

Kadyny Folwark

HOTEL & SPA

Welcome to Kadyny Folwark Hotel & SPA.

We will make every effort to make your stay comfortable and leave unforgettable memories.

IMPORTANT INFORMATION

Breakfast is served in the restaurant of the Stara Gorzelnia hotel from 8:00 a.m. to 10:00 a.m.

Dinners are served in the hotel restaurant from 5:00 p.m. to 7:00 p.m

Stara Gorzelnia Restaurant and Winiarnia - café open from 1:00 p.m. to 9:00 p.m.

Room service on request

The indoor swimming pool is open every day from 8:00 a.m. to 9:00 p.m

The SPA & wellness zone is open every day from 8:00 a.m. to 8:00 p.m. Reservations for the sauna and treatments are arranged individually at the guest's request at the hotel reception.

Check-in - hotel day starts at 4:00 p.m.

Check-out - hotel day ends at 11:00.

People visiting our guests can stay in hotel rooms from 7:00 a.m. to 10:00 p.m. Persons visiting hotel guests after 10 p.m. are asked to check in at the reception with an ID card in order to rent accommodation.

Room cleaning - at guests' request

If you wish your room to be cleaned, please submit your request at the hotel reception by 11:00.

The reception is open 24 hours a day by calling 100 or +48 694 700 560.

Smoking is prohibited in all hotel rooms and public areas.

Parking at the hotel is free and unguarded.

Internet available in all hotel rooms and public areas.

Wi-Fi password: A1A2A3A4A5 (Kadyny Folwark).

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HOTEL & SPA

Please read the following regulations, compliance with which will ensure a safe and comfortable stay.

Hotel Regulations

The room renter is hereinafter referred to as the "Hotel", and the room tenant is referred to as the "Guest". The hotel regulations define the rules for the provision of services by Kadyny Folwark Hotel & Spa, liability and stay on the premises of the Hotel and

is an integral part of the contract, which is concluded by the Guest signing the hotel registration card, making a reservation, paying a deposit or the entire amount due for the stay or using the hotel services. By performing the above-mentioned activities, the Guest confirms that he or she has read and accepts the terms and conditions of the regulations on behalf of himself and his accompanying persons. The hotel's receptionist is the guardian, advisor and provider of all information related to the stay.

§ 1

Hotel Day

1. A room in the hotel is rented for hotel days.
2. The hotel day starts at 4:00 p.m. on the day of arrival and ends at 11:00 a.m. the next day.
3. It is possible to extend the hotel day depending on availability and existing ones possibilities after agreeing the conditions at the hotel reception.
4. The hotel reserves the right to refuse to extend the stay if the guest does not has made full payment for the previous stay or as a result of failure to comply with the regulations.
5. Failure to check out of the room by 11:00 may result in a charge additional fee for the next day, according to the price list. In case of impossibility The reception has the right to extend the reservation for another day, even in the absence of a guest
Guest, secure personal belongings in a separate room and vacate the room.
6. If the Guest resigns from his stay during the hotel day, no has the option of refunding the costs for a given hotel day.

§ 2

RESERVATION, CANCELLATION, CHECK-IN, PAYMENTS

1. Reservations can be made by calling the hotel reception, in person at the Hotel or online via the Hotel's website or portals cooperating with the Hotel. The Hotel is not responsible for errors resulting from reservations other than those made directly at the Hotel reception (by phone and in person) and via the Hotel's website.
2. The guest is obliged to pay a deposit of 30% or 100% of the contract value within 48 hours from the date of receipt of confirmation. Failure to pay the deposit within the specified period will result in the cancellation of the reservation and will have no consequences for either party. Paying a deposit means that the Guest accepts the terms and conditions contained in these regulations.
3. The deposit is non-refundable.
4. The guest is obliged to pay the price corresponding to the value of the contract, less the deposit paid, no later than on the first day of stay. If the customer paid by bank transfer, he or she should present confirmation of the transfer no later than on the day of arrival.
5. Package cancellations made with less than 7 days notice will be charged in full.
6. Failure of the Guest to show up at the facility on the second day of stay by 7:00 a.m. means that the Guest agrees to cancel the reservation and that the Hotel has the right to retain the deposit. In such a case, the reservation will be canceled automatically, and the Hotel has the right to reserve the room that is the subject of the contract for another Guest.
7. All Hotel guests and accompanying persons are subject to registration obligations.
8. The basis for the Guest's check-in is a properly completed and signed Registration Card. The guest signs in person, confirming the conclusion of the contract and reading the regulations and accepting them.
9. Due to the need to confirm the Guest's identity in order to conclude a civil law contract for the provision of hotel services, the Guest is obliged to present a document with a photo confirming his identity (ID card, passport, driving license).
10. If you refuse to present the document in a way that prevents check-in, the reception staff has the right to refuse to issue the room key and to conclude a contract for the provision of hotel services.

11. The Guest consents to the processing of his personal data by the Hotel for registration purposes and other needs necessary to complete the Guest's stay at the Hotel. The guest may consent to the use of his/her data for marketing purposes. The guest has the right to access, correct and delete his/her personal data.

12. The stay is settled in advance, during the guest's check-in.

13. The guest is obliged to notify about the desire to receive an invoice during check-in and making payment. Lack of such information results in receiving only a receipt (legal basis: Act of July 4, 2019 amending the Act on tax on goods and services and certain other acts).

14. Persons not registered at the Hotel may stay as guests in the hotel room from 7:00 a.m. to 10:00 p.m., after prior notification of this fact at the reception desk. After 10 p.m., the stay of unregistered persons is tantamount to the consent of the room renter to paid accommodation of these persons according to the applicable price list.

15. The Hotel Guest cannot transfer the room to other people, even if the period for which he/she paid the stay fee has not expired.

16. The hotel may refuse to accept a Guest who, during the previous stay, grossly violated the Hotel Regulations, caused damage to the hotel property or other people staying in the Hotel, or caused damage to another person staying in the Hotel, disturbed the peaceful stay of Guests and the functioning of the Hotel, threatens safety, health and life of other people staying at the Hotel.

17. Losing the room key will result in a PLN 50 fee being added to the guest's bill. 18. The Guest bears full financial responsibility for all orders placed during the stay. The Hotel reserves the right to charge the payment card provided by the Guest as a guarantee of payment for the stay.

19. Additional charges resulting from the stay are paid by the Guest no later than on the day of departure.

20. Stay packages are non-refundable, shortening the stay or not using any of the package elements does not reduce its value.

21. The Guest's resignation from partial performance of the contract after receiving the room keys during the booked stay does not release the Guest from the obligation to pay the entire reservation value and does not result in the Hotel's obligation to refund the fee paid. In particularly justified cases, when the Guest resigns from the performance of the contract due to circumstances beyond his control and which he was unable to predict, the Hotel charges a fee for each unused day reduced by 10%.

§ 3
HOTEL SERVICES

1. The hotel provides services in accordance with its category and standard.
2. The hotel is obliged to provide guests with: professional service in all services provided at the hotel; security of stay, including the security of keeping information about the Guest confidential, unless authorized state authorities ask for data of persons staying at the Hotel; room cleaning, except during the epidemic and restrictions related to COVID 19, when routine room cleaning is not required; a technically efficient room and, in the event of any faults, carrying out necessary repairs during the Guest's absence, and in his presence only if he expresses such a request. In the event of defects that cannot be removed, the Hotel will make every effort to change the room or otherwise alleviate the inconvenience, if possible.
3. At the Guest's request, the Hotel provides the following services free of charge: providing information related to the stay and travel; wake-up at the designated time; storing luggage and personal belongings of guests during the guest's stay. The hotel may refuse to accept luggage on dates other than the dates of the Guest's stay and items that do not constitute personal luggage; Items of significant value should be left by the Guest for safekeeping in the reception depository. The hotel is not responsible for damage, destruction or loss of these items if they are stored in the room.
4. Guests can use the sauna area, swimming pools, unguarded parking lot and Wi-Fi access free of charge.
5. Smoking tobacco products and e-cigarettes is strictly prohibited in the Hotel, including in hotel rooms and other public areas.
6. If the hotel staff finds that the Guest has violated the ban on smoking tobacco products in the hotel room, the Hotel may charge a fine for each violation specified in § 4, point 11, subsection a. Regardless of charging the Guest with the costs of restoring the hotel room to its previous condition (refreshing) - airing, dry cleaning of bedding, curtains, rugs, carpets, etc. In the event of a fire alarm. as a result of smoke, the Guest will be charged a fine specified in § 4, point 11, point b.

§ 4

GUEST RESPONSIBILITY

1. The Guest bears full financial responsibility for any damage to the Hotel's equipment and technical devices resulting from his or her fault or that of persons visiting him.
2. The value of the Guest's liability claim will be estimated based on the current prices of items or equipment identical or similar to the damaged property.
3. On the premises of the Hotel, children under 12 years of age should be under constant supervision of their parents or legal guardians, who are financially responsible for any damage resulting from the children's actions.
4. Each time when leaving the room, the Guest should make sure that the doors, windows and taps are closed and leave the key at the reception.
5. Due to fire safety reasons, it is prohibited to use open fire in hotel rooms, e.g. candles, or electrical or heating devices that are not part of the room equipment.
6. Early departure of the Guest for reasons beyond the control of the Hotel (e.g. illness of the Guest or accompanying persons staying at the Hotel, illness of a family member staying in a place other than the Hotel, other random events affecting the Guest forcing him to leave the Hotel earlier) does not entitle the Guest to receiving a refund for unused benefits.
7. During the state of epidemic threat, the rules arising from the applicable legal provisions in this regard must be observed.
8. The hotel may refuse to continue providing services if the Guest violates the regulations without the right to reimbursement of costs resulting from shortening the stay.
9. The hotel reserves the right to charge the Guest's payment card for any damage found after his departure, and in the absence of card details, he has the right to request financial compensation from the Guest.
10. Hotel towels are not intended for cleaning shoes, stroller wheels, etc. Dirty towels caused by unusual use or theft will result in a fee of PLN 100/small towel and PLN 200/large towel.

11. The Guest acknowledges the information about the following contractual penalties applicable at the Hotel, which may be charged to him after observing one of the following events:

- a. smoking tobacco or other stimulants, using e-cigarettes in prohibited places: PLN 500,
- b. unjustified activation of the alarm: PLN 1,000
- c. cleaning up physiological dirt (e.g. vomit, feces): PLN 2,000
- d. loss of room keys or keys to the swimming pool locker room: PLN 50
- e. use of the outdoor swimming pool and other hotel attractions outside opening hours: PLN 500

§ 5

HOTEL LIABILITY

- 1. The hotel is liable under the principles specified in the provisions of generally applicable law, including the Civil Code.
- 2. The hotel is not liable for damages and actions caused by other guests and third parties staying on the hotel premises.
- 3. The Hotel is not responsible for damage or loss of a car or other vehicle belonging to a Guest left on the premises of the Hotel or any items contained in it, regardless of where it was left. The parking lot at the hotel is unguarded and unattended.
- 4. The hotel reserves the right to refuse to accept the hotel deposit high-value items, significant amounts of money, if stored exceeds the possibilities of safe storage in the hotel deposit.

§ 6

RETURN OF ITEMS LEFT

Items left by the departing guest in the hotel room will be collected stored for a period of 1 month from the date of departure (excluding food and personal hygiene products), and after this period they will become the property of the Hotel or be destroyed. Items left behind may be sent back to the address indicated by the Guest in the event of a written instruction at his expense.

§ 7

QUIET HOURS

1. The hotel has a quiet night from 22:00 to 06:00.
2. Failure to observe the night curfew may result in a fine in the amount of the room price according to the Hotel's price list, for each room reporting the complaint.
3. Failure to observe the night curfew despite the intervention of the Hotel staff may result in termination of the service pursuant to § 4, point 6 of these regulations.
4. Derogations from the night curfew are allowed when the Hotel organizes special events, including: weddings, banquets, outdoor events. In such a case, the Hotel will always inform Guests about the possibility of disturbances at night.

§ 8

PETS IN THE HOTEL

1. The hotel accepts the presence of guests' pets for an additional fee, in accordance with valid price list.
2. The hotel reserves the right to refuse to accept animals of certain breeds commonly considered threatening or aggressive.
3. Pets are allowed on the premises in designated areas: rooms hotel and the corridors leading to it, the reception hall. Outside the room Dogs are allowed in the hotel only under the Guest's care and on a leash.
4. It is prohibited to bring animals into restaurants and recreational facilities and to the playground area.
5. The guest is obliged to remove any dirt left by his or her pet on the hotel premises and around the hotel.
6. A guest under the care of an animal staying at the Hotel is financially responsible for any damage to the hotel and private property of other guests, as well as for damage to people staying at the Hotel resulting from the fault of their animal.
7. It is unacceptable to leave a dog alone in a hotel room.

§ 9 THE SPA

1. Purchasing services from the SPA offer, as well as starting to use the services, is tantamount to reading and accepting the terms of these Regulations.
2. Reservations for SPA treatments are made at the hotel reception.
3. At the reception desk there is a list of contraindications and recommendations regarding SPA treatments.
4. You must arrive for your scheduled treatment at least 5 minutes before the scheduled start time.
5. If you are late for the agreed date, the hotel reserves the right to shorten the treatment time.
6. Due to changes in plans, it is possible to cancel the treatment on the day before the scheduled date of its performance without incurring any costs. If the treatment is not canceled and the treatment does not take place due to the guest's absence, an amount of 50% of the value of the booked treatment will be added to his/her account.
7. People will not be admitted to the SPA: whose condition indicates the consumption of alcohol or other intoxicants; with open wounds and skin inflammation; for whom the provision of the service may pose a threat to life or health; whose behavior may pose a threat to other guests and SPA employees; whose personal hygiene condition differs from generally accepted standards.
8. In the event of poor health, pain or other disturbing symptoms occurring during or immediately after the procedure, the Guest will immediately inform the Hotel staff about this fact.
9. It is recommended:
 - avoiding sunbathing immediately before and after treatments
 - avoiding large meals before treatments
 - an hour's rest after thermal treatments
10. The purchase of a given service is tantamount to the customer's declaration that he has no health contraindications to using this service and that he has read these regulations and accepts their terms.
11. We reserve the right to change prices, the current price list from the date of service is valid.
12. Persons under 18 years of age may use the SPA services and stay in the SPA premises only with the consent of their parents or legal guardians.

§ 10
EXCEPTIONAL OCCURRENCE

1. In the event of a fire, breakdown or other unforeseen event that may pose a threat to people staying at the Hotel, Guests will follow the instructions of the Hotel staff regarding evacuation, rescue operations, etc.
2. The Hotel Guest is obliged to immediately inform the Hotel staff in the event of observing a breakdown, fire, theft or other emergency situation.

EMERGENCY EXITS

They are clearly marked on your floor, but if there is heavy smoke you may have difficulty locating them, so:

- count the number of doors between your door and at least two emergency exits
- find out where hydrants, fire extinguishers and alarm buttons are located on your floor

IN CASE OF A FIRE

- turn on the nearest emergency button
- call the reception
- If possible, leave the building or go to a safe zone, taking your room key with you.

IN THE EVENT OF EVACUATION AFTER A FIRE ALARM IS ANNOUNCED

- Keep Calm
- take the room key with you, do not lock the door, make sure everyone has left,
- check the door and handle with your hand, if they are hot or abnormally warm, do not open them, call for help!
- If the door is not heated, open it carefully, but be prepared to close it immediately.
- go to the nearest emergency exit,
- if there is smoke in the corridor, move as close to the floor as possible,
- if the exit is blocked, return to the room or go to the roof.

§ 11
COMPLAINTS

1. In the event of any comments related to the provision of hotel services, the Guest has the right to report a comment or complaint to the hotel reception or the hotel manager.
2. A complaint should be submitted in writing immediately after noticing any deficiencies in the standard of services provided. Complaints submitted after leaving the Hotel will not be considered.
3. Guests' complaints and comments will be recorded in writing.
4. It is recommended that the Guest provide in the description of the complaint: information and circumstances regarding the subject of the complaint, in particular the type and date of occurrence of the infringement and other defect; contact details of the person filing the complaint - this will facilitate and speed up the processing of the complaint by the Hotel.
5. The Guest acknowledges that only recorded complaints will be the basis for possible claims against the Hotel for improperly performed hotel services.

§ 12

ADDITIONAL INFORMATIONS

1. Children up to 3 years old stay for free.
2. For an additional fee, the hotel can provide a travel cot for a child with a set of bedding.
3. Dishes, food and other items may not be removed from restaurants, bars, breakfast rooms and other catering outlets.
4. In the public areas of the Hotel and throughout the entire Farm, it is prohibited to consume food and alcohol not purchased in the Hotel.
5. All meals are served at the times specified in the package. Failure to eat a meal within the specified time does not entitle you to a discount or monetary compensation.
6. All vouchers purchased at the Hotel have a specific expiry date. The voucher cannot be exchanged for cash in whole or in part and is not refundable to the Hotel, this also applies if the voucher is not redeemed within the validity period.
7. As a result of damage caused by the Guest, if the fine charged to the Guest does not cover the damage incurred by the Hotel for which the Guest is responsible, or if there is no fine in a given event causing damage, the Hotel has the right to charge the Guest with compensation up to the amount of the damage caused.
8. Disputes between the Guest and the Hotel will be resolved by a common court, specified in the provisions of generally applicable law, competent for the place of business of the owner.

We wish you only sunny days spent in magical Kadyny.

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