

Hotel Regulations

1. Beginning of the stay at the Hotel is tantamount to accepting the content of these Regulations by the person booking the room, hereinafter referred to as the Guest.
2. In order to register for the stay at the Hotel, the Guest is obliged to: a) fill in the Guest Card, b) show a document with a photo to the reception employee so that the Guest's identity can be confirmed, c) pay for the ordered services in advance.
3. The Receptionist is obliged to refuse to hand over the room access card if: a) the Guest refuses to show a document with a photo so that registration for the stay is possible, b) the Guest refuses to pay for the ordered services in advance.
4. The Guest receives the room card at the Reception after completing the formalities described in point 2 and gives it back at the Reception before departure, after the stay. The charge for destroying, losing, or failing to give the room card back is PLN 50 and is paid by the Guest without notice.
5. In order to enable the charge on the room for additional services ordered at the Hotel i.e. in the form of the hotel bill payable at the Reception on departure – the customer is obliged to authorise the payment card for at least PLN 500 or post deposit in cash for the same amount on the arrival day.
6. The rooms at the Hotel are booked for hotel nights. The stay price is charged at the Guest's check-in at the Hotel. If the Guest shortens their stay at the Hotel, the price charged by the Hotel will not be refunded.
7. The hotel night lasts from 3 p.m. on the booking day to 11 a.m. on the next day.
8. If the Guest does not specify the stay duration when booking the room, it is assumed that the room was booked for one night.
9. The Guest should express their wish to prolong the stay at the Hotel beyond the period indicated on the arrival day at the Reception until 9 a.m. on the last day of the stay at the latest. However, this does not bind the Hotel. The Hotel will take the wish to prolong the stay in consideration if vacant rooms are available.
10. Remaining in the room or leaving belongings beyond the check-out hour is considered the prolongation of the stay. If the Guest leaves the room after the check-out hour, the software of the Reception will charge the fee for another night according to full prices.
11. If the prolongation of the Guest's stay is impossible, the personnel of the Hotel will remove all the Guest's belongings in the room and deposit them until their collection by the Guest in accordance with point 29.
12. The booker must not transfer the room to other persons, even if the night paid by them did not elapse.
13. The persons that are not registered for the stay at the Hotel may be in the room between 8 a.m. and 10 p.m.
14. The persons that are not registered may remain at the Hotel only upon the consent of the Hotel personnel.
15. If the unregistered persons remain in the Guest's room after 10 p.m., this is tantamount to the booker's consent to paid quartering of these persons in their room. Quartering of every person will be charged according to the current price of an additional bed for an adult in the price list available at the Reception.
16. Children aged 13 and younger must be under constant supervision of adults during the entire stay at the Hotel. The guardians of the children are responsible for their behaviour, including damage caused by them.
17. The breakfast, which is included in the room price, is available only in the dining room or the Panorama Restaurant.
18. Mostly buffet style served. The hotel guest may order breakfast to the room, which is additionally paid according to the price in the menu.
19. At the Hotel, including: in the windows, in the rooms and the bathrooms, as well as on the balconies and terraces – in accordance with the Act of April 8, 2010 on amendment of the act on health protection against consequences of using tobacco and tobacco goods and the act on the National Sanitary Inspection (Journal of Laws No. 81, Item 529) – smoking cigarettes and tobacco goods as well as e-cigarettes is strictly forbidden.

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20. The fine for breaching the ban of point 19 is PLN 500 for each claimed case and is paid by the Guest without notice after claiming of such a fact by the personnel of the Hotel.
21. At the Hotel and on its premises, there are quiet hours between 11 p.m. and 7 a.m. the next day.
 - a) at the quiet hours, the Guests and persons using the hotel services are obliged to behave in such a manner that does not disturb other persons' night rest;
 - b) disturbance of the other guests' domestic peace and well-being is subject to a charge of PLN 500 per each person disturbing the quiet hours payable by the Guest without notice;
 - c) the Hotel may refuse to provide further services for a person breaching the quiet hours. This person is obliged to leave the premises of the Hotel without delay.
22. The Guest booking the room is obliged to familiarise themselves with the furnishings of the room and to maintain it intact. It is forbidden to take the furniture and the furnishings out of the room. The Guest bears full material responsibility and liability for any damage to or destruction of the equipment and devices of the Hotel caused by them or their visitors.
23. The Hotel does not accept animals and they must not be on the premises of the Hotel. In case of breaching this ban, the Guest will be charged with the fee amounting to PLN 1,000 for disinfection and refreshing of the room.
24. Due to fire safety, it is forbidden to use the following in the rooms, on the terraces and other interiors of the Hotel:
 - a) heaters and other electrical devices that are not included in the equipment of these rooms. The aforementioned does not apply to TV and PC chargers and power boxes,
 - b) an open fire in any form.
25. In case of a fire alarm resulting from the Guest's activity and its consequences in the form of e.g. evacuation of the building, the Guest will cover the costs of the evacuation, restoring the building of the Hotel to the state before the evacuation, as well as the costs of claims of third parties if these claims emerge in relation to the fire alarm and its consequences.
26. The Guest is obliged to lock the doors and windows and to make sure that they are locked so that third parties cannot access the room whenever he or she leaves the room.
27. The Hotel does not bear responsibility for damage to or loss of the belongings resulting from leaving an unlocked window or an incorrectly locked room door.
28. The provisions of Articles 846-849 of the Civil Code regulate the responsibility of the Hotel in relation to the loss of or damage to the belongings brought by the Guest to the Hotel. This responsibility is limited if these belongings are not deposited at the Reception. The Hotel has the right to refuse to deposit money, securities and valuable items, especially valuables and items of scientific or artistic value if they threaten the safety or their value is too high in relation to the size or standard of the Hotel or they occupy too much space.
29. Objects of personal use left in the room by the departing Guest will be sent back at their expense, to the address indicated by them. If the Hotel does not receive such an instruction, the Hotel will store these objects for not longer than two months. Then it will give them to charity or make them available for public use.
30. In case of breaching of the provisions of these Regulations, the Hotel may refuse to provide further services for a person breaching them. Such a person is obliged to comply with the following personnel's demands: to settle the payments for the services provided so far and to pay for possible damages, as well as to leave the Hotel and the area of the Hotel.
31. The Hotel will refuse to accommodate the Guest who breached the Regulations during the previous stay, as a result of which they damaged the property of the Hotel or the Guests, or hurt the Guests, the employees of the Hotel or other persons in the Hotel or disturbed the quiet at the Hotel in other way.
32. In Poland, for the safety of the employees and Guests in relation to the COVID-19 epidemic, safety rules available at the hotel reception and at www.hotelmoran.pl are in force. In case of failing to follow the required rules, the Hotel may refuse to provide further services without refunding the costs. As a result, the breaching person is obliged to leave the Hotel premises without delay.