

## **HOTEL REGULATIONS**

### **I. General Provisions**

1. These regulations (hereinafter referred to as the "Regulations") define the rules for the provision of services, liability, and the conditions for staying at the Cyrus Hotel (hereinafter referred to as the "Hotel"). The Regulations constitute an integral part of the agreement concluded either by signing the Registration Card or by making a reservation and/or paying a deposit or the full amount due for the stay. By performing any of these actions, the Guest confirms that they have read and accepted the terms and conditions of the Regulations.
2. The Hotel is operated by Dreamriver Development Sp. z o.o., with its registered seat in Wrocław, ul. Św. Antoniego 2/4, 50-073 Wrocław, entered into the Register of Entrepreneurs under KRS number: 0000244217, NIP: 1060000524, REGON: 120122598 (hereinafter referred to as the "Company").
3. These Regulations apply to all Guests staying at the Hotel. A Guest is defined as any person who has entered into an agreement for the provision of hotel services with the Company (hereinafter referred to as the "Guest").
4. The Regulations are available at the Hotel reception desk and on the Hotel's website.
5. Any matters related to services provided by the Hotel should be reported to the reception desk, unless the reception has given the Guest alternative instructions in this regard.

### **II. Hotel Day**

1. Hotel rooms are rented for hotel days.
2. The hotel day begins at 3:00 PM and ends at 12:00 noon the following day.
3. If the Guest does not specify the duration of the stay when renting a room, it is assumed that the room has been rented for one hotel day.
4. A request to extend the stay/hotel day must be made at the reception desk by 10:00 AM on the last day of the planned stay. The reception desk will confirm whether the request can be accommodated and will provide the applicable terms, or inform the Guest if such extension is not possible. The receptionist has the right to refuse the extension, particularly in cases of lack of room availability, gross violation of the Regulations by the Guest, or failure to settle payment for the current stay.
5. An extension of the hotel day until 6:00 PM is subject to an additional charge of 50% of the rate for the next night. An extension beyond 6:00 PM is subject to a charge equal to the full rate for an additional night.
6. If the Guest fails to request an extension of the hotel day and leaves belongings in the room after 12:00 noon, the Hotel will automatically charge the Guest for an additional night at the current room rate.

### **III. Check-in and Reservation**

1. Check-in of a Guest (an adult) at the Hotel takes place solely upon confirmation of the Guest's identity by presenting a valid photo identification document to the reception staff and by the Guest completing and signing the Registration Card.
2. The Hotel charges the Guest's stay along with any ordered paid additional services "in advance," i.e., at the moment of check-in (payment in cash or by payment card), subject to the following sentence and situations described in these Regulations, where the Guest may pay for services provided by the Hotel at the time of check-out. The Hotel allows payment for the Guest's stay along with any ordered paid additional services at check-out. In such cases, at

check-in the Hotel will preauthorize the Guest's credit card for an amount equivalent to the charge mentioned above.

3. The Guest agrees to the issuance of a VAT invoice without signature.
4. A properly checked-in Guest will receive a magnetic card granting access to the hotel room.
5. The Guest may not transfer or share the room with other persons, even if the period paid for by the Guest has not yet expired.
6. Non-registered persons may stay in the hotel room between 7:00 AM and 10:00 PM. After 10:00 PM, the Guest is obliged to register any person(s) staying with them in the room and pay an additional fee according to the current rates.
7. Failure to register additional persons in the room entitles the Hotel to refuse to provide hotel services.
8. The Guest has no right to make any claims against the Hotel (in particular concerning safety or theft during the stay in the room) if an unregistered person was present in their room.
9. In the event the Guest cancels the stay during the hotel day, the Hotel does not refund the fee for the started hotel day.
10. The Guest will be charged for shortening the stay in accordance with the terms of their reservation.
11. The Hotel may refuse check-in to a Guest who, during a previous stay, grossly violated the Hotel Regulations by causing damage to the property of the Hotel or other Guests, harm to persons, Hotel staff, or other individuals on the premises, or otherwise disturbed the peaceful stay of other Guests or the operation of the Hotel.

#### **IV. Hotel Services**

1. The Hotel provides services in accordance with its category and standard. In the event of any complaints regarding the quality of services provided within the Hotel, the Guest is requested to report them as soon as possible at the reception or via the email address [cyrushotel@cyrushotel.pl](mailto:cyrushotel@cyrushotel.pl) to enable the Hotel staff to respond promptly.
2. The Hotel reception operates 24 hours a day, 7 days a week (24/7).
3. The Hotel is obliged to:
  - a. ensure conditions conducive to the Guest's rest;
  - b. promptly respond to reported remarks and complaints concerning the level of services, the operation of Hotel equipment, as well as cleanliness and order, by undertaking actions aimed at remedying defects or deficiencies;
  - c. ensure the Guest's safety during their stay, including safeguarding the confidentiality of the Guest's information to the fullest extent permitted by law;
  - d. provide replacement of bed linen and towels;
  - e. provide room cleaning and perform necessary repairs to equipment during the Guest's absence, and in the presence of the Guest only upon their request.
4. At the Guest's request, the Hotel provides the following services free of charge:
  - a. providing information related to the stay and travel;
  - b. wake-up calls at the designated time;
  - c. luggage storage, subject to refusal to accept luggage for storage on dates other than the Guest's stay and items that do not have the characteristics of personal luggage or that would occupy excessive space;
  - d. safekeeping of money, valuables, and securities during the Guest's stay, subject to refusal if acceptance would endanger safety, the items are of disproportionate value relative to the Hotel's size and standard, or they would occupy excessive space;
  - e. taxi ordering;

- f. Wi-Fi;
  - g. SPA and gym facilities — subject to compliance with the SPA and gym regulations.
5. The Hotel is not responsible for items belonging to Guests lost in the Hotel's common areas.
  6. The Hotel is liable for loss or damage to items brought in by Guests to the extent specified in Articles 846–849 of the Polish Civil Code.
  7. The Hotel bears no responsibility for items stored in the in-room safe.
  8. The Hotel is not liable for equipment or items left in vehicles parked in the parking lot. In the event of damage, the Guest is requested to notify the Hotel reception promptly for swift response and resolution or assistance.
  9. Personal items left in the hotel room by a departing Guest will be held as lost property for up to three months. After this period, such items will be disposed of.
  10. Left items may be sent to an address indicated by the Guest at the Guest's expense, only upon prior instruction from the Guest.
  11. The procedures outlined in points 9–10 above do not apply to food products and medicines.
  12. The Hotel is equipped with a video surveillance system. The monitoring serves to improve the safety of hotel Guests. Surveillance data are stored for 30 days and may be disclosed only upon written request by authorized government authorities.
  13. The Hotel reserves the right to inspect rooms once every 24 hours to ensure maximum comfort and safety of Guests, provided there is reasonable suspicion of a threat to the safety of Guests or staff.
  14. The Hotel reserves the right to refuse acceptance of packages on behalf of the hotel Guest, including courier deliveries, unless prior consent has been given by the Hotel and appropriate authorization has been granted to the Hotel staff.

## **V. Guest Responsibilities**

1. The behavior of persons using the Hotel's services must not disturb the peaceful stay of other Guests.
2. To ensure a peaceful stay for all Guests, quiet hours are enforced in the Hotel from 10:00 PM to 6:00 AM.
3. In the event of disturbances, conduct deviating from generally accepted standards, damaging the Hotel's reputation, causing additional costs, misuse of the room, failure to comply with staff instructions regarding violations of Hotel rules, or causing harm to Guests, employees, or others on Hotel premises, the Hotel reserves the right to refuse further service and demand immediate departure from the Hotel without refund.
4. The Guest and any persons present on Hotel premises with the Guest bear full financial responsibility for any intentional or unintentional damage or destruction of Hotel property (including furnishings and technical equipment), caused by the Guest, visitors (including unregistered persons), minors under the Guest's care (children under 18), or animals. Upon discovery of such damage by Hotel staff during or after the stay, the Hotel will issue a charge note for damages or soiling and charge the Guest's card or deduct from the deposit accordingly. The charge note will be issued based on the Guest's registered data for payment. Furthermore, the Hotel reserves the right to charge the Guest an additional amount equivalent to the room rental price for the period during which the room is out of service due to repairs.
5. If the room condition upon the Guest's departure requires cleaning beyond the standard scope, the Hotel reserves the right to charge the Guest for excessive cleaning.
6. In case of biological contamination of the hotel room, the Guest will be charged for cleaning and/or possible room blocking for sale.
7. The Guest must immediately notify the reception upon discovering any damage.

8. The Hotel reserves the right to charge the Guest's credit card for amounts corresponding to:
  - a. the value of the damage caused,
  - b. payment for additional services ordered also after the Guest's departure,
  - c. compensation for lost revenue due to room blockage resulting from damage caused by the Guest.
9. Smoking tobacco, tobacco products, tobacco-like products, electronic cigarettes, tobacco heating devices, and other substances is strictly prohibited throughout the Hotel except in designated areas.
10. In case of violation of this smoking ban, the Hotel is entitled to charge the Guest PLN 1,000 for additional cleaning and possible room blocking for an additional day if the odor prevents further rental.
11. The hotel room is equipped with fire and smoke detectors. If the Guest causes a fire hazard by tampering with or obstructing detectors (e.g., covering them with materials or foil), the Hotel will charge the Guest a penalty of PLN 2,000 for creating a fire risk.
12. For fire safety reasons, the use of open flames (such as candles), electric heaters, and similar electrical devices not provided as room equipment is prohibited. The storage of hazardous materials – weapons, ammunition, flammable, explosive, or illuminating materials – on Hotel premises is also prohibited.
13. Should the smoke detectors in the hotel room be triggered due to violation of the smoking ban or other actions, the Guest will be responsible for the costs of initiating the fire procedure (including fire brigade intervention) and any other related costs, including evacuation expenses.
14. The Guest is obliged to pay for products consumed from the minibar and for telephone use in the hotel room. These amounts must be settled in cash or by card no later than at check-out to conclude the stay.
15. When leaving the room, the Guest should ensure the door is locked and safeguard the room keycard to prevent unauthorized access. The keycard can be left at the Hotel reception if the Guest leaves the Hotel temporarily during their stay.
16. At check-out, the Guest is requested to return the keycard at the reception.
17. Solicitation, door-to-door sales, and gambling activities are prohibited on Hotel premises.
18. Guests are not permitted to make any alterations to hotel rooms or their furnishings, except for minor rearrangements of furniture or equipment that do not affect functionality or the safety of other Guests.

## **VI. Protection of Minors**

1. Pursuant to the Act of July 28, 2023, amending the Family and Guardianship Code and other laws (Journal of Laws 2023, item 1606), the Hotel is obliged to apply the Standards for the Protection of Minors and the procedures contained therein.
2. The Standards for the Protection of Minors are available at the Hotel reception and on the Hotel's website.
3. Under the aforementioned Act, the Hotel is particularly required to verify the identity of the minor and their relationship to the adult based on the relevant procedure.
4. The Guest confirms the identity of the minor in the Registration Card.
5. The Guest undertakes not to leave the minor unattended at any time during their stay.
6. The Guest acknowledges that the Hotel staff are obliged to adhere to the Standards for the Protection of Minors.

## **VII. Animals**

1. Staying at the Hotel with animals is permitted only after prior request to the Hotel and subject to compliance with points 3-6 below. The fee for an animal is PLN 120 per day.
2. The stay of an animal is conditional upon presenting its health booklet with up-to-date vaccinations and proof of deworming.
3. Animals must not be left alone in the room.
4. Only domestic animals are allowed in the Hotel. The Hotel reserves the right to refuse animals commonly recognized as dangerous or aggressive, including but not limited to reptiles, arachnids, and certain dog breeds (Regulation of the Minister of Internal Affairs and Administration of April 28, 2003, on the list of dog breeds considered aggressive):
  - a. American Pit Bull Terrier;
  - b. Perro de Presa Mallorquin (Majorcan Mastiff);
  - c. American Bulldog;
  - d. Argentine Dogo;
  - e. Perro de Presa Canario (Canary Mastiff);
  - f. Tosa Inu;
  - g. Rottweiler;
  - h. Akbash Dog;
  - i. Anatolian Karabash;
  - j. Moscow Watchdog;
  - k. Caucasian Shepherd Dog.
5. In case of failure to disclose possession of an aggressive dog breed, the Hotel reserves the right to refuse accommodation or terminate the stay agreement immediately.
6. For safety reasons, animals must have a leash, collar, muzzle, or cage as appropriate to their species; in common areas of the Hotel, the owner must ensure the animal is on a leash and muzzled.
7. If Hotel staff reasonably suspect that an animal left in the room disturbs other Guests, damages Hotel property, or poses a threat to itself or others, the reception will contact the owner to resolve the issue.
8. If contact is not possible, the Hotel reserves the right for staff to enter the Guest's room, possibly with the assistance of appropriate authorities, and remove the animal from the Hotel.
9. The Guest is obliged to care for the animal in a manner that does not pose a threat or cause discomfort to other Guests or Hotel staff.
10. The animal owner is responsible for all damages and contamination caused by their animal and must cover the costs of any damages. All damage to Hotel property or other Guests' property caused by animals will be assessed by the Hotel, and the costs will be charged to the Guests – animal owners.

## **VIII. Complaints**

1. All complaints regarding the stay should be submitted via email to: [cyrushotel@cyrushotel.pl](mailto:cyrushotel@cyrushotel.pl) or in person at the reception desk.
2. The complaint should be reported immediately after noticing any deficiencies in the standard of services provided and must include at least the Guest's details and the reason for the complaint.
3. Complaints will be processed within 14 days from the date of receipt.

## **IX. Personal Data Processing**

1. The data controller is Dreamriver Development sp. z o.o. with its registered office in Wrocław, ul. Św. Antoniego 2/4, 50-073 Wrocław, Poland, KRS: 0000244217, NIP: 1060000524, REGON: 120122598, email: ado@cyrushotel.pl.
2. Personal data will be processed for purposes related to concluding and performing the hotel service agreement, as well as for archival, statistical, and tax purposes.
3. The full privacy policy is available on the Hotel's website.

#### **X. Final Provisions**

1. In matters not regulated by these Regulations, the provisions of the Civil Code shall apply.