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## **RULES AND REGULATIONS**

### **§ 1 GENERAL PROVISIONS**

1. Rules and Regulations set forth the principles concerning the provision of services, the liability, and the stay in Villa Testa, and they are an integral part of the agreement concluded by signing at the check-in registration card or by making prepayment or full payment for the stay in Villa Testa. By making the actions specified in the previous sentence, guests confirm that they have read and accepted Rules and Regulations.
2. Rules and Regulations apply to all guests staying on the grounds of Villa Testa.
3. Rules and Regulations are available at the reception and in each apartment.

### **§ 2 HOTEL HOURS**

1. Hotel hours are from 3:00 p.m. to 11:00 a.m.
2. Guests wishing to extend their stay beyond the date given while checking-in are kindly asked to inform our reception before 10:00 a.m. on the original departure date. Extension of the stay will be ensured subject to room availability.
3. Villa Testa reserves the right to decline the prolongation of the stay if the payment for the primary stay is not settled or the guests do not observe the Rules and Regulations.

### **§ 3 RESERVATION AND REGISTRATION**

1. The check-in procedure is completed only after showing valid identity card with a photo or passport and signing the registration card.
2. Visitors, who are not checked-in, can stay in the area of the facility from 7 a.m. to 10 p.m..
3. In the event of breach of the Rules and Regulations, the facility may refuse to provide services to a person who violates them, and especially upon causing the damage to Villa's property or to the property of the other guests, to the Villa's workers or other persons residing in the facility.

4. Villa Testa reserves the right to pre-authorise the credit card at check-in or charge a cash deposit in the amount of the payment for the entire stay.
5. The reservation will be guaranteed only upon making a prepayment in the amount of 30% of the whole price, not later than on the due date indicated by the receptionist. In the case of not receiving the prepayment, the reservation will be canceled.
6. In the case of not canceling the reservation up to 30 days before the planned arrival or in the case of making a non-refundable reservation, the prepayment will be not returned. If the stay was to be in the months of July and August, Villa Testa reserves the right to charge the guest for the whole stay that was originally planned.
7. In the case of not arriving on the scheduled day or a resignation during the stay, the payment will not be returned.
8. Staying in the room upon the check-out time on the departure day will be treated as the extension of the stay. In such case, the guest will be charged double for an additional hotel day.

#### **§ 4 FACILITIES**

1. Villa Testa is obliged to provide:
  - conditions for a peaceful and undisturbed stay;
  - safety and discretion;
  - professional and polite service;
  - cleaning of the room, performing all indispensable repairs, and providing appliances during the guest's absence or during the guest's presence on condition that the guest agrees on it.
2. Please contact the reception for the following services:
  - travel and tourist information;
  - wake-up calls;
  - safe deposits of valuable items during your stay, subject to § 6. 4 of Rules and Regulations;
  - luggage storage;
  - ordering a taxi.
3. In the case of any reservations about the quality of the services, the guest is asked to report them immediately to the receptionist, which will enable the workers to improve the standard of provided services.

## **§ 5 GUEST'S RESPONSIBILITY**

1. Children under the age of 13 must be under the constant supervision of legal guardians. Legal guardians shall be liable for any damage caused by the actions of children.
2. When leaving the room the guest should, for safety reasons, remove the card from the slot, close the taps and close the windows and make sure that the door are closed.
3. The guest will be held responsible for any damage created on the grounds of Villa Testa by them or their visitors. The facility reserves the right to charge the guest's credit card for damage after their departure.
4. In the event of a breach of the provisions of the Rules and Regulations and/or disruption of the peaceful residence of other guests, Villa Testa can refuse to provide services to a person who violates them. Such a person is required to immediately comply with requests of workers, pay for current services, pay for any damage, and leave the property.
5. Villa Testa has the statutory right of lien on the things brought by guests to the facility in the case of the delay of payment legislation or not settling the payment for the provided services.
6. Additional charge for apartment cleaning not associated with a typical contamination is 300 PLN.
7. Smoking on the grounds of the property (including the garden) is prohibited. In the event of a breach of the prohibition Villa Testa reserves the right to impose penalties in the amount of 500 PLN.

## **§ 6 VILLA'S RESPONSIBILITY**

1. Villa Testa will be held responsible for loss or damage of personal belongings brought in by persons using our services subject to the limitations contemplated in the Polish Civil Code.
2. Guest should inform the reception about any damage immediately after its occurrence.
3. Villa Testa will be held responsible for loss or damage of money, securities, valuables or items having scientific or artistic value only if these items were put on hold in the hotel deposit.
4. Villa Testa reserves the right to refuse to store high-value items, significant sums of money, items threatening the safety and large-sized items in the deposit.

5. The facility will not be held responsible for any loss or damage to the car or items and/or pets left in the car regardless of whether the car is parked on the property grounds or beyond it.
6. Villa Testa informs about the poisonous plants in the nearby gardens. It is prohibited to collect, pick up, touch, eat plants and/or fruit growing in the gardens.
7. Villa Testa will not be held responsible for the accidents caused by not observing the abiding provisions and hereby Rules and Regulations.

### **§ 7 QUIET HOURS**

The quiet hours last from 10 p.m to 7 a.m. of the following day.

### **§ 8 COMPLAINTS**

1. Guests have the right to submit a complaint if they spot deficiencies in the quality of provided services.
2. All complaints should be submitted to the receptionist.
3. The complaint should be submitted immediately after it becomes apparent.

### **§ 9 ADDITIONAL PROVISIONS**

1. Pets are not allowed.
2. It is forbidden to store dangerous goods—weapons and ammunition, as well as flammable, explosive or illuminating materials.
3. Guests agree to processing their personal data, as defined in the Act of August 29, 1997 on the Protection of Personal Data (Journal of Laws of 2016, item 922) by HJK Operator sp. z o.o. with its seat in Sopot, 81-772, at ul. Jana Kilińskiego 11, for the purpose of the realization of the guests' stay and the guests' use of the other services provided by the facility. The guests have the right to access and rectify their personal data.
4. It is prohibited to carry out on-site acquisitions and itinerant selling.
5. It is prohibited to drink alcoholic beverages in the public areas.
6. Guests should be considerate of other guests and behave in a way that will not disturb their stay.
7. Apart from a slight rearrangement of the furniture and equipment, which does not affect the functionality and safety of use, the guests are not allowed to make any changes in the apartments and their furnishings.