



HOTEL REGULATIONS

**Welcome to the Holiday Inn Express Warsaw - Mokotow!
We will do our best to ensure that you have the most enjoyable stay.**

**Please read the following rules, which will allow us
to ensure your stay is peaceful and safe:**

1. Once you begin your stay at the hotel means that you comply with these Regulations.
2. Co-administrators of personal data are: IHG HOTELS Ltd, Broadwater Park, Denham, Buckinghamshire, UB9 5HR UK and HIE Warszawa Mokotów Sp. z o.o. Pl. Konesera 6 lok. B2, 03-736 Warsaw.
3. Information on Guests' personal data processing can be found at:
 - for IHG: https://www.ihg.com/content/gb/en/customer-care/privacy_statement#9
 - for HIE Warszawa Mokotów: <https://hie-warsawmokotow.com/polityka-prywatnosci/>.
4. For the matters related to the protection of personal data, the contact addresses are:
 - for IHG: privacyoffice@ihg.com
 - for HIE Warszawa Mokotów Sp. z o.o.: pp@hie-warsawmokotow.com.
5. The Hotel is a part of the Intercontinental Hotels Group and transfers its Guests' personal data to the Head Office.
6. The internal and external area of the Hotel is monitored 24/7. The camera records are being kept for 30 days.
7. During registration, the Guest is obliged to present to the Reception Employee a valid document with a photo confirming his/her identity. In case of refusal, the Reception Staff has the right to decline to issue a room key and to conclude a hotel contract.
8. The Receptionist has a right to refuse to register a Guest without giving a reason.
9. Every Guest must sign the registration form upon check-in.
10. The Receptionist is not allowed to keep Guest's ID document - it is immediately returned after completing the registration card.
11. The check-in time starts at 15:00 and check-out time ends at 12:00 AM.
12. Breakfasts is served at the lobby as follows:
 - Mon – Fri 6:00 - 10:00 AM
 - Sat – Sun 7:00 - 11:00 AM
13. If the Guest does not specify the length of stay while reserving the room, it is assumed that the room is rented for one day.

14. A wish to extend the stay beyond the period indicated in the reservation, should be reported at the reception by 9:00 AM on the day of initial departure. The matter is subject to availability.
15. Leaving luggage or staying in the room after 12:00 AM on the day of departure without informing Reception, is considered as an extension of the stay. The Hotel may charge a fee for the next night according to the prices valid on that day.
16. A Guest who rents a room cannot transfer the room to other Individuals, even if the day for which he has paid for has not expired.
17. The hotel Guests are required to respect quiet hours between 10:00 PM and 6:00 AM the next day. During that time, an Individual staying at the premises is obligated to behave in a way that is not inconvenient for other Guests.
18. Any Visitors may stay in the hotel room from 7:00 AM to 10:00 PM. Staying in the Guest's room after 10:00 PM is subject to an extra person charge according to the current price list. Visitors staying in the rooms at the sole responsibility of the Guest.
19. Children under 13 must be under supervision of adults throughout the entire stay. Legal guardians are responsible for the children's behavior, including the damage they have caused.
20. In accordance with the Act of 8 April 2010 on the protection of health against the consequences of using tobacco and tobacco products and the Act of the State Sanitary Inspection (Journal of Laws No. 81, item 529) – smoking tobacco products as well as using electronic cigarettes is strictly prohibited. Failure to comply results in a fine of 500 PLN.
21. The Guest will be held liable for any kind of pollution/ destruction of the hotel property caused by his/ her or his/ her visitors fault. This fee will be estimated by technical expertise – min. 250 PLN; if the room needs to be out of service for the time of repair, a fee will be added according to the price of the day x the appropriate number of days.
22. Due to fire safety, it is forbidden to use any heaters and other electrical devices that are not a part of equipment in the hotel rooms or the common areas. The above does not apply to chargers, RTV and computer power supplies. It is also forbidden to use open fire in any form in hotel rooms and common areas.
23. When leaving the room, the Guest should always make sure that the door is properly closed.
24. The liability of the hotel for the loss or damage of the Guests' property is governed by the provisions of Art. 846-849 K. C. The liability of the hotel is limited if these items are not deposited at the Reception. The hotel has the right to refuse to store weapons and other items that threaten public security, money, securities, valuables and items of scientific or artistic value as well as items taking up too much space. The hotel is not responsible for items stored in the room safe.
25. The Guest should immediately inform the Reception of any damage or loss noticed.
26. The Guest should store his/ her luggage in a room or a designated storage room.
27. Any personal belongings left in the room by the departure, will be sent at Guests' expense to the indicated address. Any lost and not reported items will be stored for 3 months (any valuables – 6 months), and then given to charity or disposed. The hotel does not store food and perishable items.
28. In case of failure to comply with these Regulations, the Hotel may refuse to continue providing services to the Individual who violates them. The Person is obliged to immediately comply with the orders of the Hotel Staff, settle payments for previous services, pay for any damages made and leave the hotel premises.

29. The hotel may refuse to accept a Guest who grossly violated the Regulations during the previous stay, causing damage to any Guest, Hotel Employee, the property of the Hotel or disturbed the peace otherwise.
30. By leaving the car in the Hotel Parking zone, the Guest automatically accepts the parking regulations and fees.
31. The Hotel accepts pets up to 25 kg; the daily fee is 100 PLN.
32. The Hotel provides services in accordance with its standard. In case of doubts regarding the quality of services, the Guest is asked to report them immediately at the Reception.
33. The hotel is obliged to ensure the security of the Guests' stay and keep all information regarding the Guests confidential.

The Hotel Regulations are in force as from May 18th 2020 for an indefinite period.

We wish you a pleasant stay!