

REGULATIONS  
OF THE HOTEL GOŁĘBIEWSKI  
IN MIKOŁAJKI



## REGULATIONS OF THE HOTEL GOŁĘBIEWSKI IN MIKOŁAJKI

### §1

1. The owner and administrator of the Hotel is Gołębiowski Holding Spółka z ograniczoną odpowiedzialnością with its registered office in Ciemne, 05-250 Radzymin, ul. Wołomińska 125, NIP [Tax Identification Number]: 125-173-93-35, REGON [National Business Register Number]: 523380176), entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, 14th Commercial Division of the National Court Register under KRS No.: 00009996308; branch office of Hotel Gołębiowski w Mikołajkach, ul. Mrągowska 34, 11-730 Mikołajki, mikolajki@golebiowski.pl,
2. The Hotel Regulations constitute the rules for the rental of rooms and the use of hotel facilities.
3. The Hotel provides accommodation, catering, entertainment and other services in accordance with its business profile.
4. The description of the rooms, the price list of the accommodation services provided and the description of the scope of individual services can be found on the official website of the hotel at: <https://www.golebiowski.pl/> and at the hotel reception.
5. The Regulations are an integral part of the contract, which is concluded by making a booking, paying a deposit or the entire amount due for the stay in the Hotel.
6. By performing the above-mentioned actions, the Guest confirms that they have read and accept the Regulations.
7. The Regulations are available at the Hotel Reception.

### §2

1. The unit of account for the provision of accommodation services is the hotel day. Check-in begins at 3:00 p.m. on the day of arrival and ends at 12:00 p.m. on the day of departure. Upon special request, the Hotel may accelerate or extend the hotel day free of charge – subject to room availability. The final confirmation is made by a member of the reception staff at the guest's request the day before arrival (accelerated check-in) or on the day of departure (extended check-out).
2. Guests should notify the reception desk of their wish to extend the hotel by 10:00 a.m. on the day of their planned check-out. Reception confirms the possibility as rooms become available. In the case of Guests who do not comply with these Regulations, the reception may refuse to extend their stay.
3. If it is necessary to shorten the stay, the Guest should report to the reception by 12:00 p.m., otherwise the next hotel day is considered to have started.
4. The current price list for accommodation services is published at: [www.golebiowski.pl](http://www.golebiowski.pl) and is available at the Hotel reception:
  - a. The prices shown in the price list include VAT and resort tax.
  - b. The price for a stay in the hotel depends on the length of stay, the food and beverage option chosen, the standard and size of the room, the view from the window and discounts received;

- c. The price given in the price list may be reduced by discounts granted by the Hotel, on account of: possession of the HOTEL GOŁĘBIEWSKI GOLDEN CARD by the Guest, according to the rules defined in the Regulations of the Discount Card of the Hotel Gołębiewski Chain or recognised by the Hotel Management within the framework of a complaint or preferential discounts.
5. The Guest may not transfer the room to a third party not registered in the hotel, even if the Guest's rental period for that room has not expired.
6. Persons not checked in to the hotel may stay in the hotel room as Guests of persons checked in to the hotel, between the hours of 11:00 a.m. and 10:00 p.m., after notifying the reception desk.
7. Quiet hours in the Hotel are from 10:00 p.m. to 7:00 a.m. The Hotel may refuse to provide further services to a person who violates this rule.
8. The Guest is obliged to leave the room and equipment made available to them in an undamaged condition.
9. The Guest shall bear financial liability for damage, destruction, occurring as a result of their behaviour or the behaviour of their guests or a breach of security by unjustified activation of the fire protection system – the material value shall be determined by the Management of the Hotel.
10. Children under 14 years of age may stay on the Hotel premises under the constant supervision of their legal guardians.
11. For fire safety reasons, it is prohibited to use heaters, electric irons and other similar appliances in the rooms, which are not hotel room equipment.
12. Smoking of tobacco and other substances is strictly prohibited on the entire Hotel premises. Smoking of tobacco and tobacco products is only permitted in designated areas.

## §3

1. The Hotel provides services in accordance with its category and standard. If you have any concerns regarding the quality of services, please notify the reception immediately.
2. At the Guest's request, the Hotel provides the following services free of charge:
  - provision of accessories for children and disabled persons (baby bath tubs, travel cots, anti-slip mats).
  - provision of an iron and ironing board in a specially designated area.
  - possibility of storing money and valuables during the Guest's stay in deposit boxes at the reception.
  - storage of luggage of Guests checked in at the hotel.
3. Items left in the rooms by departing Guests will, at the request of the Guests, be sent at the recipient's expense to the address indicated. The cost of returning the item is only an estimate – the final cost is determined by the company providing the service. In the absence of such an instruction, the Hotel will store the items for a period of 3 months. After this time, items left behind will be donated to charity or disposed of.

4. The Hotel is insured to the extent specified by the relevant provisions of the Civil Code. The Guest is obliged to notify the hotel reception of any damage as soon as it is discovered. The Hotel's liability for loss of or damage to valuables is limited if these items are not deposited at the reception. The Hotel's liability is also limited if the Guest has inadequately secured the room – Guests must check if the room is locked each time they leave it.
5. The Hotel is liable for loss of or damage to items brought in by persons using its services to the extent set out in the Civil Code.
6. Selected areas of the Hotel are subject to monitoring.
7. The Hotel may refuse to accommodate a Guest who has grossly violated the Hotel Regulations during a previous stay.

## §4

1. Guests have the right to lodge complaints if they notice deficiencies in the quality of services provided by the Hotel.
2. All complaints are accepted by the Hotel Reception.
3. A complaint shall be lodged by the Guest immediately after noticing any deficiencies in the standard of the services provided by the Hotel in writing (no later than 7 days from its occurrence).
4. Complaints will be dealt with in accordance with the applicable legal provisions.

## §5

1. The Hotel accepts pets staying in the room with guests. The stay of pets involves additional charges;
2. Failure to report the stay of an animal in a hotel room will result in an additional fee as specified in the current hotel price list;
3. The Hotel may refuse to accept animals of breeds listed in the Regulation of the Minister of Internal Affairs and Administration on the list of dog breeds considered aggressive, reptiles, amphibians, arthropods and rodents, as well as other animals deemed dangerous by the Hotel Management;
  - a. The animal must have a current vaccination card;
  - b. Guests staying at the Hotel with animals are required to keep their animals tethered or in a carrier when using the Hotel's public areas and the adjacent area, and in the case of dogs they must additionally wear muzzles;
4. Entry of animals to the Hotel's food and beverage areas, restaurants, cafés, meeting rooms, SPA, Tropikana Water Park, Night Club and children's rooms is strictly prohibited, except for guide dogs;
5. When leaving an animal alone in a room, an 'Animal in Room' tag must be placed on the door – this will ensure the undisturbed peace of the animal and the safety of the staff;
6. For the safety of the hotel staff and the animal – the room cleaning service is provided only when the animal is not in the room or in the presence of its owner;
7. Guests staying at the Hotel with pets are required to maintain cleanliness when walking inside the Hotel as well as in the areas adjacent to the Hotel. In the event

of soiling by an animal, the Hotel may charge the Guest an additional fee of PLN 200;

8. Guests staying at the Hotel with animals are responsible for the supervision of the animal and financially for all damage caused by the animal to both Hotel and Hotel Guest property. Damage caused by the animal to Hotel property will be individually assessed by the Hotel and will be charged to the owner,
9. Guests staying at the Hotel with pets are responsible for their behaviour in the Hotel and for not disturbing other Guests, especially during quiet hours;
  - a. Guests staying at the Hotel with animals are required to take care of the animal and not to disturb the comfort or safety of other Hotel guests. Guests who fail to provide adequate care for the animals staying with them and who violate the provisions of these Regulations may be asked to leave the Hotel;

## §6

1. Booking of a stay at the Hotel takes place in accordance with the terms and conditions described in the Hotel Regulations – Booking Rules and Regulations for the Provision of Services by Electronic Means, which are available for viewing at the Hotel Reception as well as at: <https://www.golebiewski.pl/>.
2. The rules for the use of TROPIKANA and other attractions of the Hotel as well as the car parks are governed by separate regulations, which are an integral part of these Regulations.
3. The Guest agrees to the storage and processing of their personal data necessary for the performance of the hotel service.
4. The Guest has the right to access the content of their data and to correct, amend and delete their data at any time.
5. Personal data is stored and processed by the Hotel under the terms of the Personal Data Protection Act and the Privacy Policy posted on the website and at the hotel reception.
6. The provision of personal data by the Guest is entirely voluntary, but necessary in order to purchase the hotel service or subscribe to the Newsletter.
7. By using in any way the services provided by the Hotel, the Guest accepts the rules contained in the Privacy Policy published at: [www.golebiewski.pl](http://www.golebiewski.pl).

## §7

1. In matters not regulated by these Regulations, the provisions of the Civil Code Act of 23 April 1964 (consolidated text: Journal of Laws of 2016, item 380, as amended) shall apply.
2. Notification of amendments to the Regulations shall be made no later than three calendar days before the amendment to the Regulations comes into effect.
3. Date of publication of the Regulations: 18 April 2024

Thank you for adhering to the rules set out in these Regulations. They are intended to make your stay comfortable and ensure the safety of our guests.