

Terms and Conditions of Qubus Hotel Kraków

1. The hotel day starts at 3 P.M. on the day of check-in of the Hotel Guest ("Guest") until 12 P.M. on the next day.
2. During check-in, the Guest is obliged to confirm his/her identity by presenting an identity card, passport or driving license to the hotel reception employee to enable supplementing the hotel IT system with the following data: name and surname of the Guest, date of birth, series and number of the presented document and the Guest's address of residence, if it is available in the indicated document or the Guest provides it separately.
3. If due to the need to protect human life or health, in particular in connection with the state of epidemic, will be introduced by public administration authorities or other institutions, offices or entities, prohibitions, restrictions, orders or other measures remedies, then the Guest is obliged to comply with these measures.
4. If the Guest wants to extend their stay, they must report it to the hotel reception until 10 A.M. on the day of planned departure, and such an extension may be granted only if relevant rooms are available. The cost of an extended stay will be accordant with the price list available in the hotel reception, unless agreed otherwise.
5. If the Guest or persons to whom they made the hotel room available will not leave the room until 12 P.M. on the planned day, the Guest will be charged with a fee for another hotel day, according to the price list available in the hotel reception. The rule indicated in the preceding sentence is also applicable to further hotel days. If the room occupied by the Guest or the aforementioned persons will be needed to accommodate another hotel guests, the hotel operator may decide to move the belongings left in the room to another room.
6. The topic of responsibility of the hotel operator for loss or damage of belongings brought by the Guest is regulated by legal regulations, in particular by provisions of Title XXIX of the Civil Code. According to Art. 849 of the Civil Code, such responsibility is limited, unless the operator accepted the belongings for safekeeping, or refused to accept them despite the fact that they were obliged to do it, as well as if damage was caused intentionally or resulted from gross negligence by the operator or a person employed by them. The hotel operator is obliged to accept money, securities and valuable items, in particular valuables and items of scientific or artistic value, for safekeeping, but may refuse to accept them if they pose a threat to safety or if they are too valuable in relation to the size or standard of the hotel, or if they occupy too much space. The deposit is located in the hotel reception.
7. Responsibility of the hotel operator for vehicles left on the hotel parking lot, as well as belongings left with vehicles, is regulated by the parking lot terms and conditions, which are available in the hotel reception.
8. The Guest is responsible, according to law, for any destruction or damage caused in the hotel or to the hotel equipment. The above means, in particular, that in case of destruction or damage (including contamination beyond average extent) of the hotel underwear, bedding, carpets, linings or floor panels, as a result of actions of the Guest or other persons, to whom they made the hotel room available, the Guest may be charged with the costs of cleaning, repair, purchase of new equipment or another manner of restoration of the hotel property to the previous state.

9. Quiet hours start at 10 P.M. and end at 7 A.M.
10. Due to fire safety, it is forbidden to use devices connected to the electrical power supply that are not part of the rooms' equipment. Exceptions include: electric shavers, hair dryers and chargers for phones, laptops and other similar devices. If such item is found in the hotel room, hotel employees may secure such device by moving it to another room and informing the Guest about this fact.
11. In case of necessity to conduct a technical control, or in other urgent cases, hotel employees will be entitled to enter any hotel premises, including the hotel rooms, even if the "do not disturb" sign is hanged on the handle, or if the Guests asked not to be distributed in another manner.
12. When leaving the room, the Guest must ensure that the room is properly locked.
13. Minors or persons placed under guardianship may stay in the hotel only in company of their legal representative or another caretaker, or a person responsible for them.
14. The Guest may keep animals in the hotel if the hotel employees agree to that. Stay of an animal requires a fee. The Guest will be held responsible for the animal and damage caused by it. In justified cases, in particular in a case of complaints related to the stay of the animal, reported by other Guests, hotel employees may refuse to allow an animal to stay in the hotel, as well as may withdraw already granted approval.
15. Smoking is strictly prohibited in the hotel and the entire hotel property tobacco products, including smoking novel tobacco products and cigarettes electronic. In case of violation of this prohibition, the Guest or other person violating the prohibition may, regardless of other legal consequences, be charged by the hotel operator with a contractual penalty of PLN 500 for each violation. Penalty does not exclude the possibility of claiming damages exceeding its amount.
16. In case of violation of these terms and conditions, legal regulations or generally accepted social standards, the hotel operator reserves the right to take actions, adequate to a specific violation, in particular, they may refuse to provide services to a person infringing the aforementioned rules and regulations, they may terminate any contracts entered into with such person with an immediate effect, as well as may ask such person to immediately leave the hotel premises. In such a case, an infringing person will be obliged to immediately pay any outstanding fees for provided hotel services and pay for any damage or destruction in the hotel.
17. These Terms and Conditions are applicable starting on 24.10.2024 and may be changed at any time.