HOTEL
SZRENICOWY DWÓR
W SZKLARSKIEJ PORĘBIE

HOTEL REGULATIONS

including the Online Reservation and Payment Terms and the Child Protection Standards

Version of 8 September 2026 · Last updated: 28 October 2026

Courtesy translation. The Polish version is the binding one; in the event of any discrepancy, the Polish version prevails.

General Provisions

These Regulations apply to all Guests staying at Hotel Szrenicowy Dwór, Wzgórze Paderewskiego 12, 58-580 Szklarska Poręba, operated by **SZRENICOWY Sp. z o.o**. with its registered office at ul. 1 Maja 19, 58-580 Szklarska Poręba, KRS 0001223194, NIP 6112849100 (the "Hotel").

§1 Hotel Day

1. The hotel day begins at 15:00 on the day of arrival and ends at 11:00 on the following day.
2. A Guest wishing to extend the stay beyond the period indicated on the day of arrival should notify reception by 10:00 on the day the stay ends. The Hotel will accommodate the request to extend the stay subject to availability.
3. Failure to vacate the room by 11:00 is treated as an extension of the stay. If it is not possible to extend the hotel day, the Hotel may, in the presence of a committee, pack the Guest's belongings and place them in the luggage storage room.
4. The Hotel's reception is not open around the clock; it is open from 7:00 to 18:00. A Guest arriving after 18:00 uses self check-in: the Hotel will provide the Guest with entry codes giving access to the Hotel and the room, and the formal check-in at reception will take place the following morning.

§2 Rules of Stay

1. A hotel Guest may not hand the room over to third parties, including during the stay.
2. Persons who are not registered at the hotel may stay in the rooms from 07:00 to 22:00.
3. Quiet hours apply from 22:00 to 06:00.
4. Children may not stay in the hotel without adult supervision.
5. Guests should not stay in the restaurant, the lobby or other food and beverage areas in swimwear, bathrobes and the like.
6. For fire safety reasons, it is forbidden to light candles or to use heaters and other electrical appliances that are not part of the room's equipment.
7. Smoking is strictly prohibited throughout the entire Hotel except in designated areas, under penalty of a fine of PLN 3,000.
8. The Hotel accepts Guests travelling with pets. The pet remains under the care and responsibility of its owner throughout the stay, including for any damage and soiling it causes. For sanitary reasons, pets may not stay in the restaurant and other food and beverage areas of the Hotel while meals are being served. Please do not leave a pet unattended in the room in a way that disturbs other Guests.

§3 Liability

1. A hotel Guest bears full responsibility for damage to or destruction of the Hotel's items and technical equipment caused by their fault or by the fault of persons visiting them.
2. The Hotel's liability for the loss of or damage to money, securities, valuables and other items of value is limited if they have not been deposited at reception.
3. Personal items left in the room by a departing Guest will be sent, at the Guest's request and expense, to the address indicated. If no instruction to send them is given, the items will be kept for 2 months and then disposed of.

§4 Breach of the Regulations

1. In the event of a breach of the Regulations, the Hotel may refuse to continue providing services to the persons in breach. Such persons are obliged to comply immediately with the requests of Hotel staff, including paying for any damage caused and leaving the Hotel immediately.
2. The Hotel may refuse to accept a Guest who, during a previous stay, seriously breached the Regulations, caused damage to the property of the Hotel or of other Guests, caused harm to a person, or otherwise disturbed the peace of the Hotel.

§5 Complaints

Any complaints concerning hotel services should be submitted at the Hotel reception or to the e-mail address recepcja@szrenicowydwor.pl.

Online Reservation and Payment Terms

This part of the Regulations sets out the rules for making reservations of hotel services and for making payments, including electronic payments. It applies together with the provisions of the "Hotel Regulations" part (§1–§5). Before making a reservation, the Guest should read the Regulations in full.

§1 Hotel Details and Definitions

1. Hotel details: SZRENICOWY Sp. z o.o., ul. 1 Maja 19, 58-580 Szklarska Poręba, KRS 0001223194, NIP 6112849100, REGON 543977817. Hotel Szrenicowy Dwór is located at Wzgórze Paderewskiego 12, 58-580 Szklarska Poręba.
2. Hotel contact details: telephone +48 733 967 767, e-mail: recepcja@szrenicowydwor.pl.
3. The Hotel's website is available at www.szrenicowydwor.pl (the "Website").
4. The terms used in this part mean: Guest – a person making a reservation or using the Hotel's services; Consumer – a natural person entering into a legal transaction with the Hotel that is not directly related to their business or professional activity (Article 22^1 of the Polish Civil Code); Reservation – an advance order for hotel services for a specified date, placed in the manner described in §2; Payment – payment by the Guest of amounts due to the Hotel, including a deposit or prepayment; Payment Operator – Centrum Elektronicznych Usług Płatniczych "eService" Sp. z o.o. with its registered office in Warsaw, ul. Jana Olbrachta 94, 01-102 Warsaw, which processes electronic payments on the Website.

§2 Reservation and Conclusion of the Contract

1. A Reservation can be made using the reservation form on the Website, by telephone or by e-mail.
2. To make a Reservation, the following must be provided: first and last name, e-mail address, telephone number, dates of stay, number of persons (including the number and ages of children) and the selected room type or offer.
3. By making a Reservation on the Website, the Guest declares that they have read and accept the Regulations by ticking the relevant box in the reservation form. The Hotel records the fact that the Regulations have been accepted.
4. The description of rooms and services, their prices, and the payment and cancellation conditions of the individual rate plans (offers) are available on the Website before the Reservation is made.
5. The contract for the provision of hotel services is concluded when the Guest receives the Reservation confirmation from the Hotel at the e-mail address provided and pays the deposit or prepayment by the deadline resulting from the payment policy.

6. The Reservation confirmation contains the dates of stay, the room type or offer, the price, the payment conditions and the Reservation cancellation conditions. The Guest should check that the data in the confirmation is correct and report any errors without delay.
7. Hotel services are provided at the Hotel, on the dates indicated in the Reservation, on the terms set out in §1 of the Hotel Regulations (hotel day). When children are checked in, the Child Protection Standards set out later in this document apply.

§3 Prices

1. Prices given on the Website and in the Reservation confirmation are expressed in Polish zloty (PLN) and are gross prices, including VAT.
2. Prices are dynamic, meaning that they depend in particular on the date and length of stay, the number of persons and room availability. The binding price is the price displayed on the Website at the time the Reservation is made, visible before payment is made and stated in the Reservation confirmation.
3. Prices do not include the local (tourist) tax, which the Hotel, as collector, charges Guests on check-in on the basis of a resolution of the Szklarska Poręba Town Council. The tax is currently PLN 3.40 per person for each started night of stay (resolution No. XXII/243/25, in force since 1 January 2026). Exemptions from the tax are set out in that resolution.
4. The price includes the services specified in the description of the offer. On the Website, accommodation and meals are presented separately, and the Guest can see before payment which meals they are purchasing. Parking for Guests and luggage storage are included in the price of the stay.
5. The following are charged separately: hire of the barbecue shelter, hire of the conference room, special events, and the à la carte food and beverage offer (apart from purchased meals), in accordance with the price list in force at the Hotel or an individual offer.
6. Extending the stay beyond 11:00, as referred to in §1 paras. 2 and 3 of the Hotel Regulations, is possible if the room is not allocated to subsequent Guests. The fee for the extension is PLN 50 for each started hour. The Hotel and the Guest agree the details of the extension individually at reception on site.

§4 Payments

1. Through the Website, the Hotel accepts payments by Visa and Mastercard payment cards, BLIK, Apple Pay, Google Pay and electronic transfers (online payments through banks). At the Hotel’s reception, the Guest can pay in cash or by payment card.

2. Electronic payments on the Website are processed by the Payment Operator. The Guest is redirected to the Payment Operator's payment page, where payment is made using the chosen method. Payments are settled in Polish zloty.
3. The amount of the deposit or prepayment, the deadline for paying it and the deadline for paying the remaining amount are determined by the payment policy assigned to the rate plan (offer) chosen by the Guest. The policy is displayed on the Website before the Reservation is made and is stated in the Reservation confirmation.
4. Failure to pay by the deadline stated in the payment policy may result in the Hotel cancelling the Reservation. The Hotel informs the Guest of the cancellation at the e-mail address provided in the Reservation.
5. The Hotel may send the Guest a payment link (Pay by Link) by e-mail, leading to the Payment Operator's payment page. This applies in particular to Reservations made by telephone or e-mail and to payments of additional charges.
6. After the payment has been booked, the Hotel sends the Guest confirmation of its receipt to the e-mail address provided in the Reservation.

§5 Payment Card Data

1. The Guest enters payment card data (card number, expiry date, CVV2/CVC2 code) solely on the Payment Operator's payment page. The Hotel does not record, save or store this data, in particular the CVV2/CVC2 code.
2. The Hotel does not accept payment card data by telephone or e-mail. When a Guest wishes to pay by card during a telephone call or e-mail correspondence, the Hotel sends a payment link (Pay by Link).
3. The Hotel does not charge the Guest's card with amounts not indicated in the Reservation confirmation without the Guest's consent. Additional charges arising during or after the stay (e.g. for additional services or for damage referred to in §3 para. 1 of the Hotel Regulations) are settled by the Guest on site at the Hotel (in accordance with §4 para. 1 of this part) or by means of a payment link sent by the Hotel.

§6 Cancellation and Amendment of a Reservation

1. The rules for cancelling and amending a Reservation, including any related fees, are set by the cancellation policy assigned to the rate plan (offer) chosen by the Guest. The policy is displayed on the Website before the Reservation is made and is provided in the Reservation confirmation. The Guest accepts it by making the Reservation.
2. The cancellation fee is calculated as a percentage of the price of the stay and increases as the arrival date approaches. The number of days before arrival and the

percentage applicable in each period are set out in the cancellation policy of the given offer.

3. If an offer does not allow cancellation, in particular where it is marked on the Website as non-refundable, the amounts paid are not refundable.
4. Any amount paid in excess of the cancellation fee will be refunded within 7 days of the date of cancellation of the Reservation. The refund is made using the same payment method used to make the payment, to the card or account from which the payment was received.
5. If the Guest fails to check in on the day of arrival without having cancelled beforehand, this is treated as a cancellation of the Reservation on the day of arrival. The highest fee provided for in the cancellation policy of the offer then applies.
6. If the Guest shortens the stay (departs before the date indicated in the Reservation), amounts paid for unused nights are not refundable.
7. The Guest cancels or amends a Reservation by sending an e-mail to recepcja@szrenicowydwor.pl or by using the reservation management function available on the Website or in the link in the Reservation confirmation. The Hotel confirms the cancellation or amendment to the Guest's e-mail address.
8. If the Hotel cannot honour a Reservation for reasons attributable to the Hotel or due to force majeure, it informs the Guest without delay and proposes another date or a replacement offer. If the Guest does not take up either, the Hotel refunds all amounts paid.

§7 Withdrawal from the Contract

1. In accordance with Article 38 of the Act of 30 May 2014 on Consumer Rights (ustawa o prawach konsumenta), a Consumer does not have the right to withdraw from a distance contract in respect of contracts for accommodation services other than for residential purposes, if the contract specifies the date or period of provision of the service.
2. A Reservation of hotel services for a specified date is such a contract. The Consumer may cancel it on the terms set out in §6 of this part.
3. Vouchers and stays without a specified date are valid for 12 months from the date of purchase. A voucher is redeemed by making a Reservation for a specified date, subject to room availability.
4. A Consumer who has purchased a voucher or a stay without a specified date at a distance (in particular through the Website) may withdraw from the contract without giving a reason within 14 days of the date it was concluded. To do so, the Consumer submits a statement to the e-mail address recepcja@szrenicowydwor.pl or in writing to the Hotel's registered office address. The Hotel refunds the amount paid within 14 days of receiving the statement, using the same payment method used for the purchase.

5. Once a Reservation for a specified date has been made on the basis of a voucher, paras. 1 and 2 of this section and §6 of this part apply.

§8 Complaints

1. The Guest may submit complaints concerning Reservations, hotel services and Payments in the manner indicated in §5 of the Hotel Regulations, i.e. at the Hotel reception or by e-mail to recepcja@szrenicowydwor.pl, as well as by telephone on +48 733 967 767 or in writing to ul. 1 Maja 19, 58-580 Szklarska Poręba.
2. A complaint should contain the Guest's first and last name, contact details, the dates of stay or the Reservation number, a description of the objections and the way in which the Guest expects the matter to be resolved.
3. The Hotel examines the complaint within 14 calendar days of receiving it and informs the Guest whether it has been accepted or rejected, at the e-mail address or in another manner indicated by the Guest. If the Hotel does not reply within this period, the complaint is deemed to have been accepted.
4. If a complaint is upheld, the funds are refunded using the same payment method within 14 days.
5. The provisions of this section do not limit the Consumer's rights arising from the law, including the right to pursue claims before a court of general jurisdiction.

§9 Protection of Personal Data

1. The controller of Guests' personal data is SZRENICOWY Sp. z o.o. (details in §1 of this part). Contact in matters concerning personal data: rodo@szrenicowydwor.pl.
2. Personal data is processed for the purposes of: fulfilling the Reservation and the contract for the provision of hotel services (Art. 6(1)(b) GDPR); complying with the Hotel's legal obligations, in particular tax and accounting obligations and those arising from the rules on the protection of minors (Art. 6(1)(c) GDPR); establishing, pursuing or defending claims and handling complaints (Art. 6(1)(f) GDPR); sending the newsletter, on the basis of the Guest's consent (Art. 6(1)(a) GDPR).
3. Recipients of the data may include: the Payment Operator (in respect of payment processing), providers of the reservation system and IT services (GuestSage), entities providing accounting and legal services, and authorities entitled to receive data under the law.
4. Data is stored for the time necessary to perform the contract, and then for the limitation period for claims and the period required by tax and accounting regulations. Data processed on the basis of consent is stored until the consent is withdrawn.
5. The Guest has the right of access to the data, rectification, erasure, restriction of processing, data portability and the right to object, as well as the right to lodge a

complaint with the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych) in Poland.

6. Providing the data is voluntary, but necessary to make a Reservation and conclude the contract.
7. Detailed information is contained in the Privacy Policy available on the Website at https://www.szrenicowydwor.pl/polityka-prywatnosci.

§10 Final Provisions

1. Matters not regulated here are governed by Polish law, in particular the Civil Code and the Act on Consumer Rights.
2. The Regulations do not exclude or limit the rights to which the Consumer is entitled under mandatory provisions of law. In the event of a conflict between the provisions of the Regulations and those provisions of law, the latter prevail.
3. The Regulations are available in electronic form on the Website at https://www.szrenicowydwor.pl/regulamin and at the Hotel reception. The Guest may download, save and print them.
4. An amendment to the Regulations does not affect Reservations confirmed before it comes into force.

Child Protection Standards at Hotel Szrenicowy Dwór

Having regard to:

1. Respect for the child's right to the protection of their dignity and freedom from all forms of harm;
2. Preventing events that may result in harm to a child during a stay at Hotel Szrenicowy Dwór (the "Facility"), in particular by responding as quickly as possible to irregularities in the relationships between the child and the adults with whom the child is staying at the Facility;
3. Ensuring safe relationships between the child and the Facility's staff, and in particular preventing conduct that is impermissible towards a child;
4. Fulfilling the legal obligations imposed on SZRENICOWY Sp. z o.o., NIP 6112849100, KRS 0001223194, ul. 1 Maja 19, 58-580 Szklarska Poręba (the "Company") as an entity providing hotel services,

these Child Protection Standards (the "Standards") are adopted, being a set of rules and procedures in force at the Facility that implement the above objectives.

§1 General Principles

1. The Company, as an entity providing hotel services, is aware of its social responsibility for carrying on this activity in a way that promotes desirable social attitudes in the area of protecting children's rights.
2. Desirable social attitudes include, in particular, setting an example of appropriate reaction to any harm done to children in the area of the Facility. An appropriate reaction includes both an immediate, practical response to irregularities noticed and notifying the competent authorities of a suspected offence committed against a minor.
3. Every person performing work or other services at the Facility should remain alert to behaviour giving rise to a suspicion that a child staying at the Facility may be being harmed. The Facility's staff are trained in identifying inappropriate behaviour, in obtaining the necessary information from adults arriving at the Facility with a child and from the child themselves, and in how to respond to such irregularities.
4. The Facility's staff are aware of the need to identify a child staying at the Facility and to establish the child's relationship to the adult with whom the child is staying. Accordingly, rules and procedures for identification are established, including the grounds and purposes of the processing of personal data.
5. The Standards are published on the Facility's website and in a visible place at the Facility. This will make minors aware that they can approach the Facility's staff to obtain the help they need when they are being harmed. Adults will learn the reasons why the Facility's staff may expect to be given information about children and their relationships with adults.

6. A child or minor means any person under the age of 18.

§2 Identification of the Adult–Child Relationship at Check-in

1. In accordance with the amendment to the Polish Family and Guardianship Code that came into force on 15 February 2024 (the so-called "Lex Kamilek" Act), reception staff are obliged to identify the relationship between an adult guest and the child accompanying them, i.e. to establish whether the adult is the parent/legal guardian of the minor with whom they have arrived and whether the child is not at risk of danger.
2. If the child to whom the reservation relates is checked in by a person who is not the child's parent or legal guardian, the reception employee is obliged to require that person to present a **Statement of the parents/legal guardian consenting to the child's stay under the care of that person.** This also applies to persons related to the child (e.g. grandparents, uncles) who are not at that moment the child's legal guardians.
3. We ask for your understanding towards the staff, who carry out this obligation first and foremost out of concern for the well-being and safety of your children.

Thank you very much for observing the Regulations.
The Hotel Szrenicowy Dwór Team.