

# KARPNIKI CASTLE TERMS AND CONDITIONS

## § 1 SCOPE OF TERMS AND CONDITIONS

1. Terms and Conditions define the rules of providing services, accountability and staying at Karpniki Castle. It is an integral part of the agreement with the Castle's Guest, and is executed when Karpniki Castle confirms the Guest's reservation or, in the absence of a prior reservation, upon signing the Registration Card or when the room keys are issued (in the case of not signing the Registration Card). By doing so, the Guest acknowledges that they have read and they accept the Terms and Conditions.

2. The regulations apply to all guests staying in the Karpniki Castle (i.e. on the premises as well as in the adjacent area which is accessible to Guests). The beginning of the Guest's stay in Karpniki Castle is tantamount to accepting the above Terms and Conditions by the Guest.

3. The Terms and Conditions are available for inspection at the reception of the Castle and in each room.

## § 2 HOTEL CHECK-IN AND CHECK-OUT

1. The rooms in Karpniki Castle are rented on per night basis.

2. Check-in time is 15.00 on the day of arrival, and check-out time is 12.00 on the following day.

3. If the Guest did not specify the length of the stay, it is understood as booking for one night.

4. The request to retain the room beyond check-out time should be put in by the Guest at least 1 hour before check-out time. Karpniki Castle will agree to the request to extend the stay depending on the room's availability, however, it reserves the right to provide the Guest with adequate substitute accommodation for the extended stay.

5. The Castle reserves the right to refuse to extend the Guest's stay without providing a reason.

6. Remaining in a room or leaving the Guest's belongings after check-out time will be treated as the extension of stay, and the Castle reserves the right to refuse to extend the stay and to request vacating the room without providing a reason. Karpniki Castle reserves the right to charge a fee for an extra night in a rented room in accordance with a fixed price list, but if the Guest stays in the room or keeps his belongings in the room, despite being told by the Castle staff to leave and vacate the room, an additional fee of 100% of the price of an extra night will apply.

## § 3 RESERVATION, CHECK-IN AND PAYMENTS

1. Reservations can be made in writing, by electronic means, by telephone or in person at the reception of the Karpniki Castle. The Castle has the right to request

advance payment in order to confirm the reservation, within 7 days following the booking. Failure to pay an advance payment on time is considered a cancellation of reservation.

2. The advance payment is not refundable in case of non-arrival of the Guest to Karpniki Castle at the scheduled time.

3. In case of cancelling reservation up to 7 days before the scheduled arrival date, the advance payment is non-refundable. However, there is a possibility to transfer the advanced payment to a new date agreed individually with the Castle.

4. Cancellation of booking a special offer is subject to individual arrangements.

5. The agreed price of stay has to be paid at the reception no later than on the day of departure. The customer receives a sales slip for the service charges from the receptionist.

6. For non-refundable reservations, the Guest is charged a fee in advance. In case of cancellation of the reservation, the fee is non-refundable.

7. If the Guest resigns from the stay in Karpniki Castle during a hotel day, Karpniki Castle does not reimburse the fee for that day.

8. In case of cancellation of stay during the stay, the Castle reserves the right to charge the Guest the total costs set out in the offer or, in the case of shortening the stay within the special offer, cancelling the special price and charging the Guest a price of stay according to the current price list.

9. The basis for check-in of the Guest is presenting of a document with a photograph to the reception clerk and signing a registration card.

10. In case of checking-in only one Guest in a room for more than 1 person, the Guest will be liable to Zamek Karpniki for damage caused by unregistered persons using the Castle's services together with the Guest.

11. In case of refusal to provide a valid ID, thus preventing check-in, the receptionist may refuse to issue the key to the room.

12. The Guest acknowledges and confirms by their signature that they have read and understood and shall be bound by the Hotel's Terms and Conditions.

## § 4 SERVICE

1. Karpniki Castle is an object under the supervision of the Provincial Conservator of Monuments, recognized by the President of the Republic of Poland as a Historical Monument, on the basis of the Regulation of the President of the Republic of Poland on September 20, 2011 regarding recognition of the monuments "Palaces and landscape parks of the Jelenia Góra Valley" (Official Journal from 2011, No. 217, item 1283) and the Act of 23 July 2003 on the protection

of monuments and the protection of monuments (i.e.: Journal of Laws of 2017, item 2187). For the above reasons, the use of this facility requires compliance with the requirements provided for in the aforementioned regulations, including securing and maintaining the monument and its surroundings in the best possible condition, using the monument in a manner that ensures its permanent preservation and informing the relevant authorities of any damage and damage to the monument.

2. Karpniki Castle provides services according to its category and standard.

3. In case of any complaints concerning the quality of service, the Guest is requested to report them to the Reception immediately.

4. Karpniki Castle reception is open between 8.00 and 22.00 hours.

5. The intention to check-in earlier than at the hours indicated in sec. 3 above has to be reported no later than on the day of arrival.

6. Breakfast is served in the restaurant, from 7.30 till 11.00.

7. Cleaning the room and making necessary repairs takes place while the Guest is not present, and in the Guest's presence upon their request only.

8. In case of a long stay, bed linen are changed after four nights. The Guest's request to change bed linen earlier should be submitted to the reception desk before 10 am, at an additional fee of 40 PLN / 1 bedding set.

9. In each room there is a safe. Use of the safe is at the sole responsibility of the guests, in accordance with the instruction next to the safe. While vacating the room, please leave the safety locker open.

10. Karpniki Castle does not accept stays with pets.

11. Cost of stay and additional services (e.g. massages) are in accordance with a price list available at the reception.

## § 5 THE QUIET HOURS

1. The quiet hours at Karpniki Castle start at 11 pm and end at 7 am on the following day.

2. Within the quiet hours, all persons making use of Karpniki Castle's services, are expected to behave in a way that does not disturb the comfort of other Guests.

## § 6 THE GUESTS' RESPONSIBILITY

1. The hotel Guest takes full financial responsibility for any damage or loss to Karpniki Castle equipment and other appliances, caused by the Guest or persons visiting them, including damage or loss resulting from non-compliance with these Terms and Conditions.

2. The hotel guest bears criminal responsibility for destruction or damage to the monument, provided

for in the Act of 23 July 2003 on the protection of monuments and the protection of monuments.

3. Children under 12 years, while on Karpniki Castle premises, should be under constant supervision of their legal guardians, who take financial responsibility for any damage resulting from their children's activity.

4. The Guests are not allowed to make any changes in the hotel rooms and their equipment, except for slight rearrangement of the furniture and equipment, on condition that it would not affect their functionality and safe use.

5. Due to fire safety, it is forbidden to use in the hotel rooms any heaters, electrical irons and other similar appliances which are not part of the hotel room equipment.

6. Persons other than registered Guests are allowed to stay in the room until 10pm but the reception desk must be notified about it first. Visitor's staying in a hotel room after 10pm is tantamount to the Guest's agreeing to be charged for the visitor's stay, proportionately to the number of visitors. A fee for each additional person will be added to the hotel bill in accordance with Karpniki Castle's current price list.

7. For safety reasons, the Guest is asked to turn off the TV and the lights, to close water taps and to lock the door each time when leaving their room.

8. Guests are required to handover their keys to the receptionist each time they leave their rooms. If the Guest loses their keys or card power switch, they will be charged a fee of 100 PLN.

9. On Karpniki Castle's premises, it is forbidden to bring, own and store any weapons and ammunition, including to those who have any license to possess weapons and ammunition, within the meaning of the Act of 21 May 1999 on weapons and ammunition (i.e.: Journal of Laws of 2017, item 1839), as well as a ban on bringing and possessing any sharp tools, other dangerous tools and objects, flammable and illumination materials.

10. Smoking is strictly forbidden on Karpniki Castle's premises, including the rooms. It is allowed only in designated places, outside the building. Breaching of the smoking ban in the hotel room is tantamount to the Guest's agreeing to be charged with:

a. the cost of room ozonation, which is PLN 500;

b. in case of setting off the fire alarm by the Guest, resulting from smoking on Karpniki Castle premises or unreasonable setting off the alarm by smashing the glass of the manual call point, a fee of PLN 1000;

c. in case of the arrival of a fire brigade, resulting from the activation of the fire alarm system, in the situation described in the preceding section, a fee of PLN 3000 and the cost of the emergency fire service;

d. any damage resulting from breaching of the smoking ban.

11. On Karpniki Castle's premises, it is forbidden to bring, possess and use any and all amounts of intoxicants, psychotropic substances, substitute substances, any (new) psychoactive substances, within the meaning of the Act of July 29, 2005 on counteracting drug addiction (Journal of Laws of 2017, item 783).

12. Behaviour of the Guests and other persons using Karpniki Castle services should not disturb a peaceful stay of other Guests.

13. In the case of violating the regulations, Karpniki Castle reserves the right to deny any service to a person who violates the rules. Such a person is obliged to immediately agree to Karpniki Castle's requests, to settle the bill for the previous stay, to pay for any damage and to leave the hotel.

14. Karpniki Castle reserves the right to refuse to accept a Guest who has violated the Terms and Conditions during their previous stay.

## **§ 7 KARPNIKI CASTLE RESPONSIBILITY**

1. The non-guarded car park in Karpniki Castle's vicinity is free of charge. Karpniki Castle shall not be liable in case of loss or damage of the Guest's car or another vehicle, nor of the items or live animals left inside the vehicle.

2. For safety reasons, common areas are surveilled with cameras.

## **§ 8 LOST PROPERTY RETURN**

1. Personal items left in the room by a departing Guest will be shipped on their request and cost to the address provided by the Guest.

2. In the case of not receiving an instruction to return lost items, Karpniki Castle will keep the above items at the expense of the owner for a period of three months, and after that period these items will be treated as abandoned items without intention to dispose of the property, to which the Act on found items of 20 February 2015 applies (Journal of Laws from 20 March 2015, item 397).

## **§ 9 FINAL PROVISIONS**

1. The administrator of personal data is the company Termy Zamek Karpniki Sp. z o.o. with headquarters 58-533 Karpniki ul. Łąkowa 1.

2. The Guest agrees to the storage and processing of personal data in accordance with the Act of 29 August 1997 on the protection of personal data (consolidated text: Journal of Laws of 2016, item 922, with amendments) and the Regulation of the European Parliament and Council (EU) 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free

movement of such data and the repeal of Directive 95/46 / EC (general regulation on data protection) by the Termy Zamek Karpniki Sp. z o.o. for the needs of the stay of the Guest at the Karpniki Castle, and the Guest's use of other services provided by Karpniki Castle.

3. Data collected for the provision of hotel services will be processed for a period specified in the law, and in the case of data collected on the basis of consent - until its revocation. Data from monitoring are removed up to 7 days from the date of registration. The guest has the right to inspect their personal data, correct them, the right to withdraw their consent at any time, demand to limit their processing, removal and the right to be forgotten. In addition, the right to transfer data and the right to receive copies of personal data processed by Karpniki Castle.

4. The Guest's data may be made available or transferred to the following categories of recipients: transport and taxi companies in case of ordering a transport for the guest or courier services, companies providing IT support services for a hotel, companies providing accounting services, companies providing legal services.

5. If the Guest finds that their personal information is being processed unlawfully, they have the right to file a complaint with Polish PUODO (the President of the Office for the Protection of Personal Data). Questions regarding the processing of personal data must be addressed to the person responsible at Karpniki Castle or to the following e-mail address: [ado@zamekkarpniki.pl](mailto:ado@zamekkarpniki.pl)

6. The court competent for settling disputes between the Guest and the owner of Karpniki Castle is the court locally competent for the seat of the Castle.

7. These Regulations apply from 01.01.2022 and replace the Regulations from 30.03.2018.

**KARPNIKI CASTLE STAFF WISH YOU A PLEASANT STAY!**

**INTERNAL PHONE NUMBERS**

<b>Numer lub nazwa pokoju</b>	<b>Numer telefonu</b>
Restaurant	231
Reception	232
2	202
3	203
4	204
5	205
6	206
7	207
8	208
9	209
10	210
11	211
12	212
13	213
14	214
16	216
17	217
18	218
19	219
Wilhelm's Apartment	220
Marianne's Room	221
Renaissance Suite	222
Royal Suite	223