

HOTEL REGULATIONS

A. GENERAL PROVISIONS:

The Regulations have been drawn up by the Company POLSKIE TATRY S.A. (hereinafter: the "Service Provider"), the owner of Antałówka Termy & Med, and set out the rules for the operation of the Complex and the provision of accommodation services, the rules for booking, the place of stay and the rules for the provision of services electronically through the Website maintained at www.antalowka-zakopane.pl. The services provided at Antałówka Termy & Med include: accommodation services, catering services, conference room rental, parking space/garage rental and recreational and health services.

Antałówka Termy & Med - a Complex of facilities, i.e. Antałówka Guesthouses (Antałówka I*** and Antałówka II) - the hotel part, forming a whole together with the Thermal Baths (thermal pools, outdoor terrace and the Sauna Zone) - the recreational area and Rehabilitation and Wellness Centre POLSKIE TATRY S.A. (treatment rooms) - the health part. The hotel part is connected to the recreational areas by a building hereinafter referred to as the Gallery.

B. DEFINITIONS:

- **Hotel Guest** - a person renting a room at the Guesthouses.
- **Hotel Room** - a room/suite/studio or DELUXE studio, located at the Guesthouses.
- **Service Provider** - the Company POLSKIE TATRY S.A. – the owner of Antałówka Termy & Med.
- **Complex** - Guesthouses: Antałówka I***, Antałówka II, Rehabilitation and Wellness Centre POLSKIE TATRY S.A., Termy Zakopińskie, Gallery.
- **Guesthouses** - the Antałówka I*** and Antałówka II Guesthouses - the hotel part.
- **Thermal Baths** - thermal pools and outdoor terrace, catering services (Beach Bar and Aqua Bar) and the Sauna Zone, including Finnish sauna, bio-sauna, brine sauna, steam bath, winter cabin, relaxation room at Termy Zakopińskie - the recreational area.
- **Centre** - Rehabilitation and Wellness Centre POLSKIE TATRY S.A. (health care institution) - the health part located at the Antałówka I Guesthouse***.
- **Catering Facilities** - places where meals are served at hotel facilities, including Restaurant(s) and the Lobby Bar.
- **Hotel** - in other words the management, staff and service at the Guesthouses.
- **Website** - the website for booking a stay online, via a booking system.
- **Hotel System** - the system where all the information about the stay of the Hotel Guest and his/her companions is stored.
- **Transponder** – a swimming pool ID, allowing its holder to open the hotel credit and pass through the Gallery to the recreational area (Thermal Baths).

C. BOOKING:

1. A stay at the Guesthouses can be booked as follows:
 - a. by telephone and email - using the (Service Provider's) telephone number or email available on the Website: <https://www.antalowka-zakopane.pl/kontakt-kompleks>,
 - b. in person - at the Booking Department or at the Guesthouses' Reception Desk,
 - c. via the booking system - using an interactive form made available by third parties via the Website, enabling Guests to book a stay at the Guesthouses available in the Hotel System.
2. Treatments and consultations at the Centre can be booked by phone or email, available on the website <https://www.antalowka-zakopane.pl/kontakt-kompleks>,
3. Payment - the Website enables Hotel Guests to pay by bank transfer, credit card or cash.

D. CHECK-IN & CHECK-OUT RULES:

1. Hotel rooms shall be rented for hotel days.
2. A hotel day shall start from 3.00 p.m. on the check-in day and last until 12.00 noon on the following day.
3. If the Guest does not specify the duration of stay while checking in, it shall be assumed that the room is rented for one day.
4. In the event of extending the stay beyond the period indicated on the check-in day, the Hotel Guest shall make such a request at the Guesthouses' Reception Desk by 10.00 a.m. on the day on which the Hotel Room rental period expires. The Hotel shall accommodate the request to extend the stay as far as possible.
5. If the Guest stays in the Hotel Room after 12.00 noon, it shall be considered as an extension of the stay. If the Hotel Guest stays between 12.00 noon and 6.00 p.m., a half-day charge shall be collected. Each time such a possibility must be considered and accepted by the Hotel, due to room availability.
6. Should the Hotel Guest wish to check in earlier than the hotel day indicated above, i.e. between 7.00 a.m. and 3.00 p.m., this shall be treated as an extension of the stay, resulting in the collection of a half-day charge. Each time such a possibility must be considered and accepted by the Hotel, due to room availability.
7. Shortening of the stay by the Hotel Guest shall not entail reimbursement of the charge for unused services. In the event of the necessity to shorten the stay due to fortuitous reasons, the Guest shall have the possibility to use the paid services at another time. Each time such a possibility must be considered and accepted by the Manager of the Guesthouses and preceded by the Guest's written confirmation of the occurrence of fortuitous reasons.
8. At the Guesthouses, curfew shall be in force from 10.00 p.m. to 6.00 a.m.



E. HOTEL ROOM:

1. Each Hotel Room shall be equipped as standard with bed(s), table, wardrobe, TV/radio, lighting, bed linen, hotel towels, bathrobes, glasses.
2. Each Hotel Room shall have full access to sanitary facilities (bathroom) equipped with a bathtub or shower as well as hotel toiletries - soap/shower gel.
3. Electric kettles shall be included in the price of stay.
4. Hotel Rooms located at the Antałówka I Guesthouse shall additionally have: hotel slippers and a one-off insert in the room in the form of a bottle of water (0.5 l). It is forbidden to take hotel bathrobes and towels outside the Complex premises.
5. Each time the Hotel Guest leaves the Hotel Room, he/she shall properly secure it so that access by third parties is not possible. During the Guest's absence from the Hotel Room, the windows and doors shall remain closed and the lights switched off.
6. The Hotel Guest shall not be allowed to make any changes to the Hotel Room and its furnishings and equipment other than a minor rearrangement of furniture and equipment which does not affect their functionality and safety of us.

F. ACCOMMODATION, CHECK-IN, STAY:

1. The Guesthouses' Reception Desk is located at the Antałówka I Guesthouse and is open 24 hours a day.
2. There is a Guest Check-In Procedure in place at the Guesthouses (filling in the Guest Registration Card, showing the identity card to the receptionist for data verification and registering the Guest in the Guesthouses' Hotel System).
3. The Guest Registration Card shall include, in particular:
 - a. Personal data of the Hotel Guest (purchaser) and his/her companions.
 - b. Information Clause related to the General Data Protection Regulation of 27 April 2016, hereinafter referred to as the GDPR.
 - c. Statements of the Hotel Guest, including marketing consent.
4. Persons who do not accept the Guest Check-In Procedure and do not agree to show an identity card may not be checked in at the Guesthouses.
5. Upon check-in, the Hotel Guest shall receive a discount card, which is the basis for granting him/her due discounts and rebates on other services provided by the Company POLSKIE TATRY S.A.
6. The Hotel Guest may not transfer the Room to other persons who are not indicated in the Registration Card.
7. Persons who are not indicated in the Registration Card shall not be allowed to stay in the Hotel Room between 10 p.m. and 6 a.m.
8. The Hotel shall be obliged to charge a transient occupancy tax in accordance with the applicable regulations.
9. At check-in, the Hotel Guest shall receive a transponder which entitles him/her to use the recreational area, the catering services at the Thermal Baths and other services in the Sauna Zone (including towel, toiletries, water, etc.).

G. ADDITIONAL SERVICES INCLUDED IN THE PRICE OF STAY:

1. The Hotel Guest shall have the possibility of unlimited admission to the Thermal Baths and the Sauna Zone, i.e. of using the water attractions and saunas multiple times during the day.
2. The possibility to use the Thermal Baths shall start from the moment of check-in and receipt of a (transponder), but no

earlier than at 3.00 p.m. It shall end on the day of check-out and returning the transponder by the Hotel Guest by 12 noon at the Reception Desk of the Guesthouses. Use of the Thermal Baths after 12.00 noon shall result in the collection of a half-day charge.

3. A stay at the Thermal Baths shall start from the moment of passing through an entrance gate located in the wet zone at the Gallery, Level 0 at the Antałówka I Guesthouse, using a transponder for this purpose.
4. The Hotel Guest shall have the possibility to use the children's playground located next to the Antałówka I Guesthouse. The rules for the use of the playground are described in separate terms and conditions, available at the playground, at the Reception Desk and on the facility's website.
5. The Hotel Guest shall have the possibility to use the children's playroom located on Level 3 at the Antałówka I Guesthouse, during the hours set by the Hotel. The rules for the use of the playroom are described in separate terms and conditions, available in the playroom, at the Reception Desk and on the facility's website.
6. The price of stay shall include a parking space at the Guesthouses. Leaving the car after the end of the stay shall result in incurring additional costs, in accordance with the current and valid car park terms and conditions available on site, at the Reception Desk and on the facility's website. The Guest using a parking space shall provide the car registration number when checking in.
7. Breakfast shall be served between 7.30 a.m. and 10.30 a.m. at the Catering Facilities of the respective hotel facility, as designated by the Hotel. Other meals shall be served at times set by the Hotel.
8. Preparing meals and taking them out of the aforementioned Catering Facilities shall result in an additional charge for the packed lunch according to the current price list available at the Reception Desk.
9. It is prohibited to use the walkway to the Thermal Baths daily from 10 p.m. to 9 a.m.
10. Smoking and e-cigarettes are prohibited on the premises of the Complex.
11. In the event of violation of the aforementioned prohibition, the Hotel Guest may be charged a contractual penalty in the amount of PLN 400 for each detected violation of the prohibition; in addition, in the event of violation of sec. 9, the Hotel Guest undertakes to cover the costs of water replacement and disinfection in the pools and attractions of Termy Zakopińskie as well as the costs related to the technological break caused thereb.

H. EXTRA PAID SERVICES NOT INCLUDED IN THE PRICE OF STAY:

1. The catering services located at the Thermal Baths and other services in the Sauna Zone (including towel, toiletries, water, etc.) shall be subject to an additional charge. The above services can be paid for on site in cash or using the transponder received at check-in.
2. Catering services at the Guesthouses' Catering Facilities shall also be charged extra, according to the current price list for these services available on site and at the Reception Desk. The above services can be paid for on site by cash or card. In the case of non-payment, their value shall be added to the hotel bill.
3. Health services provided at the Centre located on Level -1 at the Antałówka I Guesthouse shall also be subject to an additional charge. When these services are used, their value shall be added to the hotel bill registered in the Hotel System. The rules for the use of the Centre are described in separate terms and conditions available at the Centre, at the Reception Desk and on the website.
4. The Hotel Guest having additional charges resulting from

sections 1-3 added to his/her hotel bill registered in the Hotel System shall be obliged to authorise them, i.e. to confirm the use of the above services.

5. Other additional charges during the stay of the Hotel Guest, i.e.:
 - charge for a lost swimming pool ID (transponder),
 - charge for a lost swimming pool locker key or a pool towel,
 - charge for a lost hotel bathrobe,
 - one-off charge for the hire of a hotel bathrobe,
 - charge for the hire of a pool towel,
 - charge for ordering extra water to the Hotel Room (0.5 l),
 - can be found in the current price list available at the Reception Desk of the Guesthouses.
6. All additional services and charges mentioned above shall be paid by the Hotel Guest at the latest at check-out from the Guesthouses when settling the hotel bill.

I. ADDITIONAL SERVICES PROVIDED AT THE GUESTHOUSES - THE HOTEL PART:

1. Cleaning of the Hotel Rooms at the Guesthouses shall take place daily.
2. The charge for additional cleaning of the Hotel Room or other areas at the Guesthouses and other unusual dirt caused by the fault of the Hotel Guest shall vary and shall depend on the degree of soiling, and each time shall be subject to cleaning cost calculation presented by the Hotel.
3. At the request of the Hotel Guest, the Hotel shall provide, free of charge, the following services: providing information related to the current stay and information on available offers and attractions of other facilities owned by the Company POLSKIE TATRY S.A., wake-up call at the appointed time, storage of luggage during the stay of the Hotel Guest, ordering of transfers, transport and taxis.

J. THE HOTEL GUEST'S STAY WITH AN ANIMAL:

1. The Hotel accepts the presence of animals on the premises of the Guesthouses, but the Hotel Guest may stay with them only subject to payment of an additional fee according to the current price list.
2. Permission for an animal to stay shall be granted by the Guesthouses' Booking Department when booking a stay or by the Guesthouses' Reception Desk during the Guest's check-in procedure.
3. The Hotel Guest being the owner of the animal shall be obliged to make the room available for cleaning on a daily basis.
4. The Hotel Guest shall bear all responsibility for any damage caused by his/her animal and shall remove any uncleanliness left by the animal on the premises of the Guesthouses.
5. Depending on the species, the animal must have a current anti-rabies vaccination certificate and all safety features related to ensuring the safety of other Hotel Guests and staff (leash, muzzle, cage, etc.).
6. It is strictly forbidden to bring animals into the Catering Facilities of the facility.
7. An animal's behaviour disturbing the stay of other Hotel Guests on the premises of the Guesthouses and deviating from generally accepted norms shall be treated as a behaviour that violates public order, including, but not limited to: continuous barking, howling, running arbitrarily during the stay, biting and scratching pieces of the furnishings and equipment. In the event of written complaints from other Hotel Guests or staff, the Hotel shall have the right to ask the owner to discipline his/her animal, and in the event of lack of effect and further complaints, the Hotel shall also have 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 Hotel Guest's property, the Hotel Guest shall immediately report the damage at the Reception Desk of the Guesthouses, otherwise any claim by the Hotel Guest on this account shall not be considered by the Hotel.
2. The Hotel Guest shall be responsible for the received Hotel Room key, equipment storage room key and swimming pool ID. If these are lost or damaged, the Hotel Guest shall be obliged to cover the costs of replacing the lock and purchasing a new ID. The Hotel shall each time calculate the aforementioned costs and present them to the Hotel Guest.
3. The Hotel Guest shall bear full financial responsibility for any damage, destruction, soiling of objects, furnishings, equipment and technical devices of the Complex caused by him/her or his/her visitors.
4. The Hotel Guest and his/her visitors shall behave in a cultural manner and shall not disturb other Hotel Guests using the services of the Complex.
5. The Hotel Guest whose behaviour poses a threat to other Hotel Guests staying at the Complex and who violates public order may be removed from the Complex premises. In consequence, the Hotel will be compelled to call the appropriate law enforcement services, which will unequivocally recognise that the aforementioned behaviour violates public order.
6. The Hotel Guest shall be obliged to pay for the accommodation and all additional services used during his/her stay.
7. The Hotel Guest shall have the right to change the Hotel Room if he/she gives relevant reasons for doing so (e.g. technical damage).
8. The Hotel Guest shall have the right to have meals in the places and at the times of their serving by the Complex.
9. The Hotel Guest shall have the right to report inappropriate behaviour of other Hotel Guests to the hotel staff, in particular to the Reception Desk of the Guesthouse.

L. RIGHTS AND OBLIGATIONS OF THE HOTEL:

1. The Hotel shall not be liable for the loss of or damage to money, securities, valuables, electronic equipment and other things and objects of financial value or objects of scientific or artistic value unless they are deposited at the Reception Desk of the Guesthouses.
2. Personal belongings left in the Hotel Room by a departing Guest shall be handed over by the floor staff to the Reception Desk. In order to collect the items left behind, the Guest shall send a courier at his/her own expense and inform the Reception Desk thereof. In the absence of instructions, the Hotel shall store the items for a period of three months.
3. In the event of a breach of the Regulations, the Hotel may refuse to continue to provide services to the offending Hotel Guest. Such a person shall be obliged to comply with the Hotel's demands immediately, in particular to pay for the damage and destruction caused and to leave the premises of the Guesthouses.
4. The Hotel may refuse to check in a Hotel Guest who, during his/her previous stay, grossly violated the Hotel Regulations, in particular by: causing damage to the property of the Complex and the property of other Hotel Guests, or disrupting the operation of the Complex in general, or caused damage to the person of a Hotel Guest, his/her visitors or staff.

Ł. COMPLAINTS:

1. If concerns arise about the quality of the services provided, such issues shall be reported as soon as the problem arises to the Guesthouses' Reception Desk, in order to make an immediate response possible.



2. The Guesthouses' Reception Desk shall report the problem to the Manager of the Guesthouses who shall attempt to resolve it amicably.
3. In the event of further concerns about the quality of the services provided, the Hotel Guest shall have the right to lodge a written Complaint at the Guesthouses' Reception Desk. The Complaint shall be considered within 14 days from the date of its submission to the Reception Desk.
4. In the event of concerns about the quality of the services provided and the operation of the Complex reported during check-out, the Hotel shall not take into account such comments of the Hotel Guest due to their late submission, and they shall not be the grounds for a written Complaint referred to in section.

M. SAFETY:

1. For reasons of fire safety, it is prohibited to use the following in the Hotel Rooms: water heaters, irons, electric grills, toasters and other electrical appliances not included in the Room equipment. This shall not apply to chargers and power supply units for audiovisual and computer equipment.
2. In the event of a reasonable suspicion of a threat to the life or health of persons on the premises of the Guesthouses, the Hotel, in this case the Manager (administrator) of the Guesthouses or a person authorised by him/her, may issue a decision to evacuate persons from the threatened area before the arrival of the Police and the Fire Brigade. The announcement and carrying out of the evacuation shall not give rise to any claim against the Service Provider or the Manager (administrator) and persons managing and directing the evacuation.
3. If you hear a fire alarm or evacuation announcement, leave the Hotel Room immediately, making sure that the door to the Room is closed.

4. After leaving the Hotel Room, proceed to the nearest marked evacuation doors and staircases and then, keeping calm, leave the building following the evacuation signs indicating the evacuation routes.
5. In the event of smoke on the escape routes, move in a stooping position, trying to keep your head as close to the floor as possible while covering your airways with a wet handkerchief, and move along the walls so that you do not lose track of the direction of evacuation.
6. During evacuation from the building, do not use the lifts as they will be closed in the event of a fire.
7. During evacuation, remain calm and follow the instructions of hotel staff.
8. Upon noticing a fire or smoke coming from a room, or a noticeable smell, immediately notify the Reception Desk of the Guesthouses and, if necessary, other occupants of the Hotel Rooms on the floor in question.
9. If, due to his/her incapacity or state of health, a Hotel Guest is in any doubt as to how to behave when the fire alarm is sounded, he/she should immediately contact the Reception Desk of the Guesthouse.

N. FINAL PROVISIONS:

1. Hotel Guests and the Service Provider shall comply with the provisions of these Regulations from the moment they start using the services provided by the Service Provider. The provision of services and the stay of the Hotel Guest at the Complex shall take place in accordance with the rules specified in these Regulations.
2. The Hotel Regulations are available for inspection at the Guesthouses' Reception Desk, in each Hotel Room, as well as on the website.

