

INFORMATOR MOTELOWY



Dear Guests,

Welcome to the Motel „Endhotel”

For 11 years the Endhotel has been serving travelers using the A-4 and S-8 freeway, going to the Kłodzko Valley or Prague or, finally, people working on the south side of Wrocław and Lower Silesia. Unlike large corporate chains, we are a Motel located in a quiet part of Bielany Wrocławskie, away from motorized traffic. After a long day of work, time spent on the road, feeling tired and unwilling to drive further, the question that comes to mind is where to spend the night, where to stay? We will be pleased if you stay with us! To make our guests' stay comfortable and memorable, we have renovated the rooms and raised their standard. We now have bedding that makes the most tired person get up in the morning refreshed and regenerated, and coffee in the room will be a great start of the day.

We wish you a pleasant stay in our Motel.

GENERAL INFORMATION

Fire alarm - if you notice smoke or open fire, leave the room immediately. Please go to the nearest emergency exit.

Emergency telephone numbers: Ambulance Service: **999 or 112** (from a mobile phone), Fire Department: **998 or 112** (from a mobile phone), Police: **997 or 112** (from a mobile phone)

Survey - we want to best adapt our offer to your expectations. We encourage you to fill in the questionnaire in your room and leave it at the reception. Thank you for your time.

ATM - the nearest ATM is located by Netto Stor, Wrocławska 13B, in the Santander bank, Wrocławska 7 and by Biedronka, Wrocławska 22A

First aid kit - available at the hotel reception.

Pharmacy - Domowa Apteka, Wrocławska 15, phone: 71 311 04 14 open from 8:30 to 18:30

Check-in - starts at **3 pm** and ends at **10 am** In the case of extension of the stay for another night, the information should be reported at the hotel reception until **10 am**

Printing - it is possible to print documents on a black and white printer. The cost of printing or making a photocopy of 1 A4 page - PLN 1 PLN gross.

Catering - breakfast is served on the ground floor. On weekdays from **7 am to 9 am** and on Saturdays and Sundays from **8 am to 10am**. To order a meal, please contact the reception no later than **15 pm** on the day before the planned meal.

Internet - wireless WiFi (free) is available throughout the Motel. **Password: hotel24h**

Credit cards - we accept all credit cards.

Doctor - Private Healthcare Institution Your Doctor Limited Liability Company, Ślęza ul. Przystankowa 2, 55-40 Kobierzyce.

Monitoring - the Motel is monitored to ensure safety and order as well as to protect people.

Visitors - persons visiting hotel guests may stay at the hotel from **7 am to 10 pm**

Smoking - smoking is prohibited in the motel and all rooms. Smoking is allowed in specially prepared places at the exits of the Motel.

Parking - unguarded throughout the facility.

Laundry - washing machine and dryer available for an additional fee.

Luggage - storage - information at the reception.

Reception - located on level (0) of the hotel and open from **7 am to 11 pm**

Motel regulations - can be found at the reception desk and at the end of this guide.

Cleaning - daily from 8 am. to 4 pm. If you do not want the room to be cleaned, please notify the reception.

Damage - the guest bears full financial responsibility for any damage or destruction of items, equipment and technical devices in the motel, which were caused by his fault or the fault of visitors. The guest is obliged to inform the reception about the damage immediately after its discovery. The motel may charge the guest with the costs of repairing or replacing damaged or destroyed items and equipment.

Pets - are not accepted. Please do not bring animals into the dining room. We kindly remind all pet owners to have up-to-date vaccination cards.

Iron and ironing board - available for rent at the reception.

REGULATIONS OF THE MOTEL "ENDHOTEL,,

§1 SUBJECT

1. The Regulations apply to all persons staying at the Endhotel Motel in Bielany Wrocławskie, who are obliged to observe and comply with its provisions.
2. The lessee of the rooms is hereinafter referred to as the "Motel", while the lessee of the room is referred to as "the Guest".
3. The Regulations define the rules for the provision of services, liability and stay at the Motel and are an integral part of the contract, the conclusion of which takes place by making a reservation or paying an advance, payment of the entire amount due for the stay at the Motel, in the form of a transfer, as well as by signing a registration card.
4. The guest is obliged to read the Regulations, accept its content and confirm the above in the registration card.
5. The Regulations are available for inspection at the Motel reception, in the room and on the website <https://www.endhotel.pl/>

§2 THE HOTEL - DAY

1. A hotel room is rented for hotel days.
2. The hotel day lasts from **3 pm** to **10 am** the next day.
3. If the Guest does not specify the length of stay when renting a room, it is assumed that the room has been rented for one day.
4. The length of the hotel day specified in sec. 2 may be changed in individual cases.

§3 CHECK-IN

1. The guest's check-in is based on the presentation of an identity document with a photo at the reception desk. In the event of refusal to present the document in a manner enabling identification, the reception staff has the right to refuse to issue the room key and conclude a hotel contract. The motel does not accept underage guests.
2. The Reception, during the process of checking in at the Motel, is entitled to collect personal data on the registration card. The rules for the processing of personal data are contained in the Information on the processing of personal data, which is available at the reception desk of the Motel. The guest agrees to the storage and processing of personal data in accordance with the Personal Data Protection Act (Journal of Laws of 2002, No. 101, item 926, as amended) by EndHotel based in Bielany Wrocławskie, ul. Sosnowa 34 for the needs of the Guest's stay at the Motel, and the use of other services provided by the Motel. The guest has the right to inspect their personal data and correct them.
3. The guest personally signs the registration form.
4. The receptionist is not allowed to keep the Guest's ID document - it is immediately returned after filling in the registration form.
5. The Motel may refuse to accept a Guest who grossly violated the regulations during the previous stay, in particular by causing damage to the hotel property or the property of Guests, personal injury to Guests, employees or employees of the Motel or other persons staying at the Hotel.
6. The Motel may refuse to accept any other Guest who, in the opinion of the staff, threatens the safety, health, life, image of other Guests, employees and the Hotel.
7. The motel may refuse or discontinue the provision of hotel services to guests who are under the influence of alcohol or drugs.
8. The guest cannot transfer the room to other people, even if the day for which the guest has paid has not expired.
9. Only checked-in persons can stay in the rooms.
10. The motel reserves the right to charge an additional fee for the stay of persons not checked-in in the guest's hotel room in accordance with the currently valid price list available at the reception desk. Visitors stay in the rooms at the sole responsibility of the Guest.
11. A wish to extend the hotel day, early check-in before **3 pm**, or a later check-out after **10 am**, should be reported at the booking stage. If such a request has not been made at the booking stage, it should be reported immediately upon arrival at the Motel at the hotel reception, at the latest by 09:00 on the day on which the room rental period expires.
12. The motel does not guarantee the possibility of extending the hotel day against payment.

13. Leaving things or staying in the room after 10 am on the day of departure without prior notification to the reception desk is treated as an automatic extension of the stay. If the Guest leaves the room after 10 am, the Motel will charge a fee of **PLN 10 gross** for each started hour, and after 15 pm, the room rental is charged according to the prices applicable on that day.

§4 SERVICES AND ADDITIONAL SERVICES

1. The hotel provides services in accordance with its category and standard. In the event of objections regarding the quality of services, the Guest is asked to do so immediately reporting them at the reception, which will enable the Hotel to react immediately.

2. Additionally, 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 appointed time,
- keeping money and valuables in the hotel deposit during the Guest's stay at the Hotel, subject to § 6 sec. 3 of the regulations,
- storage of the Guest's luggage (the Hotel may refuse to accept the luggage for storage on dates other than the dates of the Guest's stay and items not having the features of personal luggage), unless it is contradicted by mandatory provisions of law; the guest's luggage is stored in the room or in a designated place,
- ordering a taxi,
- Internet access on the premises of the Hotel.

6. The hotel does not reserve parking spaces.

§5 RESPONSIBILITY OF GUESTS

1. There is a curfew at the Motel from 22 pm to 6 am the next day. During the quiet hours, guests and people using the Motel's services are required to behave properly and not to disturb other people.

2. The Guest will not cause, and the Motel will not allow excessive noise in the Motel area, unpleasant odors from the hotel room, or otherwise disturb or harm the rest of the Motel's Guests.

3. Children under 12 years of age should be on the premises of the Motel under the constant supervision of their legal guardians.

4. Legal guardians are financially responsible for any damage to equipment and technical devices resulting from the actions of minors over whom they are obliged to provide care.

5. The hotel guest bears full financial responsibility for any damage or destruction of the Motel's equipment and technical devices, caused by his fault or the fault of people visiting him. The guest is also financially responsible for special soiling.

6. The motel reserves the right to charge the Guest's credit card after his departure for the damage caused or in the event of failure to pay for the accommodation or other services by the Guest.

7. The motel is entitled to a statutory lien on items brought by the guest to the motel in the event of delay in settling the payment for the stay or failure to pay for the services provided.

8. In the event of violation of the provisions of the regulations, the Motel has the right to refuse to provide services to the person who violates them.

9. Each time the Guest leaves the room, for safety reasons, he should turn off the taps, close the doors and windows. When the window is opened, the operation of air conditioning devices (if any) and heating devices are suspended.

10. The guest is financially responsible for an unreturned or lost key card.

11. Due to fire safety, it is forbidden to use heaters, irons, coffee makers and other electrical devices that are not part of the equipment of these rooms in the hotel rooms and other rooms. The above does not apply to chargers and power supplies for RTV and computer devices. It is also forbidden to use open fire in any form in hotel rooms and other rooms. If it is found that the smoke detector is deactivated by covering it, disconnecting it or in any way affecting its functionality, the Guest will be charged a fine of **PLN 1000 gross**.

§6 HOTEL LIABILITY

1. The hotel's liability for the loss or damage to items brought by the Guest to the Motel is governed by the provisions of the Civil Code.
2. The guest is obliged to keep money, securities and valuable items, in particular valuables and items of scientific and artistic value in the free Motel deposit.
3. The Motel has the right to refuse to accept money, securities and valuable items, in particular valuables and items of scientific or artistic value, if they endanger safety or are too valuable in relation to the size or standard of the Hotel or take up too much space.
4. The motel is liable for the loss or damage of money, securities, valuables or items of scientific or artistic value only if these items have been placed in the hotel deposit at the reception desk.
5. The motel is not responsible for items stored in the room safe.
6. In the event of damage, the Guest should notify the reception about the damage immediately after its discovery.
7. The Motel is not responsible for damage or loss of a car or other vehicle belonging to the Guest, items left in it and live animals, regardless of whether the vehicle has been parked in the hotel car park or outside the premises of the Motel.

§7 RETURN OF LEFT ITEMS

1. Personal belongings left in a hotel room by a leaving Guest will be sent to the address indicated by the Guest at their expense. If you do not receive such an instruction, the Motel will store the above items at the owner's expense for a period of three months, and after this period, the items left behind will be disposed of. The proceedings regarding lost property are governed by the provisions of Art. 187 KC et seq. And the Act of February 20, 2015 on found property.
2. Claims for compensation for damage resulting from the loss of items brought to the Motel shall expire after one year from the date the Guest ceases to use the services of the Motel.
3. The motel does not store food, medicine or other items that may be damaged or expired.

§8 COMPLAINTS

1. Guests have the right to lodge a complaint in the event of noticing any deficiencies in the quality of the services provided.
2. All complaints are accepted by the Motel's reception desk.
3. The complaint should be submitted immediately after noticing the shortcomings in the standard of the services provided.

§9 ADDITIONAL PROVISIONS

1. In the Motel, it is forbidden to throw medical waste (e.g. syringes, needles) into the rubbish bins in the room, under pain of incurring any costs for damage caused by injury with such a needle by another person / Motel employee, including in particular reimbursement of costs. treatment, hospital stay, costs of medicines, rehabilitation, specialist care, adequate nutrition, costs of transport to the hospital. Willingness to dispose of medical waste should be reported to the reception.
2. Due to the comfort of all guests, the Motel does not accept pets. A fine in the amount of **PLN 500 gross** is applicable for violation of this provision. The exceptions are assistance animals for persons with visual or motor disabilities or other assistance animals, e.g. police dogs.
3. The guest agrees to issue a VAT invoice without a signature.
4. It is forbidden to conduct acquisitions, door-to-door sales and gambling activities on the premises of the Motel.
5. It is forbidden to bring, store and possess on the premises of the Motel:
dangerous items, in particular firearms, pneumatic weapons, gas weapons, knives and umbrellas with sharp ends, explosives, illumination materials and pyrotechnic products, including: fireworks, luminous balls, flares and other similarly operating objects and all kinds of potentially fire-hazardous materials, weapons, ammunition, flammable materials, narcotic and psychotropic drugs or other similarly acting substances,
containers for spraying gases, corrosive or coloring substances,
6. It is also forbidden to ignite pyrotechnics on the premises of the Motel and the surrounding area, under penalty of **PLN 5000 gross** and compensation for damages resulting from failure to comply with the above provisions.
7. Due to fire safety, it is forbidden to use heaters, irons, stoves, microwaves and other electrical devices that do not constitute room equipment in motel rooms. This does not apply to chargers and power supplies for RTV and computer devices. In the event of breach of § 5, point 11, the Motel will impose a fine on the Guest in the amount of **PLN 500 gross**.

8. Guests are not allowed to make any changes to the motel rooms, their equipment and the common areas of the Motel. In the event of breach of this prohibition, the Motel will impose a fine on the Guest in the amount of **PLN 500 gross**.

9. On the premises of the Motel, including rooms, in accordance with the Act of April 8, 2010 amending the Act on health protection against the consequences of using tobacco and tobacco products and the Act on the State Sanitary Inspection (Journal of Laws No. 81, item 529), there is a total ban on smoking cigarettes and tobacco products.

10. In the event of breaking the ban on smoking and tobacco products, the Guest will be charged a fine of **PLN 600 gross**.

11. The guest will be also charged a fine of **PLN 500 gross** for deaeromatization.

12. In the event that the breach of the smoking ban by the Guest triggers the fire alarm, which results in the intervention of the fire brigade, the Motel will impose a penalty on the Guest related to the costs of the intervention of the fire brigade and the costs of evacuation. The motel does not rule out the necessity of additional claims for compensation in court.

13. In the event of violation of the provisions of these regulations, the Motel may refuse to continue providing services to the person who violates them. This person is obliged to immediately comply with the requests of the Motel's staff, settle the amount due for the services provided so far, and pay for any damage and destruction caused, and to leave the Motel's premises.

14. In the event of the introduction of an epidemic or epidemic threat in the territory of the Republic of Poland, in the period from its introduction to further notice, the Motel will introduce and comply with the guidelines of the Ministry of Development and the Chief Sanitary Inspector available on the website <https://www.gov.pl>

15. The motel reserves the right to amend these regulations, with the proviso that the version of the regulations in force at the time of placing the order by the Guest shall apply to reservations made prior to the change of the regulations.

16. If it is found that the smoke detector is deactivated by covering it, disconnecting it or in any way affecting its functionality, the Guest will be charged a fine of **PLN 1000 gross**.

17. Any penalties imposed on the Guest, referred to in the regulations, may be satisfied in the following forms:

- by debiting the Guest's credit card
- issuing an invoice in the case of a company
- cash payment

FIRE SAFETY

1. If you hear a fire alarm or evacuation announcement, leave the room immediately, making sure the door is locked (please do not lock the door).

2. After leaving the room, immediately go to the nearest, marked emergency exit doors, marked emergency cages, and then leave the building calmly.

3. In the event of a sudden smoke on the escape route, when it is not possible to retreat to a hotel room or other safe place, move along this road in an inclined position, trying to keep your head as low as possible on the floor, while covering your mouth with a damp cloth. When evacuating, move along the walls so as not to lose track of the direction of the escape.

4. During the evacuation, do not return to the hotel room to retrieve any personal belongings left in it, as toxic fumes and fire gases may endanger your life and health.

5. Stay calm, follow the evacuation message and / or the instructions of the Motel's employees.

We wish you a pleasant stay!