



REGULATIONS OF SERVICES PROVIDED AT BELLOTTO HOTEL

§ 1 SUBJECT OF THE REGULATIONS

1. The Regulations set forth the rules for the provision of services, liability and stay on the premises of the Bellotto Hotel at ul. Senatorska 13/15, 00-075 Warszawa, operated by Zjednoczone Przedsiębiorstwa Rozrywkowe S.A. with its registered office in Warsaw, ul. Senatorska 13/15 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register, under KRS number: 0000029876, NIP number: 5260200081, REGON number: 010524149, share capital: PLN 5 060 000 (paid-up in full), correspondence address: 04-190 Warszawa, ul. Jubilerska 10, (hereinafter "Hotel").
2. The Regulations are available for viewing at the Hotel reception and on the website www.hotelbellotto.pl.
3. The Regulations are an integral part of the contract binding the hotel guest with the Hotel. Signing the registration card or making a confirmed reservation of stay will be treated as confirmation of having read the Regulations, acceptance of its terms and commitment to comply with them.

§ 2 HOTEL DAY

1. A hotel room is rented for hotel days.
2. The hotel day lasts from 3 p.m. to 11 a.m. the next day.
3. The length of the hotel day may be subject to change depending on the type of room or special offer selected by the guest during the reservation process.
4. The Hotel's offer along with the description of hotel rooms is available at www.hotelbellotto.pl and on selected online booking portals.
5. The request for an extension of the hotel day should be made as early as possible, i.e. in the case of a request for check-in before 3 p.m. at the stage of making the reservation, and in the case of a request for check-out after 11 a.m. - immediately after arrival at the Hotel. The Hotel will make every effort to take into consideration the request to extend the hotel day, taking into account the availability of hotel rooms.
6. The Hotel reserves the right to refuse to extend the hotel day if the hotel guest fails to comply with the Hotel Bellotto Regulations or Order Regulations, or fails to make full payment for the stay to date.



§ 3 RESERVATION TERMS

1. Room reservations can be made:
 - a. by sending the completed reservation form via e-mail to hotel@hotelbellotto.pl;
 - b. by phone at +48 22 829 64 84;
 - c. by completing the reservation form via the website www.hotelbellotto.pl;
 - d. via online booking portals;
 - e. in person at the Hotel reception.
2. A reservation is made when the Hotel sends a message containing the details of the stay, including the date, price and type of hotel room, to the e-mail address provided by the person making the reservation.
3. A reservation is considered confirmed when the person making the reservation provides their credit card details or makes an advance payment on account of the price of the stay in the amount and on the date indicated in the message specified in section 2. A confirmed reservation is valid until the end, i.e. until 11 a.m. on the first hotel day, unless the guest has informed about a later arrival at the Hotel.
4. If a confirmed room reservation is not cancelled by 6 p.m. on the day of arrival or the guest is absent until the end of the first hotel day, the Hotel will charge the guest for the first hotel day, and the reservation covering a longer period will expire at the end of the first hotel day.
5. Cancellation of the reservation without the obligation to pay the fee is possible no later than 6 p.m. on the day of arrival - except for reservations under special offers, in particular those offered on the website www.hotelbellotto.pl or through online booking platforms run by third parties, in the case of which different conditions for making reservations and their cancellation are each time indicated before making a reservation.
6. In order to receive a VAT invoice for the prepayment, it is necessary to provide the buyer's data required by law to issue the invoice correctly.
7. The Hotel may refuse to make a reservation to a person who violated the provisions of the Regulations during the previous stay at the Hotel, in particular by causing damage to property or person.
8. The wish to extend or shorten the period of stay beyond the period indicated in the confirmed reservation should be reported immediately. The Hotel will confirm by e-mail the possibility and conditions of extending the stay, taking into account

BELLOTTO HOTEL



Zjednoczone Przedsiębiorstwa Rozrywkowe S.A., ul. Senatorska 13/15, 00-075 Warszawa
+48/22 829 64 44, hotel@hotelbellotto.pl, www.hotelbellotto.pl
REGON: 010524149, NIP: 5260200081, KRS: 0000029876, Bank Account:
02 1020 1026 0000 1202 0263 8906, share capital: PLN 5,060,000.00, paid-up in full



availability of hotel rooms. If the guest wishes to shorten the period of stay on the day preceding the day on which the guest intends to leave the Hotel, the Hotel will not charge the hotel guest for the next hotel day.

9. Separate terms and conditions for shortening the stay apply to reservations made under special offers, especially non-refundable ones. In the case of shortening the period of stay of the guest indicated in the confirmed reservation, the Hotel will charge the full amount for the entire stay or for the corresponding part of it, depending on the terms of the offer under which the reservation was made.
10. If the stay at the Hotel ends during the hotel day, the Hotel does not refund the fee for the unused time in a given hotel day.
11. Changes to reservations made through third parties can only be made through these third parties.
12. The Hotel reserves the right to refuse to extend the stay in the case of non-compliance with the Regulations or failure to make full payment in advance for the stay to date.

§ 4 CHECK-IN

1. The hotel guest is obliged to check in themselves and the persons of whom they are the legal guardian at the Hotel before using the hotel services.
2. The basis for checking in is presenting an identity document with a photo at the Hotel reception for identification, as well as completing and signing the registration card.
3. Refusal to present a document with a photo confirming identity may result in refusal to provide services and entitles the Hotel to charge the guest for the first hotel day and to withdraw from the reservation for a longer period.
4. The Hotel reserves the right to collect a deposit of PLN 500 from the hotel guest upon check-in to cover any fees due for the use of the minibar, telephone, laundry or other additionally paid services provided by the Hotel.
5. The deposit can be paid in cash, or by filling out a credit card authorisation form.
6. The cash deposit collected will be refunded and the pre-authorisation on the credit card will be released during the guest's check-out after the Hotel employee has checked the condition of the room and after any charges for the use of additional services have been deducted.



§ 5 BASIC AND ADDITIONAL SERVICES

As part of the price for the stay, the Hotel provides:

- accommodation in a room according to the selected offer, as described on the website www.hotelbellotto.pl;
 - security of the stay, including keeping information about the guest confidential,
 - professional and courteous service in the case of all services provided at the Hotel,
 - cleaning the hotel room and performing necessary repairs of equipment during the guest's absence, and in their presence only if they express such a wish,
 - technically efficient room; in the event of defects, the Hotel will first try to remove them; if it is not possible to remove the defect, the Hotel will make every effort to change the room or otherwise reduce the inconvenience, if possible,
 - providing information related to the stay and travel,
 - waking up at the time set by the guest,
 - storing money and valuables in the hotel deposit during the stay,
 - storage of the guest's luggage (the Hotel may refuse to accept luggage for storage on dates other than the dates of the guest's stay and items that do not have the characteristics of personal luggage), unless otherwise prohibited by applicable law or safety rules,
 - calling a taxi,
 - a package of telephone calls available from a room tablet,
 - internet access on the Hotel premises,
 - making a baby cot available.
2. Guests can use the unguarded above-ground car park for an additional fee. The Hotel does not make parking reservations.
 3. The Hotel also provides additional services for a separate fee. The price list of additional services is available at the Hotel reception.

BELLOTTO
HOTEL

Zjednoczone Przedsiębiorstwa Rozrywkowe S.A., ul. Senatorska 13/15, 00-075 Warszawa +48/22 829 64 44,
hotel@hotelbellotto.pl, www.hotelbellotto.pl
REGON: 010524149, NIP: 5260200081, KRS: 0000029876, Bank Account:
02 1020 1026 0000 1202 0263 8906, share capital: PLN 5,060,000.00, paid-up in full



§ 6 GUEST LIABILITY

1. Minors should be on the premises of the Hotel under the constant supervision of legal guardians.
2. Legal guardians are financially liable for damages, in particular for damage to equipment and technical devices, resulting from the actions of minors who are under their care.
3. The hotel guest is responsible for any damage to or destruction of the Hotel's equipment and technical devices caused by them or their visitors.
4. The Hotel reserves the right to charge the guest's credit card for repairing the damage caused or in the event of the guest's failure to pay for the stay at the Hotel or other additional services.

When leaving the room, the guest should each time check whether the door has been properly closed, turn off the taps and close the windows, and turn off electronic equipment.

5. The Hotel has the right to pledge on items brought in by a hotel guest to secure receivables for the services provided by the Hotel, as well as to secure a claim for reimbursement of expenses incurred for that person.
6. Guests are not allowed to make any changes to the hotel rooms and common areas of the Hotel and their equipment, except for minor rearrangement of furniture and equipment, not affecting their functionality and safety of use.

§ 7 HOTEL LIABILITY

1. The Hotel shall be liable for loss of or damage to items brought in by persons using its services to the extent and in accordance with the provisions of law.
2. Motor vehicles and things left in them, as well as live animals, are not considered to be items brought in.
3. Guests should place important documents, money and other valuables in the safe provided in the room or in the safe deposit box located at the Hotel reception. The Hotel may refuse to accept these items for safekeeping only if they threaten security or, in the opinion of the Hotel, are too valuable or if they take up too much space.

BELLOTTO HOTEL



Zjednoczone Przedsiębiorstwa Rozrywkowe S.A., ul. Senatorska 13/15, 00-075 Warszawa
+48/22 829 64 44, hotel@hotelbellotto.pl, www.hotelbellotto.pl
REGON: 010524149, NIP: 5260200081, KRS: 0000029876, Bank Account:
02 1020 1026 0000 1202 0263 8906, share capital: PLN 5,060,000.00, paid-up in full



4. In the event of damage due to loss of or damage to items brought in, the hotel guest is obliged to notify the reception of the damage as soon as it is discovered, otherwise the claims will not be considered.
5. The Hotel does not store food, medicines, or other items that may become damaged or out of date.
6. Guests have the right to file complaints if they notice deficiencies in the services provided.
7. All complaints are received at the Hotel reception. Complaints can also be sent electronically by sending an email to the following address: hotel@hotelbellotto.pl
8. The complaint should be filed immediately after noticing the deficiencies or events to which it relates.
9. The Hotel will consider the complaint within 30 days of its receipt.

§ 8 ORDER REGULATIONS

1. In the interest of ensuring your successful and safe stay, we ask you to read and abide by the following order regulations.
2. The hotel day starts at 3 p.m. and lasts until 11 a.m. on the day of departure.
3. Persons who are not hotel guests may stay in the hotel rooms between 7 a.m. and 10 p.m.
4. Quiet hours at the Hotel are between 10 p.m. to 6 a.m. During the quiet hours, persons using the services of the Hotel are obliged to behave in such a way as not to disturb the peace and quiet of others.
5. Instructions on what to do in case of evacuation are described on a sign next to the exit door of each room.
6. Smoking is prohibited throughout the Hotel premises (except for designated areas). For failure to comply with the prohibition on smoking on the Hotel premises, the Hotel has the right to charge the violator with a fine of PLN 500 or the cost of cleaning the room.
7. The behaviour of all persons staying in the Hotel should not disturb the peaceful stay of others.
8. It is forbidden to bring into the Hotel premises objects or substances that may pose a threat to the life or health of other people or to property, in particular:

BELLOTTO HOTEL



Zjednoczone Przedsiębiorstwa Rozrywkowe S.A., ul. Senatorska 13/15, 00-075 Warszawa
+48/22 829 64 44, hotel@hotelbellotto.pl, www.hotelbellotto.pl
REGON: 010524149, NIP: 5260200081, KRS: 0000029876, Bank Account:
02 1020 1026 0000 1202 0263 8906, share capital: PLN 5,060,000.00, paid-up in full



weapons of all kinds;

explosives, pyrotechnics, including fireworks, flares and other materials that can cause an explosion or fire;

narcotic and psychotropic substances or similar substances; gas sprayers, caustic or colouring substances.

9. Due to fire safety, it is forbidden to:

- let off pyrotechnics;
- use heaters, electric irons and other similar devices that are not part of hotel room equipment (the above does not apply to chargers and power supplies for consumer electronics and computer devices);
- use open fire.

Violation of the above prohibitions entitles the Hotel to impose a fine of PLN 500 and to demand compensation for damages resulting from the violation of this prohibition in full amount.

10. The car park on the premises of the Hotel is unguarded. The fee is PLN 10 per hour or PLN 120 per day.

11. For the comfort of all guests, pets are not allowed in the Hotel.

12. The Hotel reserves the right to refuse to allow a person who violates the regulations to stay at the Hotel.

13. In the public areas of the Hotel, it is forbidden to:

- eat food not purchased at the Hotel;
- consume alcohol, except for places where it is sold or organised events;
- solicit and make door-to-door sales, as well as to provide other services without prior consent of the Hotel.

14. Items left on the premises of the Hotel will be returned at the request and expense of their owner.

15. The Hotel will store the items left at the owner's expense for a period of one year from the date when the owner was requested to collect the items or give an instruction to send them to them, and if the request is impossible - for a period of two years. After the ineffective expiry of the above-mentioned periods, the items become the property of the Hotel.



§ 9 FINAL PROVISIONS

1. The Hotel provides services in accordance with its category and standard. If you have any concerns about the quality of service, please report them at the reception or to the following address: hotel@hotelbellotto.pl
2. The Hotel may refuse to provide services to a person in respect of whom there is a justified concern that they pose a threat to the safety, health or life of other persons staying on the premises of the Hotel or to the property of the Hotel. Finding such a circumstance may result in refusal to provide services and entitles the Hotel to charge the guest for the first hotel day and to withdraw from the reservation for a longer period.
3. The Hotel has a video monitoring system installed. Monitoring is used to ensure the safety of hotel guests and other persons staying on its premises. Monitoring data is stored for a period not longer than 3 months.
4. The controller of the personal data of the Hotel's customers is the company Zjednoczone Przedsiębiorstwa Rozrywkowe S.A. with its registered office in Warsaw, correspondence address: 04-190 Warszawa, ul. Jubilerska 10. Information on the processing of personal data can be found at the reception of the Hotel and on the website: www.hotelbellotto.pl

We wish you a pleasant stay,

Bellotto Hotel Management