

## TOPOLOWA RESIDENCE - RULES AND REGULATIONS

Hereby, the terms of service at Topolowa Residence (hereafter referred to as TR) are to be determined, along with the terms of accommodation, mutual laws and duties between TR and our Guests, as well as the issue of potential responsibility. The rules and regulations are an integral part of the agreement which becomes valid when the registration card is signed. The accommodation at TR is legally equal to Guest's acceptance of these regulations without objection.

1. During check-in Guests are required to demonstrate an identification document with a photograph as a confirmation of their identity. In case of Guests' refusal to demonstrate the document, the Receptionist is obliged to refuse to issue the key to the apartment. The mentioned document is obligatory to prepare the registration card, which is then to be signed by the Guest.
2. Apartments at TR are rented per night. If Guest has not specified the period of their stay when making a reservation it is assumed that the apartment is rented for one hotel day. Check-in hours at TR are in effect from 3 pm to 12 pm the next day.
3. Quiet hours at TR are in effect from 10 pm to 7 am.
4. The reception at TR works from 8 am until 10 pm. Additionally, hotel provides a whole-day service of a watchman/doorman.
5. The reception is available on the phone line under no. 111.
6. The breakfast is served during weekdays from 7:30 am until 10:30 am and at weekends and holidays from 8 am until 11 am. In case our Guests need the breakfast to be served earlier or later, the Reception shall be informed in advance.
7. Should our Guests require to prolong their stay, they ought to inform the Reception until 10 am on the day of check-out. TR would respond to such requests according to the hotel's occupancy and Guests' acceptance of the offered price.
8. If our Guests reside in the apartment until later than 2 pm, it is treated as a prolongation of their stay. In case Guests leave the apartment before 6 pm, a half-day fee shall be charged.
9. TR is obliged to provide:
  - comfortable rest for our Guests
  - safe accommodation
  - professional and polite service
10. On Guests' request, TR provides the following as additional free service:
  - general information concerning the stay at TR and the city of Krakow
  - wake-up call at specific time
  - luggage storage prior to check-in and after check-out
  - taxi order
11. With regard to ecology, our Guests are requested to leave the towels that they wish to change on the floor in the bathroom.
12. TR assumes no responsibility for any harm or damage suffered by Guests using TR's services nor for the valuable items left in the apartments. Each apartment is provided with a safe box, available for Guests' use on their own responsibility.
13. TR's liability for the loss or damage of valuable items, money, securities, items of scientific or artistic value is restricted, should they not be deposited at the reception.
14. The hotel Guests shall be held financially liable for any damage caused to the furnishings or other equipment of TR either by themselves or their visitors.

15. Due to the fire safety requirements, the use of heaters, electric irons and similar objects that are not part of TR's equipment is strictly forbidden.
16. In case any damage is to be noticed, it shall be reported to the reception immediately.
17. Guests shall not pass the apartment on to third persons, even within the already paid period of the reservation.
18. For safety reasons, whenever leaving the apartment, Guests shall turn off the TV, the lights and the faucet as well as close the door using the key.
19. The Guests shall be held liable for the loss of keys to the apartment. It is recommended that the keys are left at the reception. In case of the loss, a charge of 300 PLN is to be incurred.
20. Visit of unregistered persons in Guests' apartment after 10 pm shall be equivalent to Guests' consent for paid accommodation of these persons, in accordance with current pricing.
21. Throughout the entire stay at TR, minor children shall be accompanied by adults. Their legal guardians shall be responsible for any damage caused.
22. Presence of animals in the apartments is not accepted.
23. TR may refuse the accommodation of Guests that formerly violated its regulations, damaged in any way the furnishings or equipment of TR or its other Guests, or in any other manner disturbed other visitors' stay or the functioning of the hotel.
24. Smoking is strictly forbidden on the premises. It is only allowed in a specific area at the courtyard. The violation of this rule shall be equivalent to Guests' payment for the de-aromatization of the apartment (800 PLN) or potential arrival of the fire brigade (cost dependent on the charges).
25. The hotel Guests shall give consent to processing of personal data for registration purposes and placement of the data in TR's database, in accordance with the 29.10.1997 Act on the Protection of Personal Data. Guests are entitled to review and correct the data.
26. The adequate court for settlement of disputes between TR and its Guests is the court adequate for Apartamenty Topolowa S.C.
27. The fees that are to be charged in case of any damage caused by Guests will be assessed in the 24 hours following the discovery of the damage or the Guests reporting it to the reception.

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The owners and staff of Topolowa Residence kindly request the compliance with the above regulations, objective of which is to provide safety and peace to all of our Guests.

Luxury Apartments & Suites