

Holiday Inn Warsaw City Centre Hotel Regulations

HOTEL INFORMATION

The Holiday Inn Warsaw City Centre is a 4-star hotel located in the heart of the capital at 52 Twarda Street (hereinafter referred to as the "Hotel"), belonging to the IHG network (hereinafter referred to as "IHG"), and operated by UBM Twarda sp. z o.o. based in Warsaw, with the address: 35 Poleczki Street, 02-822 Warsaw, registered by the District Court for the Capital City of Warsaw, 12th Commercial Division of the National Court Register under KRS number 0000554158, NIP: 9512391557, Regon: 361286637, with a share capital of 1.388.750,00 PLN, phone +48 22 2576699 (hereinafter referred to as the "Company").

The Hotel offers 254 rooms, including 1 Senior Suite, 14 One Bedroom Suites, an underground parking, a 24-hour Business Centre, room service, and located on the 16th floor fitness and sauna. For those looking for a place to organize a meeting, conference, or other event, the Hotel offers 5 modern conference rooms with a total area of nearly 200 m². All rooms are equipped with refrigerators, air conditioning, a safe, double telephone lines with voicemail, high-speed wireless Internet access, televisions, an iron and ironing board, and a coffee and tea-making set.

SAFE STAY. IHG Clean Promise

In consideration of the health and safety of guests and staff, the IHG network has implemented enhanced cleanliness standards – IHG Clean Promise. In cooperation with experts from the Cleveland Clinic, Ecolab, and Diversey, new reinforced standards and procedures for cleanliness have been implemented at the Hotel. More information about the IHG Clean Promise program is available at www.ihg.com/clean.

§1 SCOPE OF THE REGULATIONS

These regulations (hereinafter referred to as the "Regulations") specify the terms of service, liability, and rules for staying on the Hotel premises. The Regulations are available for review at the Hotel reception and on the website [stronie https://poland.ihg.com/hotele/hotel-holiday-inn-warsaw-city-centre/](https://poland.ihg.com/hotele/hotel-holiday-inn-warsaw-city-centre/)

The person who has concluded a service agreement with the Company or uses the services at the Hotel is referred to in these Regulations as the "Guest."

§2 HOTEL DAY

1. Hotel rooms are rented for hotel days.
2. The hotel day lasts from 3:00 PM to 11:00 PM the following day.
3. The length of the hotel day specified in point 2 of this paragraph may vary depending on the type of room or offer chosen by the Guest during the reservation. In such cases, the hotel day length is indicated in the reservation confirmation.
4. Requests to extend the hotel day, i.e., early check-in before 3:00 PM or late check-out after 11:00 PM, should be made at the time of reservation. If such a request was not made at the time of reservation, it should be submitted immediately upon arrival at the

Hotel reception. The Company will accommodate the Guest's request for extending the hotel day, subject to room availability.

§3 RESERVATION AND CHECK-IN

1. The Hotel reserves the right to check-in only adult persons.
2. To check in at the Hotel and receive a registration card allowing the use of the hotel room, the Guest must present a valid photo identification document to the reception staff for identification purposes, complete the registration card provided by the reception staff, and sign the registration card.
3. If the Guest refuses to present a photo identification document, fill out the registration card, or sign the registration card, the reception staff may refuse to check in the Guest and issue the room key.
4. Unregistered persons may stay in the Guest's room from 7:00 AM to 10:00 PM. This does not apply to minors staying in the Hotel with their legal representatives or guardians.
5. The Company may refuse to provide services to a person who, during a previous stay at the Hotel, violated the Regulations, causing damage to the hotel's property or another Guest's property, harmed a person, including the Guest or others at the Hotel, or disturbed the peaceful stay or the ability to use the Hotel's services by another Guest or the Hotel's operations.
6. A person whose stay at the Hotel poses a threat to the health or life of Guests, others at the Hotel, or the Hotel's image may be refused admission.
7. If the reservation was made directly at the Hotel, the request to extend or shorten the stay beyond the period indicated in the reservation should be submitted:
 - o Before the Guest arrives at the Hotel: by sending information to fo.hiWarsaw@ihg.com - the request should include the Guest's name, reservation number, stay dates covered by the current reservation, and the requested new dates.
 - o After the Guest's arrival at the Hotel: at the hotel reception.
8. If the reservation was made through a third party, the Guest should submit requests to extend or shorten the stay to the third party through which the reservation was made.
9. The Hotel is entitled to refuse to shorten the stay indicated in the Guest's reservation if the reservation was made under a non-cancellable offer or if the request to shorten the stay is made when changes to the reservation are no longer allowed according to the cancellation terms in the Guest's reservation confirmation.
10. If the reservation is not canceled within the specified timeframe or if the Guest does not arrive as planned, the Company will charge the Guest for the first hotel night. If the reservation was made under a non-cancellable offer, the Company will charge the Guest for the entire reserved stay.
11. If the Guest cancels their stay during the hotel day, the Company will not refund the unused portion of the hotel day.
12. The Company reserves the right to collect a deposit equal to the amount of the reserved stay, plus an additional 350 PLN for each day of the Guest's stay at the Hotel, during check-in to secure payment for the reserved stay and other services provided at the Hotel (such as dining services, room service, minibar products).
13. The deposit can be made in cash or as a pre-authorization on the Guest's credit card.

14. The cash deposit will be returned, and the pre-authorization on the Guest's card will be released during check-out, after the Guest's account has been reviewed by the Hotel reception staff.
 15. To receive an invoice for the stay, the Guest should inform the Hotel reception staff of the need for an invoice no later than at check-out.
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§4 SERVICES AND ADDITIONAL SERVICES

1. Services at the Hotel are provided according to the category and standard of the Hotel.
 2. The Company ensures:
 - Professional and courteous service in all services provided at the Hotel,
 - Room cleaning and necessary repairs during the Guest's absence, or in the Guest's presence with consent or upon request,
 - A technically functional room; if a defect occurs, efforts will be made to fix it. If fixing the defect is impossible, actions will be taken to change the room (subject to availability) or reduce the inconvenience.
 3. Upon the Guest's request, the following additional services are provided free of charge:
 - Wake-up call at the designated time,
 - Storage of money and valuables in the hotel deposit during the Guest's stay, subject to the provisions of §6.4,
 - Luggage storage (at the Hotel reception upon arrival or departure; the reception staff may refuse to store items that do not have the characteristics of personal luggage),
 - Ordering a taxi,
 - Internet access throughout the Hotel.
 4. A crib is provided free of charge for children under 5 years old upon request. An extra bed for children over 6 years old can be added to the room for 140 PLN per night, subject to availability and room size.
 5. Persons under 18 years old may stay at the Hotel without charge, provided they share a room with a legal representative or guardian and no extra bed is required. If an extra bed is needed, a fee applies as per point 4.
 6. Guests may use the underground parking at the Hotel (subject to availability) under the terms specified in the Parking Regulations and Parking Price List. The parking is unguarded. The Parking Regulations and Price List are available at the parking entrance and Hotel reception. The Parking Regulations are also available online at <https://poland.ihg.com/hotele/hotel-holiday-inn-warsaw-city-centre/> The Hotel does not reserve parking spaces.
 7. Guests may use the gym and sauna located in the Hotel under the conditions specified in the Gym Regulations and Sauna Regulations. The Gym Regulations and Sauna Regulations are available at the entrance to the gym and sauna, as well as at the Hotel reception. Additionally, they are available on the website <https://poland.ihg.com/hotele/hotel-holiday-inn-warsaw-city-centre/>.
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§5 GUEST RESPONSIBILITIES

1. Minors should be under the constant supervision of legal representatives or guardians.
 2. Legal representatives or guardians are financially liable for any damage to the hotel's furnishings or technical equipment caused by minors under their supervision.
 3. Guests are financially liable for any damage to the Hotel's furnishings or technical equipment caused by them or their invitees.
 4. For safety reasons, Guests are asked to familiarize themselves with the evacuation plan and emergency procedures, located in each room.
 5. Due to fire safety, the use of heaters, open flames, and similar equipment not included in the room's equipment is prohibited.
 6. Guests should turn off faucets and close doors for safety reasons each time they leave the room.
 7. The Hotel has a statutory lien on items brought by the Guest if payment for the stay or other services is not settled, in accordance with the law.
 8. The Company has the right to refuse further service to a person who has damaged hotel property or another Guest's property, or caused harm or disturbance, and may request their immediate departure from the Hotel without reimbursement for the stay or other services.
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§6 HOTEL LIABILITY

1. The Company is liable for the loss or damage of items brought into the Hotel by Guests under civil law provisions.
 2. Guests should notify the reception staff immediately of any damage or loss of personal items directly at the Reception or via e-mail fo.hi.warsaw@ihg.com
 3. The Hotel provides a free deposit service at the reception for storing money, securities, valuables, or items with scientific or artistic value during the Guest's stay. Items accepted into the deposit are recorded in the deposit register.
 4. The Hotel may refuse to accept for safekeeping items of significant value, large sums of money, or items of unusual size that cannot be stored in the reception safe.
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§7 RETURN OF LEFT ITEMS

1. Items left in the hotel room by a departing Guest will be stored in the Lost and Found section. The Company will not inform the Guest about items found in the room and awaits contact from the Guest. Items will be returned upon the Guest's request to the address provided by the Guest at the Guest's expense.
 2. If the Guest does not receive instructions to return the items, the Company will store the items in the Lost and Found section for a period of 3 months from the date they were found and 6 months from the date of finding any valuables.
 3. The Hotel does not store food, medicines, or other items that may spoil or expire.
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§8 COMPLAINTS

1. Guests have the right to lodge complaints regarding service quality.

Complaints should be reported immediately after noticing any shortcomings in service quality.

2. Complaints can be submitted in writing at the reception or by email to: warsaw@ihg.com.
3. Complaints must include the Guest's full name, address or email, and a description of the issue.
4. Complaints will be processed within 14 days of receipt.
5. The Guest may seek dispute resolution through out-of-court methods.

- a) referring the matter to a permanent arbitration court at the Provincial Inspector of the Trade Inspection,
- b) submitting a request to the Provincial Inspector of the Trade Inspection to initiate proceedings for out-of-court dispute resolution,
- c) contacting the municipal or district consumer ombudsman or a social organization whose statutory tasks include consumer protection.

Additionally, an online dispute resolution platform for disputes between consumers and businesses at the EU level (ODR platform) is available at <http://ec.europa.eu/consumers/odr>. The ODR platform is a website through which consumers can submit their complaints regarding contractual obligations arising from online sales or service agreements concluded between consumers residing in the European Union and businesses based in the European Union.

The use of out-of-court dispute resolution methods is possible after the complaint procedure has been completed and is voluntary.

The website address of the Provincial Trade Inspection Inspectorate in Warsaw is www.wiih.gov.pl. A list of Provincial Trade Inspection Inspectorates and permanent arbitration courts, along with their website addresses, is available at www.uokik.gov.pl/wazne_adresy.php. Additionally, a list of institutions dealing with out-of-court consumer dispute resolution, along with information about the types of cases handled by each entity, can be found at www.uokik.gov.pl. Detailed information on out-of-court complaint handling and claims procedures, as well as access rules, is available at www.uokik.gov.pl/pozasadowe_rozwiazywanie_sporow_konsumentenckich.php.

§9 ANIMALS

1. The Hotel accepts the presence of animals (hereinafter referred to as "Animals" or "Animal" accordingly).
2. For the safety of Guests and Hotel staff, a Guest traveling with an animal is required to inform the Hotel reception staff about this fact, if possible, at the reservation stage. If this information was not provided at the reservation stage, it should be communicated to the Hotel reception during check-in.
3. The fee for an Animal's stay in the Hotel is 50 PLN per day (an exception is made for guide dogs, which can stay in the Hotel free of charge).
4. The rules for Animals' stay in the Hotel are specified in Appendix No. 2 to the Regulations.
5. The Animal's owner is responsible for keeping the Animal in a manner that does not pose a threat to other Guests or Hotel staff. Animals are not allowed in the Hotel's restaurants, bars except for guide dogs.
6. The Guest is obliged to remove any waste left by the Animal on the Hotel premises.
7. If the presence of an Animal in the Hotel necessitates additional cleaning of the Guest's room or other Hotel areas, the Guest is required to cover the cleaning fee specified in Appendix No. 1 to the Regulations.

§10 ADDITIONAL PROVISIONS

1. Smoking tobacco, tobacco products, using electronic cigarettes, and tobacco heaters is prohibited in the Hotel and at the Hotel entrance, except in designated areas. If this prohibition is violated, the violator is obliged to pay a fine specified in Appendix No. 1 to the Regulations. The Company may seek compensation exceeding the above fine if it becomes necessary to remove the odor resulting from smoking or cover other damages arising from the violation.
2. Storing hazardous materials such as weapons, ammunition, explosives, or illuminating materials is prohibited in hotel rooms or other Hotel areas.
3. Consumption of alcohol in publicly accessible areas of the Hotel, except in restaurants, bars, and the Executive Club Lounge, is prohibited.
4. Bringing and using drugs or other intoxicating substances in the Hotel is prohibited.
5. Door-to-door sales and solicitation are prohibited on Hotel premises.
6. Quiet hours in the Hotel are from 10:00 PM to 6:00 AM.
7. The behavior of Guests and other persons on Hotel premises should not disturb the peaceful stay and the ability to use Hotel services for other Guests.
8. Guests are not allowed to make any changes to hotel rooms or shared Hotel areas, including their equipment, except for slight rearrangements of furniture and equipment related to their use, provided it does not affect their functionality and safety.
9. The Company is not responsible for photos taken in the Hotel and shared online by Guests or other persons staying at the Hotel, for whom the Company is not liable.
10. Issues related to data processing and protection are regulated in the privacy policy, which is available at the Hotel reception and on the website <https://warszawa.intercontinental.com/en/privacy-policy/>
11. To ensure the safety of persons and property on Hotel premises (under Article 6, paragraph 1(f) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation) based on the legitimate interests pursued by the controller), the common areas of the Hotel, _____, and the entrance to the Hotel and parking lot are monitored by surveillance cameras. Data from surveillance cameras is stored for no more than 30 days from the date of recording, after which the data is automatically overwritten. Surveillance data may be shared only with entities cooperating in ensuring the safety of persons and property and entities authorized by law.
12. Any comments or questions regarding the privacy policy should be directed to the email address fo.hiwarsaw@ihg.com
13. Hotel fines

For each incident: 1. Smoking in prohibited areas – PLN 450 PLN 2. Disturbing the nighttime silence – (equivalent to the amount of damage caused to another guest) 3. Cleaning up vomit or other bodily waste – PLN 1,500 PLN per area (room, hallway, etc.) 4. Flooding of room PLN 7,000 PLN 5. Lost bathrobe PLN 200 PLN 6. Other damages as per individual pricing

14. The Regulations are effective from 16th March 2026.