



TERMS AND CONDITIONS OF CELESTIN RESIDENCE

§1 SUBJECT OF THE RULES OF PROCEDURE

1. Terms and conditions define the principles of performance, accountability, and stay in the area of Celestin Residence and are an integral part of the contract, which is concluded by signing a registration card, as well as by making a reservation, or to pay the fee for the stay in Celestin Residence. By doing so, the guest confirms that you have read and accept the terms and conditions.
2. Terms and conditions apply to all persons staying at Celestin Residence.
3. Terms and conditions are available for check up at the reception and in each room.

§2 HOTEL NIGHT

1. The room is rented for hotel nights.
2. Hotel night is from 14:00 until 12:00 the next day.
3. A request for an extension of the hotel night guest should submit at the front desk as soon as possible, but no later than 11:30. Celestin Residence may not take into account the wishes to extend your stay, in case of non-availability of rooms, or in case if guests do not comply with the applicable terms and conditions. Free extension of hotel night is possible until 14:00, after this time guest will be charged an additional fee. The fee is subject to individual agreement with the reception.
4. Celestin Residence reserves the right to cancel the extension of stay in the absence of full payment for the current stay.
5. In the case of shortening the stay, the guest must report this fact at the front desk no later than 12:00 on the day, otherwise another hotel night is considered to be started.

§3 BOOKING AND REGISTRATION

1. The basis for guest check-in is to show photo ID and sign a registration card at the reception desk. Check-in is subject to all guests staying at Celestin Residence.
2. Guest's room may not be transferred to third parties, even if the period has not expired, for which he paid the fare for the stay.
3. Persons who are not registered can stay in a guest's room from 7:00 until 22:00. After that reception reserves the right to charge guest's account the amount of 130 PLN per person.
4. Celestin Residence may refuse to accept a guest who during a previous visit violated the rules, in particular through causing damage to property, causing injury of other guests or employees of Celestin Residence.
5. During check-in Celestin Residence reserves the right to pre-authorize a credit card or cash deposit for the amount of the entire stay.
6. Status of reservation is guaranteed if payment will be made in accordance with the terms of the booking confirmation. Failure to do so may result in cancellation of the booking.
7. In case of hotel night resignation Celestin Residence does not refund a fee for the current hotel night.
8. The room key is individually assigned card, which incurs the penalty cost of 70 PLN in case of loss or damage.

§4 SERVICES

1. Celestin Residence provides services in accordance with its standard.
2. In the event of objection in regards to the quality of service, the guest is asked to report them immediately to the reception, which will enable employees to improve standard of services.
3. Celestin Residence has an obligation to ensure guests:
 - Conditions to full and unfettered leisure;
 - Secure stay, including safety to keep secret the information about the visitor;
 - Professional and polite staff for all services offered at Celestin Residence;
 - Housekeeping and perform necessary maintenance to equipment in the absence of guests, and at his presence if requested;
 - Replacement of bed linen and towels upon request.
4. In addition, upon request, Celestin Residence provides the following free services:
 - Providing information related to the stay and travel;
 - Wake-up service at the appointed time;
 - Luggage storage;
 - Ordering taxi

§5 GUEST LIABILITY

1. Children under 16 years of age should stay at Celestin Residence under the constant supervision of legal guardians. Legal guardians are responsible for any damage caused by their children.



2. Guest takes full liability for any damage of the equipment and technical devices in Celestin Residence, arising from his fault or the fault of persons visiting him. Celestin Residence reserves the right to charge the guest's credit card for damages after his departure.
3. In case of violating the regulations Celestin Residence may refuse to provide services to Guest. This Person is obliged to immediately comply with requests of Celestin Residence, to pay for existing services, to pay for possible damage and to leave the residence.
4. Each time when guest leaves the room - for reasons of fire safety and electrical overload - he should turn off the TV, turn off the lights, turn off the taps and check that the door is closed.
5. Because of the fire safety requirements there is strict non-smoking policy at Celestin Residence. Smoking tobacco and electronic cigarettes, making fire in the room or burning room's equipment is strictly prohibited. By violating the provision on smoking tobacco and electronic cigarettes the guest will be charged the penalty in the amount of 500 PLN. In the event of a fire alarm activation as a result of smoking tobacco or similar, the guest will be charged the amount of 1 500 PLN. The fire alarm can also be activated due to too much steam coming out of the bathroom through the open door. We kindly ask you to have the bathroom door closed and the bathroom fan turned on during the bath.
6. Celestin Residence has a statutory right to deposit the items brought by a guest to the residence in case of payment delay for the stay or unregulated charges for other services.
7. The behaviour of guests and their visitors who use the services of Celestin Residence should not interfere with the peaceful stay of other guests. Celestin Residence's employee may refuse to continue providing services to a person who violates this rule.
8. Guest should inform the reception about the damage or defects in the building immediately after its discovery.
9. In case of establishing dirty linen which is particularly difficult to clean Celestin Residence may charge guests the following costs:
 - towel - 40 PLN, pillowcase or bed sheet - 70 PLN, duvet cover - 150 PLN, duvet - 300 PLN;In the case of damaging bed linen (including towels, pillowcases, bed sheets, underlay beneath the bed sheets, duvet covers) the guest may be charged as follows:
 - towel - 50 PLN, pillowcase or bed sheet - 100 PLN, duvet cover - 250 PLN, duvet - 350 PLN.In case of damaging equipment in guest's room Celestin Residence may charge guests the following costs:
 - glass - 20 PLN, cup - 40 PLN, water carafe - 50 PLN, glass table - 100 PLN, desk - 500 PLN, window glass - 700 PLN.

§ 6 LOST AND FOUND

1. Personal belongings left in the room by guest will be kept at Celestin Residence for 3 months. By that time it is possibility for quest to collect his belongings or organize courier delivery on his own cost.
2. Food items will be kept for 24 hours only.

§ 7 COMPLAINTS

1. You have the right to file complaints if you see an infringement in the quality of services provided.
2. All complaints should be dealt with the reception.
3. The complaint should be filed immediately after noticing infringements in the quality of services provided.

§8 ADDITIONAL PROVISIONS

1. The Celestin Residence is completely restricted for the animals. The exception is the guide dog and/or permission by the receptionist. This permission may be issued upon the cash payment of in the amount of 150 PLN per day for one animal.
2. If any equipment (solid and moving parts) damage will be made by the guest staying in the room during accommodation period, the charge will be incurred for a sum of money based on the valuation made by the Celestin Residence's staff. In addition, this amount will be increased by two consecutive nights' accommodation according to the price list valid for the day.
3. In accordance with the Act of April 8, 2010 with amends regarding the Health Protection Act, is strictly forbidden to use or smoke tobacco inside the facility (§5. Act 5).
4. It is forbidden to store in the rooms dangerous goods - weapons and ammunition, flammable materials and explosives.
5. The guest agrees to the storage and processing of personal data in accordance with the Law on Protection of Personal Data (Dz. U. of 2002. 101, Pos. 926, with amends) by Celestin Residence, for the purposes of the guest's check-in and accommodation in the residence and other services provided by Celestin Residence. The guests have the right to inspect and correct their personal data.
6. It is forbidden to behave obscenely inside the Celestin Residence (causing mischief in public areas). The employee may refuse to continue providing services to a person who violates this rule.
7. It is prohibited to engage acquisition and peddler's trade at the Celestin Residence.
8. It is forbidden to make excessive noise in Celestin Residence, cause unpleasant smell, or other things that irritate the other guests.
9. Guests cannot take away food or drinks issued or purchased from Dining Room/Bar into the rooms or other areas of Celestin Residence.
10. Guests are not allowed to make any changes in the rooms and their equipment.
11. Any disputes are governed by the provisions of the Civil Code.



GENERAL BOOKING CELESTIN RESIDENCE

Following document regulates the conditions of making, cancelling, payment and validity of bookings

§1 POSSIBLE WAYS OF BOOKING ROOMS IN CELESTIN RESIDENCE

Booking can be done by:

- a) filling and accepting booking form on www.celestinresidence.pl website,
- b) transferring booking request in written form, by fax or e-mail,
- c) phone
- d) personally requesting booking at Celestin Residence reception,

After making booking, according to one of procedures listed above, Celestin Residence will send to provided e-mail address or fax number preauthorization form (preliminary booking confirmation) except in case of procedure "d" listed above.

Necessary condition for making Celestin Residence law binding booking is filling proper form. Booker is obliged to remit amount equal to total cost of reservation.

Special booking and payment conditions may apply to special offers.

Guest making reservation in Celestin Residence is obliged to confirm in written form, that provided credit/debit card has not been stolen, was used with the permission of the rightful owner and belongs to the person whose data appears on the card. It means that, while making the payment in Celestin Residence the card was not used by an unauthorized person.

In case of remitting the payment using bank transfer, payment should be done using following Celestin Residence bank account details:

Bank account: Alior Bank

SWIFT: ALBPPLPW

IBAN: PL 68 2490 0005 0000 4530 5949 9628

Reservation will not become guaranteed in case of lack of prepayment or funds on provided credit card. In all remaining and not mentioned above cases, full payment during check in is required.

In order to freely use any additional services offered by Celestin Residence, not listed in point III of this document (open bar, minibar), preauthorization on credit card or cash deposit equal to possible costs of given services is required.

Cost of all additional services will be based on available at the day of booking price list.

§2 BOOKING CANCELLATION

A. Booking cancellation policy

1) Standard Offer:

- a) changes or free of cost cancellation are possible till 1 day before arrival, 12:00 local time
- b) in case of no show Celestin Residence reserves right to not refund prepayment for the first night of every booked room or charge provided credit card for amount equal to the total cost of first night of every booked room

2) Guaranteed Offer:

- a) changes or free of cost cancellation are not possible
- b) in case of no show Celestin Residence reserves right to not refund prepayment

Additional cancellation policy may apply to special offers.

In order to cancel or change reservation, Guest should contact reception using:

repcja@celestinresidence.pl

by phone: +48 58 506 56 00 / +48 530 028 058

fax. +48 58 506 56 01



in case of correct cancellation according to rules above, prepayment will be refunded immediately the same way prepayment was done. Fee for cancellation will be deducted from payment according to rules above or from provided credit card. In order to make cancellation valid, written information is required.

B. Shortening stay

Free of cost of shortening the stay is possible only in case of Standard Offer. In order to shorten the stay free of cost, reception should receive such information before 12:00 local time at the day of requested check out. Request to shorten stay made after 12:00 will not be considered valid. Shortening stay is not possible in case of Guaranteed offer, what means the charge will remain unchanged.

C. Personal information

During the process of making reservation, booker agrees to store personal data in Celestin Residence secured database. Provided data will be used only to complete reservation process and marketing purposes according to rules described in "regulations from 28.09.1997r. about protecting personal data".

D. Acceptance of Terms & Conditions

Making reservation means acknowledging Terms & Conditions, while signing registration card during check-in means accepting and abiding rules according to Celestin Residence Terms & Conditions.

§3 MISCELLANEOUS INFORMATION

Check in starts at 14:00, check out ends at 12:00.

Prices provided in price list are given in gross value.

Celestin Residence reserves right to change and use different price list for periods such as holidays, summer or long weekends.

Provided prices include (except certain offers):

- accommodation in comfortable room with all his amenities,
- visitors tax,
- luggage room,
- free of charge wireless Internet connection

Children age 3 years old or less - accommodation with no additional charges.

Children age up to 5 years old - accommodation (in parents room) 50% price.

Children over age 5 years old or more - accommodation (in parents room) 75% price.

Unassisted check in can be done only by at least 18 year old Guests, confirmed with proper identity card.

Payment for accommodation, including extending stay, should be done at the moment of check in. Any other services should be paid before check out.

Any complaints should be addressed to:

repcja@celestinresidence.pl

biuro@celestinresidence.pl