

POLICIES AND PROCEDURES

We strive to ensure that your stay in Longinus is a pleasant and safe one. Therefore, please read and observe the following Policies and Procedures.

§1 ARTICLES

1. The Policies and Procedures set out the rules of our services, accountabilities and the terms of staying in Longinus; these are an integral part of the agreement which becomes effective at: (a) the time of booking; (b) at the time of down-payment; or, (c) payment in full for the Guest's stay in Longinus. By effecting the above, the Guest acknowledges that he/she read and accepts the Policies and Procedures.
2. Our Policies and Procedures are available for review at the Front Desk, as well as on our website: www.noclegi-longinus.pl

§2 CHECK-IN/CHECK-OUT

1. Check-in time: 3:00 P.M.; check-out time 11:00 A.M.
2. Request to extend the stay should be registered at the Front Desk as early as possible. Request to extend the stay is dependent on room availability.
3. Longinus reserves the right to decline an extension of stay in the event that the Guest has not paid, in full, for their stay to date.

§3 BOOKING AND CHECK-IN

1. A valid photo ID is required for the check-in.
2. Guest room may not be transferred to a third party under any circumstances
3. Guests may receive visitors in their hotel room from 7:00 A.M. to 10:00 P.M.

4. Longinus reserves the right to charge pre-authorized credit card or to take a cash deposit at the time of check-in for the amount due for the full stay, plus PLN300.00 for **additional** expenses.
5. Cancellation time is 12:00 noon on the day of arrival. Guest will be charged for the first night after 12:00 noon cancellation on the day of arrival, or in case of non-arrival on the scheduled day.
6. No refunds for the night after check-in.

§4 SERVICES

1. Longinus will provide Guests with:
 - conditions for full and comfortable rest,
 - security, including non-disclosure of personal information about the Guest,
 - professional and courteous service for the full scope of services provided by the facility.
 - cleaning of the room and necessary equipment repairs only while Guest is out, or in the Guest's presence if so requested.
2. In the event of complaints/comments regarding the quality of the service, the Guest is asked to immediately report them to the Front Desk to allow us to improve the standard of the services.
3. In addition, at the Guest request, we provide the following services at no extra charge:
 - information related to the stay and the travel,
 - wake-up calls,
 - hotel safety deposit box. Please note we are not in a position to accept substantial or large amounts of cash, extremely valuable pieces, dangerous objects and large size objects which cannot be placed in the hotel safety deposit,
 - luggage storage,
 - ordering taxi.
 - WI-FI,
 - iron and ironing board,
 - reception fridge,
 - coffee and tea at the reception.

4. At the request of the Guest, we provide children's cot, priced as per the current price list available at www.noclegi-longinus.pl. Children not using additional beds stay free of charge.
5. Due to fire hazard, the use of any immersion heaters, kettles, and other similar devices which are not part of the hotel furnishings is strictly prohibited.

§5 RESPONSIBILITIES OF GUEST

1. **The entire property is a smoke free facility. In case of violation the Guest will be charged PLN300.00 cost of the room refreshment.**
2. Children under 12 years of age should be under supervision of their legal guardians at all times while on the premises. Legal guardians are liable for any damage caused by children's actions.
3. Hotel Guest will be fully responsible for any damage to the furnishings and technical equipment arising from the Guest's fault or the fault of persons visiting said Guest. Longinus reserves the right to charge the Guest's credit cards for any damages after his/her departure.
4. In the event of non-compliance, by a Guest, to the Policies and Procedures, Longinus may refuse to extend service to said Guest. Such person is required to settle the bill for services to date and to pay for damages, if any.
5. For security reasons - each Guest is requested to turn off the TV, turn off the lights, and lock the door when leaving the room.

§6 RESPONSIBILITIES OF FACILITY

1. The facility shall be liable for loss or damage to items brought in by the persons using the facility's services to the extent defined by the provisions of the Civil Code.
2. Guest is requested to inform the Front Desk about the damage immediately upon discovery.
3. Longinus will only be liable for loss or damage of cash, securities, valuables or items of scientific or artistic value if these items have been deposited at the hotel safety deposit box.

§7 RETURN OF ITEMS LEFT BEHIND

1. Personal belongings left in the hotel room by the Guest upon leaving will be shipped to the address on file at the Guest's expense.
2. If no shipping address of the Guest is available, the items will be stored by Longinus for three months, after which time the items will be disposed of with no liability to the hotel. Any food left behind will be stored for 24 hours and then disposed of.

§8 QUIET TIME

Quiet time in Longinus is in effect from 10:00 PM to 7:00 AM.

§9 MISCELLANEOUS

1. Pets are allowed on the premises, at a charge. Specific requests must be made at the time of booking. The pet owner is required to ensure that the pet will not endanger other Guests or staff. The Guest is required to clear any litter left by the pet.
2. The Guest agrees that Noclegi Longinus GRAPO Firma Prywatna of Podbipięty 45, Warszawa, will collect and process personal data in accordance with the Act on the Protection of Personal Information Data (Dz. U. 2002 No 101, item 926, as amended), as required for the Guest's stay in Longinus. The Guest has the right to review and amend his/her personal information.
3. No acquisition or sale of any kind is allowed on the site of the facility.
4. No excessive noise, unpleasant odors, or other irritants that may interfere with the quiet enjoyment of other Guests.
5. Guests are not permitted to make any changes in the hotel rooms and furnishings, including moving of furniture.