bath, winter cabin, relaxation room.
2. The possibility of using the Thermal Baths starts from the moment of check-in and receipt of the ticket to the Thermal Baths not earlier than from 3 PM. It ends on the day of the Guest's check-out, i.e. till 12:00 PM. In the event of not leaving the Thermal Baths within the time indicated above, the Guest, on their own, shall pay for the time spent at the Thermal Baths or the Sauna Zone.
3. The stay at the Thermal Baths begins from the moment of presenting a valid entrance ticket at the ticket office - the length of stay is regulated by item G.1 - until leaving the Thermal Baths, passing through the exit gate located at the ticket offices.
4. A hotel guest using the Thermal Baths can rent a bath towel and a bathrobe in the Thermal Baths. At the same time, it is forbidden to use the Complex towels in Thermal Baths.
5. The hotel guest has the opportunity to take advantage of recreation facilities located at level -1 at the Biały Potok Guesthouse every day, from 4 PM to 9 PM. The rules for using the recreation zone are described in separate regulations, which are available on site, at the Reception Desk and on the facility's website.
6. The hotel Guests have the opportunity to use the external family zone located next to the Biały Potok Guesthouse. The rules for using the external family zone are described in separate regulations, which are available on site, at the Reception Desk and on the facility's website.
7. The hotel guests have the opportunity to use the children's playground, located at level 0 at the Biały Potok Guesthouse, in the hours set by the Hotel. The rules for using the play corner are described in separate regulations, which are available in the play corner, at the Reception Desk and on the facility's website.
8. A parking space at the Complex is included in the price of the stay. Leaving the car after the completed stay results in additional costs, in accordance with the current and applicable parking regulations, which are available on site, at the Reception Desk and on the facility's website. Guests using a parking space are obliged to provide the registration number of their car at check-in.
9. Breakfasts are served from 8:00 to 10:30 AM in the gastronomic points of the respective hotel facility, these places are designated by the Hotel. The remaining meals are served in the hours set by the Hotel.
10. Preparing meals and taking them out from the above locations results in charging an additional fee for the so-called „dry food” according to the current price list, available at the Reception Desk.
11. Smoking and vaping are prohibited on the premises of the Complex and the Thermal Baths.



12. In the event of a violation of the above prohibition, the Hotel Guest may be charged with a contractual penalty in the amount of PLN 400 for each identified violation of the prohibition.

H. ADDITIONALLY PAID SERVICES THAT ARE NOT INCLUDED IN THE PRICE OF THE STAY:

1. In addition, catering services located at the Thermal Baths and other services in the Sauna Zone (including towel, cosmetics, water, etc.) are paid. You can pay for the above services in the Thermal Baths in cash or by card.
2. In addition the catering services in the catering points of the respective hotel facility are additionally payable, according to the current price list for the above services, available on site and at the Reception Desk. You can pay for the above services on site in cash or by card. In the event of non-payment, their value is added to the hotel bill.
3. In addition, health services provided at the branch of the Centre located at level -1 at the Biały Potok Guesthouse in the hours set by the Hotel are also paid for. After using the above services, their value is added to the hotel bill in the hotel system. The rules for using the Centre branch are described in separate regulations, which are available at the Centre branch, at the Reception Desk and on the website.
4. A hotel guest with additional charges resulting from items 2-3 added to their hotel account is obliged to authorize them, i.e. confirm the use of the above services.
5. Other additional fees during the Hotel Guest's stay, i.e. for a lost or rented hotel bathrobe or bath towel, are included in the current price list available at the Complex Reception Desk.
6. The hotel guest has the option of using the court. The current price list of services can be found at the Reception Desk of the Complex and on the website.
7. The Hotel Guests are obliged to pay for all additional services and fees listed above, at the latest when checking out from the Complex when settling the hotel bill.

I. ADDITIONAL SERVICES PROVIDED IN THE COMPLEX – HOTEL PART:

1. Cleaning of hotel rooms in the Complex takes place daily, except for the first hotel day.
2. The fee for additional cleaning of a Hotel Room or other surfaces located on the premises of the Complex and other unusual, dirty or soiled, caused by the Hotel Guest is varied and depends on the degree of soiling and each cleaning cost calculation presented by the Hotel.
3. At the request of the Hotel Guest, the Hotel provides the following services free of charge: providing information related to the current stay and information on available offers and attractions of other facilities that belong to POLSKIE TATRY S.A., waking up at the set time, storage of luggage during the Hotel Guest's stay, ordering transfers, transport and taxis.

J. STAY OF THE HOTEL GUEST WITH PETS:

1. The Hotel accepts the presence of pets on the premises of the Complex, the Hotel Guest may stay with them only by paying an additional fee according to the current price list, available at the Reception Desk.
2. The consent for the stay of the pet is issued by the Team Booking Department when booking the stay or by the Complex Reception Desk during the Guest's check-in procedure.
3. A hotel guest – The pet owner is obliged to make the room available every day for cleaning.

4. The Hotel Guests bear full responsibility for damage caused by their pets and are obliged to remove any impurities left by the pets on the premises of the Complex.
5. Depending on the species, the pet must have a current rabies vaccination certificate and all safeguards related to ensuring the safety of other hotel Guests and staff (leash, muzzle, cage, etc.).
6. It is strictly forbidden to bring pets to the catering facilities.
7. An animal, whose behaviour interferes with the stay of other hotel guests staying on the premises of the Complex and which deviates from generally accepted standards is treated as behaviour violating public order, this includes, among others: continuous barking, howling, arbitrary running during the stay, biting and scratching the equipment. In the event of written complaints from other Hotel Guests or staff, the Hotel has the right to ask the owner to discipline the pet, and in the event of failure and subsequent complaints, the Hotel also has the right to refuse to provide further services to the Hotel Guest.

K. RIGHTS AND OBLIGATIONS OF THE HOTEL GUEST:

1. In the event of any damage to the property of the Hotel Guest, they are obliged to immediately report the above-mentioned damage to the Reception Desk of the Complex, otherwise any claims of the Hotel Guest in this respect will not be considered by the Hotel.
2. The hotel guest is responsible for the received keys to the Hotel Room and equipment storage. In the event of its loss or destruction, they are obliged to cover the costs of replacing the lock. The above costs will be calculated each time and presented by the Hotel to the Hotel Guest.
3. The Hotel Guests bear full financial responsibility for all types of damage, destruction, soiling of objects, equipment and technical devices of the Complex, caused by them or their visitors.
4. The Hotel Guests and visitors should behave in a cultural manner and not interfere with the stay of other hotel guests using the services of the Complex.
5. A Hotel Guest whose behaviour poses a threat to other hotel guests staying on the premises of the Complex and violates public order may be removed from the premises of the Complex. In connection with the above, the Hotel will be forced to call the appropriate law enforcement services, which clearly recognize that the above-mentioned behaviour violates public order.
6. The Hotel Guests are obliged to pay for the accommodation and all additional services they used during their stay.
7. The Hotel Guests have the right to change the Hotel Room if they provide important reasons (e.g. technical damage).
8. The hotel guest has the right to eat meals in the places and during the hours of their serving by the Complex.
9. The Hotel Guest has the right to report to the hotel staff, in particular the Reception Desk of the Complex, inappropriate behaviour of other Hotel Guests.

L. RIGHTS AND OBLIGATIONS OF THE HOTEL:

1. The Hotel shall not be liable for loss of or damage to money, securities, valuables, electronic equipment and other things and objects of value or objects of scientific or artistic value if they are not deposited at the Reception Desk of the Complex.
2. Personal items left in the Hotel room by the departing Guest will be handed over to the Reception Desk by the floor service. In order to collect the items left behind, the Guest is obliged to order a courier at their own expense and notify the Reception Desk about this fact. In the absence of instructions, the Hotel will store the items for a period of three months.
3. In the event of a breach of the provisions of the Terms and Conditions, the Hotel may refuse to continue to provide



services to the Guest, who violates them. Such a person is obliged to immediately comply with the requests of the Hotel, in particular to pay for damages and destruction caused and to leave the area of the Complex.

4. The Hotel may refuse to accept a Hotel Guest who, during the previous stay, grossly violated the Hotel Regulations, in particular: causing damage to the property of the Complex and the property of other Hotel Guests or disturbing the functioning of the Complex in general. This also applies to persons who caused personal damage to other Hotel Guests, the people visiting them or the staff.

L. COMPLAINTS:

1. In the event of any objections to the quality of the services provided, such issues should be reported immediately upon the occurrence of the issue at the Reception Desk.
2. The Reception Desk of the Complex will refer the problem to the Complex Manager, who will attempt to resolve the issue amicably.
3. In the event of further objections as to the quality of the services provided, the Hotel Guest has the right to submit a Complaint in writing, submitted at the Reception Desk of the Complex, using the appropriate form, which is available at the Reception Desk of the Complex. The above Complaint will be considered within 14 days from the date of submitting it in writing at the Reception Desk. The Hotel Guest will be notified about the decision on the submitted complaint by e-mail to the indicated address or in writing to the indicated correspondence address.
4. If the complaint is accepted, which will involve a partial or complete refund of money for the service/goods provided to the Hotel Guest, the element necessary for this refund is the original document confirming the purchase of the service/goods, i.e. a fiscal receipt or invoice, returned by the Hotel Guest.
5. In the event of objections as to the quality of the services provided and the activities of the Complex, reported during check-out, the Hotel will not take into account the above comments of the Hotel Guest due to their late submission and they will not form the basis for submitting the Complaint in writing, as described in item 3.

M. SAFETY:

1. There is a CCTV system on the premises of the Complex in order to protect the property and the safety of people staying in the area covered by the monitoring. CCTV recordings may be the basis for liability of the Hotel Guest and their visitors, who fail to comply with the regulations and instructions in force in the Complex. The Complex Manager guarantees that the monitoring is carried out in a manner that does not violate the personal rights and dignity of all persons, in accordance with the applicable regulations, and in particular in the field of personal data protection. CCTV recordings may be made available at the written request of relevant authorities. CCTV recordings may be made available at the written request of relevant authorities.
2. Due to fire safety, it is forbidden to use water heaters, irons, electric grills, toasters and other electrical devices, that do not form part of the Room equipment, inside the Hotel Rooms. This does not apply to chargers, RTV and computer power supplies.
3. Due to a reasonable suspicion of a threat to the life or health of persons staying on the premises of the Complex, the Hotel, and in this case, the Complex Manager (administrator) or a person authorized by them, may issue a decision to evacuate persons from the threatened area even before the arrival of the Police and Fire Service. The announcement and carrying out of the evacuation will not be the basis for any claims against the Service Provider or the Manager (administrator) as well as persons managing and supervising the evacuation.

4. If you hear a fire alarm or an evacuation message, leave the hotel room immediately, ensuring that the door to it has been locked.
5. After leaving the hotel room, it is necessary to proceed to the nearest designated escape doors, staircases, and then, while remaining calm, leave the building following the evacuation signs indicating the directions of evacuation.
6. In the event of smoke in the escape routes, move in a tilted position, trying to keep your head as close to the floor as possible, while covering your airways with a damp handkerchief, move along the walls so as not to lose orientation as to the direction of evacuation.
7. When evacuating the building, do not use elevators, as in the event of a fire, the elevators will be switched off.
8. During the evacuation, keep calm and follow the instructions of the hotel staff.
9. As soon as you notice a fire, smoke coming out of the room or a noticeable smell, you should immediately notify the Complex Reception Desk and, if necessary, other people staying in the hotel rooms on a given floor.
10. If, due to their disability or health condition, the Hotel Guests have any doubts as to how to behave after the announcement of the fire alarm, they should immediately contact the Complex Reception Desk.

N. FINAL PROVISIONS:

1. The Hotel Guest and the Service Provider are obliged to comply with the provisions of these Regulations from the moment of accepting the terms of the agreement indicated in the Booking Confirmation, as well as from the moment of using the services provided by the Service Provider. Booking, as well as its cancellation, provision of services, the stay of the Hotel Guest in the Complex and issues related to the complaint of the stay and security take place on the terms set out in the above Terms and Conditions.
2. The hotel regulations are available for review at the Reception Desk of the Complex, in each Hotel Room, as well as on the website.