

HOTEL CRISTAL

HOTEL REGULATIONS

1. Hotel guests are obliged to show the Reception employee photo ID confirming their identity at check-in. In case of refusal to present such a document, receptionist is forced to refuse to hand over the room key.
2. Starting a stay at the hotel means a guest has accepted the hotel regulations.
3. Rooms at the hotel are rented by the day.
4. The day is defined by the hotel as a beginning at 2:00pm on the day of arrival and ending at 12:00pm on the following day. If the client renting a room did not specify the length of stay is assumed that the room was rented for one day.
5. The settlement of the total cost of stay takes place at the time of check-in on the day of arrival. During the check-in, the Hotel will perform an authorization on the guest's payment card, or will collect a deposit in cash in the amount of PLN 200 for potential incidentals.
6. Guests wishing to extend their stay beyond the period indicated in their reservation should inform reception before 9:00am on the departure day. The hotel will meet your request upon availability.
7. If the guest stays in the room after 12:00pm on the last day of his or her stay with no notice, this will be automatically treated as an extension of the stay and charged accordingly.
8. Guests may not assign their room to another person, even if the deadline of letting the room is not passed.
9. Persons who are not registered guests at the hotel can stay in the room between 7:00am and 10:00pm.
10. Anyone who is not a registered guest at the Best Western Cristal Hotel is kindly requested to leave the premises by 10:00pm. If your visitor remains in the room after that time, the receptionist is obliged to charge any such person's stay to your bill.
11. Children under 13 should be supervised by adults at all times. The legal guardians are liable for any losses or damages made by their children.
12. Smoking is strictly prohibited anywhere within the premises: in the rooms, corridors, restaurant, conference rooms and toilets. It is only permitted to smoke at the "Smoking room" at the restaurant.
13. In case of smoking in non-smoking room a guest will be charged with a penalty of 500PLN per day which will cover the deodorizing of the room.
14. Excessive noise is prohibited for the comfort of our guests between the hours of 10:00pm and 6:00am.
15. The conduct of guests and others availing themselves of the hotel's services should not disrupt other guests or prevent their peaceful enjoyment of their stay.
16. A hotel guest is financially responsible for all types of damage or destruction of equipment and technical facilities arising from his/her fault or the fault of people visiting him/her.
17. Due to the fire safety code in the hotel rooms heaters, electric irons and other devices which are not standard room equipment are prohibited.
18. When leaving your room, please always make certain that the door is properly closed.
19. The hotel has safety deposit boxes at the reception area at the disposal of its guests. We would kindly request you to deposit money, important documents, jewelry etc. in these boxes. The hotel's liability is limited in respect of loss or damage to the aforementioned items if they have not been deposited in the hotel safe. The hotel may refuse to accept any items for storage if they represent a hazard or if their value is considered too great in relation to the hotel's size or standard, or if they occupy too much space.
20. The hotel provides services in line with its category and standard. In case of any objection as to the quality of service, guests are kindly requested to inform reception immediately, thus allowing the hotel to react without delay.
21. Personal belongings left in the room by a departing guest will be forwarded, on the guest's instruction, to the address provided by the guest. The cost of delivery will be charge to the guest. Should the hotel not receive such instructions, the belongings in question will be stored for a period of three months. After 3 months have lapsed belongings will be given to a charity organization.
22. The hotel may refuse to provide further services to any person infringing on hotel rules and regulations. Such a guest will be asked to settle the account and to leave the premises immediately.
23. The Hotel has right to refuse accommodations to a guest who is aggressive, under the influence of alcohol or other intoxicants or behaving in the way that violates the dignity and peace of hotel employees, hotel guests or other people staying at the hotel.
24. The hotel has the right to refuse accommodations to a guest who on a previous stay at the Best Western Cristal Hotel infringed the hotel's regulations, disrupted the stay of other guests or failed to settle their bill.