

## **TERMS AND CONDITIONS**

These Terms and Conditions define the rules for using the services of Pension Olympia\*\*\*. Making a reservation and checking into the facility is equivalent to accepting its provisions.

### **§1. Hotel Day**

1. Rooms are rented for hotel days.
2. The hotel day starts at 2:00 PM on the day of arrival and ends at 11:00 AM on the day of departure.
3. Extending the hotel day is possible only after prior arrangement with the reception and is subject to room availability. This service is subject to an additional fee.

### **§2. Payment and Cancellation Terms**

1. Payment for the stay and the local (visitor's) tax must be settled on the day of arrival.
2. The deposit paid during reservation is non-refundable in case of cancellation. If the Guest shortens their stay, the fee for unused nights is not refundable.

### **§3. Night Quiet Hours**

1. Night quiet hours apply from 10:00 PM to 7:00 AM.
2. During quiet hours, the entrance doors to the pension are locked.
3. After 10:00 PM, persons not registered as guests are not allowed to stay on the premises.

### **§4. Duties and Liability of Guests**

1. The Guest bears material responsibility for any damage caused by their fault or the fault of their visitors.
2. In the event of damage to equipment, technical devices, or interior design elements, the Guest is obliged to cover the costs of repair or replacement.
3. In bathrooms, it is forbidden to throw objects into the toilet, sink, or shower that may cause a failure of the installation (in particular, hygiene products, textile materials, etc.).
4. A fee of 100 PLN applies in case of a lost key.

### **§5. Safety and Fire Regulations**

1. For safety reasons, it is forbidden to use heating devices in rooms (heaters, air heaters, etc.) or other devices not provided as room equipment.
2. Smoking cigarettes, e-cigarettes, and using candles, incense, or open flames is strictly prohibited throughout the entire building.
3. Smoking is allowed only in designated areas on the premises.

### **§6. Access to the Room**

1. In justified cases related to Guest safety, failure, or threat, the staff has the right to enter the room also during the Guest's absence.

### **§7. Order and Use of the Facility**

1. Guests are asked to use the equipment according to its intended purpose.
2. It is forbidden to take equipment elements from the rooms outside the facility area.
3. Meals should be consumed only in designated areas. A lunch package for self-preparation from breakfast dishes is available for purchase for an additional fee (packaging available from the staff).

### **§8. Non-standard Soiling**

1. In case of damage or soiling resulting from non-standard use of the room, requiring specialist cleaning, disinfection, or temporary closure of the room (e.g., difficult stains, biological soiling), an additional service fee of 500 PLN will be charged.

### **§9. Comments and Complaints**

1. Any comments regarding service quality or cleanliness should be reported immediately to the reception or the owner of the facility.

We wish you a peaceful and enjoyable stay.

### **OLYMPIA Pension Olympia**

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