

§1 SUBJECT OF THE REGULATIONS

1. The regulations of stay apply to the area of the Castle Hill and apply to all persons staying there.
2. The landlord of houses is hereinafter referred to as "Castle Hill", while the tenant of the house is referred to as "the Guest".
3. The Guest is supervised by the receptionist.
4. The rules of stay define the rules for the provision of services, liability and stay on the premises of the Castle Hill and is an integral part of the contract, which is concluded by making a reservation, paying a deposit or by signing a registration card. By performing the above-mentioned activities, the Guest confirms that he has read and fully accepts the terms of the regulations and undertakes to comply with them.
5. The rules of stay are available in the information folder in each house and on the website Wzgórze Zamkowe www.zamkowewzgorze.pl/en

§2 HOTEL NIGHT

1. The residential room Wzgórze Zamkowe, hereinafter referred to as "home", is rented for days.
2. The hotel day starts at 3:00 pm and ends at 11:00 am the next day.
3. A request for an extension of the hotel day should be made by the Guest by phone or e-mail. Wzgórze Zamkowe may not take into account the wish to extend the stay if all accommodation places (rooms) are used or in the case of a Guest who does not comply with the applicable regulations.
4. Extending the hotel day is associated with an additional fee and amounts to PLN 100/1 hour. Detailed information on fees related to the extension of the day can be obtained at the reception.

§3 BOOKING AND CHECK-IN

1. Reservations can be made via the Internet, by calling the reception desk or in person at the Castle Hill.
2. After booking, the Guest receives an e-mail confirmation of the booking, which includes the booking conditions and information necessary to make a deposit of 100% of the stay value.
3. If the deposit is not transferred to the bank account of Wzgórze Zamkowe within the time specified in the booking confirmation or it is received later, the Castle Hill reserves the right to sell the room to another person and cancel the booking.
4. In the case of booking in too short a time to perform banking activities related to the payment of the deposit, before the date of the planned arrival:
 - o e-mail correspondence from the Guest will be treated as an order and will be subject to the applicable terms and conditions of cancellation of the reservation,
 - o Wzgórze Zamkowe reserves the right to pre-authorize a payment card or collect funds from it in the amount of 100% of the stay value, treating this payment as a down payment.
5. The basis for accepting a Guest is showing the receptionist a photo ID and signing the registration card.
6. The guest may not transfer the room to third parties, even if the period for which the guest has paid the due payment has not expired.
7. Persons who are not registered in the Castle Hill may stay at home from 7:00 to 22:00 as a guest, at the guest's invitation.
8. The Castle Hill may refuse to accept a Guest who grossly violated the rules of stay during their previous stay, causing damage to the property of the Castle Hill or Guests, or damage to the Guest,

an employee of the Castle Hill or other people staying at the Hotel, or otherwise disturbed the peaceful stay Guests or the operation of the Castle Hill.

9. Wzgórze Zamkowe reserves the right to refuse to admit a Guest without giving a reason.

10. Wzgórze Zamkowe reserves the right to pre-authorize the payment card or collect the amount due for the entire stay during the registration procedure.

11. Additional payments resulting from the stay shall be paid by the Guest no later than on the day of departure.

12. If the Guest leaves the house earlier than specified in the booking confirmation, the difference in the costs of the stay will not be refunded.

13. If the Guest does not arrive at the Castle Hill by the date specified in the booking confirmation, the Castle Hill does not return the advance payment.

§ 4 SERVICES

1. Wzgórze Zamkowe provides services of a standard consistent with its category. In the event of quality concerns, please report them to the reception desk as soon as possible, which will allow the staff at Wzgórze Zamkowe to react immediately.

2. The Castle Hill is obliged to provide:

for conditions for full and unrestricted rest,

for the safety of stay and protection of personal data,

for professional and courteous service in the scope of all services provided

for cleaning the house and carrying out the necessary repairs of the devices during the Guest's absence, and in his presence only if he wishes,

to change the house as far as possible or otherwise mitigate the inconvenience when the faults in the house cannot be removed.

§ 5 LIABILITY

1. The Castle Hill is liable for the loss or damage of items brought by persons using its services to the extent specified in the provisions of Art. 846-849 of the Civil Code, unless the parties have agreed otherwise.

2. The guest should notify the reception about the damage immediately after it is discovered.

3. The Castle Hill shall not be liable for the theft of money, theft, damage or destruction of securities, valuables or objects of scientific or artistic value.

4. The Castle Hill is not responsible for damage or loss of a car or other vehicle belonging to the Guest.

5. The Castle Hill is not responsible for items left in the vehicle and live animals, regardless of whether the vehicle has been parked in the parking lot or outside the Castle Hill grounds.

§ 6 LIABILITY OF THE GUEST

1. Children under the age of 12 should be on the premises of the Castle Hill under the constant supervision of their legal guardians. Legal guardians are financially responsible for any damage caused by children.

2. The guest bears full financial responsibility for any damage or destruction to the equipment and technical devices of the Castle Hill, caused by his fault or the fault of guests visiting him.

3. Wzgórze Zamkowe reserves the right to charge the Guest's payment card for the damage caused after his departure, and in the absence of card details, he has the right to apply to the Guest for financial compensation.

4. As soon as there are any faults or damage in the house, the Guest is obliged to inform the receptionist about it.

5. In the event of violation of the provisions of the regulations, the Castle Hill may refuse to provide further services to the Guest who violates them. The guest is obliged to immediately comply with the demands of the Castle Hill, settle the amount due for the stay and possible damage, and to leave the Castle Hill.

6. For safety reasons, the Guest leaving the house should always close the windows, turn off the taps and close the door.

7. Wzgórze Zamkowe has a statutory lien on items brought home by the Guest in the event of delay or failure to pay for services rendered.

§ 7 RETURN OF LOST ITEMS

1. Personal belongings left inadvertently at home by the departing Guest will be sent back at the guest's expense to the address provided.

2. If the Guest does not receive instructions regarding the return of the left items, the Castle Hill will store the items at the owner's expense for a period of three months, and after this period they will become the property of the Castle Hill. Food products will be stored for 24 hours.

§ 8 NIGHT SILENCE

1. In Wzgórze Zamkowe there is a curfew from 22:00 to 07:00 the next day.

2. The behavior of guests and people using the services of the Castle Hill should not disturb the peaceful stay of other Guests. Wzgórze Zamkowe may refuse to provide further services to a person who violates this principle.

§ 9 ADDITIONAL PROVISIONS

1. Due to fire safety, it is forbidden to use open fire in the house, eg candles, irons, other electric devices that do not constitute room equipment.

2. We accept animals at Wzgórze Zamkowe for an additional fee of PLN 50 / day. The guardian of the animal is obliged to read and strictly comply with the separate regulations regarding the presence of animals in the Castle Hill. The regulations are available at the reception desk.

3. There is a total ban on smoking tobacco products in the domch. In the event of a breach of the ban, the Guest will be charged with the costs of refreshing the house. If the DSO system is activated and the fire brigade arrives, the Guest will also be charged. In both cases, it costs PLN 500.

4. It is forbidden to possess and consume drugs prohibited by law in the Castle Hill. If it is found that this prohibition is violated, this fact will be reported to the Police and the Guest will have to immediately leave the house without the right to reimbursement of costs resulting from the shortening of the stay in the Castle Hill.

5. It is forbidden to store dangerous items in houses, i.e. weapons, ammunition, flammable materials, illuminating materials, etc.

6. Guests' personal data are processed for the purpose of providing hotel services. The administrator of personal data is Wzgórze Zamkowe Sp. z o.o. Sp. K., Ks. J. Popiełuszki 20-052 Lublin.

7. It is forbidden to conduct acquisitions and door-to-door sales on the premises of the Castle Hill.

8. It is forbidden to make excessive noise in the area of the Castle Hill, cause unpleasant odors, or perform other activities that disturb, harm or irritate other guests of the Castle Hill.

9. Guests are not allowed to make any changes to the houses, their equipment, except for a slight rearrangement of furniture and equipment, without affecting their functionality and safety of guests.

10. All complaints regarding the stay should be submitted to the management in writing to the e-mail address: rezerwacje@zamkowewzgorze.pl

11. The court competent to settle any disputes between the Guest and Wzgórze Zamkowe is the court competent for the headquarters of the Castle Hill.

Castle Hill Management