



## RULES OF STAY AT PALAC TŁOKINIA

**Dear Guest !**

- 1. The check-in time** is 4pm and the check-out time is 12pm.
- 2. Extending check out time** beyond 2 hours will be charged as half of the room price.  
**Extending check out time** beyond 5 hours will be charged as a full room price.
- 3. The guest's request about extending check out time** should be advised by 10 a.m at the front desk at check out day. The stay can be extended, if the facility's occupancy allows it.
- 4. Breakfast** is served on:  
Monday to Friday 7am to 11am | Saturday and Sunday 9am to 11am
- 5. Restaurant** is open:  
- Tuesday to Friday 3pm to 9pm  
- Saturday 12pm to 9pm | Sunday 12am to 8pm  
Dogs are not allowed into the restaurant and halls where meals are served.
- 6. Smoking is strictly forbidden** inside every building. If guest will be caught smoking, the cleaning fee 800PLN will be imposed and will need to be paid by the guest.
- 7.** Please leave the card at the front desk when leaving the room. If You lose Your key card, You will be charged an additional 100 PLN.
- 8.** Non- residents visiting guests can stay in hotel room only until 10pm.
- 9.** The guest must preserve of **silence from 10pm to 7am.**
- 10.** The behavior of people staying in the hotel, both during silence hours and other parts of the day, should not disturb other guests , public orders and should not cause scandal in the public places. In case of disturbing calmness, Pałac Tłokinia has the right to:
  - warn guest(s) who do not follow specified rules
  - in the case of further rule's violation by the guest(s) , despite the warning referred in the point A), Pałac Tłokinia will inform the police or other security service and will charge the guest(s) a penalty in the amount by which the facility was forced to reduce price of the stay of the guests who will filled a complaint due to the violation of the followed rules.
  - if two interventions specified in points a) and b) do not bring the expected result, the facility may refuse to continue providing services, without reducing or refunding the cost of the stay.



11. The front desk must be informed immediately if there is a damage to a hotel property.
12. Hotel is not liable for any damage or loss of the items stored in the rooms.
13. Guest is responsible for all the items in the rooms- in case of any damage to room equipment, which were caused by the guest, he is obligated to pay for all the damage.
14. Personal properties left in hotel will be stored for 1 month.
15. The facility's liability for loss or damage to items brought by the Guest to the facility is regulated by the provisions of Art. 846-849 of the Polish Civil Code.
16. Legal guardians are responsible for children's safety during their playtime in the playground.
17. Pałac Tłokinia accepts stay with dog. If arriving with dog, it is necessary to inform facility in advance ( to the following email address [biuro@palac-tlokinia.pl](mailto:biuro@palac-tlokinia.pl) ) about size and the dog's breed. If the guest does not inform the facility about arriving with dog, Pałac Tłokinia has a right to refuse the accommodation.
18. **In the case of staying wit the dog** the owner during the check in declares that he/she has read the regulations for staying with the dog at Pałac Tłokinia and obligates to comply with them. The regulations are available at [www.palac-tlokinia.pl](http://www.palac-tlokinia.pl) and at the front desk.
19. After 11 pm in case of emergency You can contact with guard – number 300.