

Regulations of AQUARIUS SPA Hotel*****

Bearing in mind the assurance comfort and safe rest for you, we kindly request for familiarizing with and complying with the Hotel Regulations.

§ 1 The Subject of the Regulations

1. The Regulations shall be applicable for all persons staying within the area of the AQUARIUS SPA Hotel ***** at J. Kasprowicza street 24 in Kołobrzeg.
2. The Regulations shall define the principles for providing services, scope of responsibility of the Guest and principles of staying within the Hotel.
3. The Regulations shall be available at the main reception desk, information leaflet in a hotel room and at the website of the hotel www.aquariusspa.pl.
4. Confirmation of familiarization with the Regulations shall take place upon booking, paying the advance, paying the whole due amount for the stay or signing the registration card.

§ 2 Booking

1. The booking shall be considered as completed upon obtaining the advance established by the hotel.
2. The booking of stay shall keep validity on the day of the planned arrival by 12:00 a.m. After the lapse of the indicated time, the booking will be cancelled. In order to avoid cancellation of the booking, one should report the later arrival to the reception desk.
3. Information on cancellation conditions of the booking or shortening the stay is contained in the Booking Regulations placed in the Booking Confirmation and at the website www.aquariusspa.pl. Shortening the stay or non-appearance at a hotel does not result in reimbursing the due amount for the unused benefits unless the shortening of the stay or non-appearance at a hotel was the result of the circumstances of the force majeure nature or an act of god. The obligation to prove the circumstances, referred to in the preceding sentence, rests with the person who requests the reimbursement of the due amount.



§ 3 Hotel day and check-in time

1. The room is rented per days. The hotel day lasts from 3:00 p.m. till 11:00 a.m. on the following day.
2. The intention to extend the hotel day should be reported at the hotel reception desk by 11:00 a.m. on the day preceding the departure.
3. The Hotel takes into account the intentions to extend the hotel day if the rooms are available.
4. The extension of the hotel day shall be subject to a fee of 50% of a basic rate and lasts maximum till 7.00 p.m.
5. If the Guest, without prior agreement with the reception desk, keeps the room after 11:00 a.m. on the departure day, it will be treated as unauthorized extension of the hotel day and shall be subject to compensation fee of 50% of basic rate.
6. The payment of the fee defined in point 5 does not authorize the Guest to stay in a room.
7. If the Guest did not define the period of stay while booking the room, it is assumed that the room is rented for one hotel day.
8. The intention to extend the stay for the next day/days should be reported by the Guest at the reception desk by 11:00 a.m. on the day preceding the departure.
9. The Hotel includes the intentions to extend the stay if the rooms are available.
10. Each Guest staying overnight shall be obliged to make check-in formalities by means of presenting the ID card with a photo, providing their basic personal data and sign the registration card.
11. The Hotel shall have the right to make pre-authorization of a credit card upon check-in or collecting a deposit in cash up to the amount for the whole stay.
12. The Hotel may refuse to accept or check-out prior to the end of the Guest's stay who committed a gross breach of the Hotel Regulations or disturbed the functioning of the Hotel in another way.
13. The Hotel may refuse to accept the Guest being under the influence of alcohol, intoxicating means, showing verbal or physical aggression.
14. The hotel is obligated to apply standards for the protection of minors, particularly to verify the identity of the minor and their relationship with the adult they are staying with at the facility (Act of May 13, 2016, on Counteracting Threats of Sexual Crimes and the Protection of Minors). Therefore, a guest staying at the hotel with a minor should possess and present the minor's identity document or another document that allows for the confirmation of the minor's identity.



§ 4 Services of the hotel

1. The Hotel provides the services in accordance with its category rank and standard.
2. The Hotel shall have the obligation to assure the following: conditions for full, unfettered rest of the Guest, keeping in confidentiality the information about the Guest, professional service, keeping the room in neat and order and performing the repairs of the devices during the absence of the Guest in a room, and in case of his/her presence only when he/she expresses their consent and wish.
3. The Hotel, upon the request of the Guest, will provide the following services free of charge: providing information connected with the stay and the travel, wake-up at the appointed time, storing cash or valuable items in the deposit of the reception desk during the Guest's stay, storing the luggage of the Guests registered at a hotel.

§ 5 The room

1. At a hotel there are quiet hours from 10:00 p.m. till 7:00 a.m.
2. A hotel Guest must not transfer the room to third persons.
3. The persons not registered may stay in a hotel room of the Guest from 7:00 a.m. till 10:00 p.m., after reporting earlier this fact to the reception desk.
4. When the persons not registered stay after 10.00 p.m. it shall mean that the person registered agrees for additional accommodation of these persons for a fee. The additional registration of each person shall take place by the valid price list available at the reception desk.
5. The products located in a mini-bar are sold by the rates from the price list available in a hotel room. Mineral water is available outside the mini bar and included in the stay price.
6. For security reasons, the Guest each time while leaving the room, should check whether the doors and windows are closed.
7. For fire security reasons, it is prohibited to use in rooms heaters, electric irons and other devices which are not included in the hotel room equipment (the Guests have at their disposal ironing room and ice cube device on I, II, III floor), it does not refer to the loaders and feeders for electronic equipment.
8. In a room it is forbidden to store hazardous materials, such as gun, ammunition, flammable materials, explosives or irritating agents.
9. The Guests must not take the items constituting the equipment of the hotel outside the hotel area.



§ 6 Responsibility of the Hotel

1. The Hotel shall bear liability for the loss of damage to the items brought in by the persons using its services in the scope defined with the provisions of the civil code.
2. The liability of the hotel for the loss or damage to the property of significant value, i.e. valuable belongings, cash, securities, items with scientific or artistic value is limited if the items were not placed for the reception desk deposit.
3. The Hotel reserves the right to refuse to accept the items of high value for the hotel deposit or large amounts of cash, items which pose a threat for the security and large size items which may not be placed in a deposit.
4. The Hotel does not bear liability for the loss or damage of the vehicles located in the hotel car park (underground garage and car park in front of the hotel) as well as the vehicles parked in the area behind the bar nor its bears liability for the items left in such vehicles.
5. The principles of using the hotel car park are defined in the Car Park Regulations available at the Hotel Reception Desk.

§ 7 Liability of the Guest

1. Behaviour of the Guests and persons using the hotel services should not disturb the stay of other guests. While infringing the principle, the hotel may refuse to provide the service to the person.
2. The children below 12 years of age, should stay under constant care of their legal guardians while staying at a hotel. The legal guardians shall bear material liability for the damages caused by the children.
3. The Guest shall bear material liability for damages or destruction of any type of the items of equipment and technical devices of the hotel caused at his/her fault or the fault of the visitors.
4. The Guest should notify the hotel reception desk about the damage immediately after learning about the fact.
5. The Hotel reserves the right to charge guests the cost of cleaning of dirty or soiled hotel surfaces that goes beyond standard cleaning procedures (especially in case of biological contamination) caused by the guest. The guest will be charged with the cost of specialist cleaning in the amount of 500 PLN for each soiled or dirty area.
6. The Guest shall bear full liability for the effects of unreasonable calling the fire alarm.



§ 8 Complaints

1. All complaints concerning the stay should be reported in person at the main reception desk of the hotel, on a current basis during the stay at a hotel on the departure day at the latest.
2. The complaint shall be considered by the hotel if possible on the day of its lodging, within three days of its lodging at the latest.

§ 9 Additional provisions

1. The Hotel will store the items left by the Guest for two months, after the lapse of the period, the items will be destroyed. The foodstuffs originally packed will be stored for 24 hours, others shall be destroyed during the room cleaning.
2. In case of obtaining the disposal of sending the item by the hotel, the hotel will send the item to the address indicated by the Guest and at the Guest's cost.
3. In the hotel there is a complete smoking ban applicable, also in balconies (except for the zones appointed especially for this purpose). For infringing the smoking ban, the Guest shall be obliged to pay the fee for cleaning and ozonizing the room of 200 PLN.
4. The Hotel does not accept animals. In case of stating the presence of the animal in a room by the employees of the hotel, the Guest shall be obliged to pay the fee for cleaning the room of 500 PLN. The payment of the above-mentioned fee does not entitle the presence of an animal on the hotel premises.
5. In the hotel there is Aquarius CLUB & LOUNGE. The Aquarius CLUB & LOUNGE can be accessed by the persons above 21 years of age. In Aquarius CLUB & LOUNGE there is a proper dress obligatory (i.e. in case of men, long trousers, covered shoes). The principles of stay in Aquarius CLUB & LOUNGE are defined in the Regulations available at the entrance to it.
6. In the "Wiatr i Woda" cafe there is Children Play Club. The principles of using it are defined in the Regulations located in the Play Club.
7. The hotel provides animation for children according to the schedule available at the reception. The animator's only duty is to entertain the animation participants without taking responsibility for their care and safety. The animator is not responsible for changing diapers or serving meals, snacks or medicines. During the animation, children under 3 years of age and children with disorders affecting their independent functioning must absolutely be accompanied by legal or actual guardians (including parents or other adults). In other cases, the necessity of personal care of the child during the animation depends on decision of the legal or actual guardian.



However, leaving a child in the animation does not constitute a delegation of the children care or supervision obligation to the Hotel or the Animator.

8. In the hotel there is a Game Room. The principles of using it are defined in the Regulations available in the Game Room.
9. In common parts of the hotel, i.e. the main hall, SPA section, a restaurant and a cafe, hotel corridors, for security reasons, there is a complete ban on using such vehicles as: scooters, bicycles, skateboards, roller skates, segways etc.
10. In the "Horyzont" restaurant there is a proper dress obligatory. We request for appearing not dressed in a bath gown, swimsuit, shorts, beach flops.
11. It is forbidden to take away drinks and food from the "Horyzont" restaurant during the buffet meals.
12. In each room, a cafe and the hall there is a possibility to use free Internet.
13. The car park in the underground park and in the area of the hotel is paid. The Hotel does not guarantee availability of the car park places.

