



MARENA WELLNESS & SPA REGULATIONS

1. Checking in at Marena Wellness & Spa is tantamount to accepting the provisions of these Regulations. The Guest is obliged to comply with these rules and regulations of the fire protection.
2. The Guest checking in is obliged to present the Reception Desk employee an official form of identification with a photo confirming their identity. If the Guest refuses to present the above mentioned document, the Reception Desk employee is obliged to accept 100% of the total amount due for the stay in advance before giving the room key.
3. The Guest taking advantage of any additional services provided by Marena Wellness & Spa who has not shown their identity card is obliged to pay by cash or credit card for any additionally purchased services or products.
4. The Guest is obliged to pay the total amount due for their stay, including all the ordered or used services and products at the latest at the check-out from Marena Wellness & Spa. If they fail to do so, the service provider is entitled to burden the Guest with all the services and products purchased by them.
5. Hotel rooms are rented for the so called hotel days.
6. The hotel day lasts from 2:00 pm on the check-in day until 11:00 am on the following day. If the Guest does not determine the length of their stay at the check-in, it is assumed the room is rented for one hotel day.
7. If the Guest wishes to extend their stay, they are obliged to notify the Reception desk about this fact until 9:00 am on the check-out day. However, Marena Wellness & Spa is not obliged to accept the request, for it shall be dependent on the hotel occupancy at the moment.
8. Staying in the room or leaving the Guest's personal possessions in the room after 11:00 am is equivalent to the stay extension. When the Guest leaves the room after 11:00 am, the computer programme at the main reception desk will automatically charge them for the fact according to the RACK price list. And in the case when the room is subject to other reservation after 2:00 pm, the belongings left in the room after 11:00 am will be officially packed by two representatives of Marena Wellness & Spa, and then moved out to another room, for which the Guest will not have the right to come up with any claims towards Marena Wellness & Spa or its representatives.
9. The Guest renting the room may not offer this room to other persons, even when the hotel day for which they paid the fee has not expired yet.
10. Persons not registered may stay in the hotel rooms from 7:00 am. to 10:00 pm.
11. If the unregistered persons stay in the hotel rooms after 10:00 pm, the Guest is understood to have given their consent to have these persons accommodated in their room for an extra fee. The fee is charged according to the currently valid RAK price list which is available at the main reception desk.
12. Throughout their stay at the Marena Wellness & Spa, children under the age of 12 must be under the care of their parents or legal guardians.
13. Parents or legal guardians of children shall be responsible for their behaviour, including damages and/or harm caused by the children.
14. Pets are not accepted in the Peła building.
15. Pursuant to the article 5 and 5a of the Act of 9 November 1995 concerning the health protection against the consequences of using tobacco and tobacco products (i.e. Journal of Laws 2015, pos. 298 as amended), on the premises of the Complexes there is a total smoking ban in force, including the modern tobacco products and electric cigarettes – the rule does not concern the terrace on the second floor and the plain-air arbour.
16. Breaking the smoking ban (concerning both the standard and electric cigarettes as well as any other tobacco products) means accepting the charge for dearomatisation of the room. The charge amounts to the price of one hotel day for the given room type according to the RACK price list.
17. Quiet hours in the Complex last from 10:00 pm until 7:00 the next morning. Marena Wellness & Spa reserves the right for exceptions from this rule when there is a special event held on the premises. Breaking the rule means additional fee amounting to 500 PLN / room.
18. During the quiet hours, the Guests and people taking advantage of the services provided by Marena Wellness & Spa are obliged to behave in such a way which does not disturb the stay of other people.
19. After having received the room key, the Guest is obliged to make themselves acquainted with the room equipment and leave it undamaged. Should the Guest notice any damages, the Guest is obliged to notify the Reception desk about this fact without delay. If the Guest fails to do so, it means the room was rented in an undamaged state. The Guest bears full liability for any damages or destruction of the equipment elements resulting from the fault of themselves, the people for whom they are responsible as well as any people visiting them.
20. For the sake of fire safety, it is forbidden to use in the room any heaters or any other electric devices which do not belonging to the room equipment. This regulation does not concern, however, adapters and chargers for the RTV devices as well as computers.
21. For the sake of fire safety, it is forbidden to use open fire of any possible form in the rooms and any other spaces.
22. The Guest is obliged to secure the room properly each time they leave the room so that no third parties have access to it. During the absence of the Guest, windows and doors must be locked.
23. Liability of the Complex for the loss of or damage to goods brought by the guest to the Complex shall be governed by the provisions of Article 846-849 of the Civil Code. Valuable objects, money and documents should be deposited. In the case of leaving valuables outside the deposit, Marena Wellness & Spa does not bear any liability for it. Marena Wellness & Spa reserves the right to refuse to deposit in the case of objects of high value or large amounts of money, in particular valuables and objects of scientific or artistic value if they threaten the safety or are too great in relation to the size or standard of the Complex or occupy too much space.
24. Any possessions left behind by a leaving Guest shall be sent back at their cost to the address indicated by them. Should the Guest give no such disposition, Marena Wellness & Spa will store these possessions for three months, and then all the things shall become the very own property of Marena Wellness & Spa which will have all the power to have the possessions at their full disposal and give them to the charity or institutions of public utility of their choice.
25. Marena Wellness & Spa provides an unguarded car park and does not bear any liability for the damage or loss of the car or any other vehicle belonging to the Guests.
26. Marena Wellness & Spa provides services in accordance with its standard. In the case of any reservations as to the quality of the provided services, please contact the main reception desk as soon as possible so that proper measures can be taken to amend for the inconvenience. If the Guest does not report any reservations up to the check-out, it is understood they are fully content with the services provided by Marena Wellness & Spa.
27. In the case of violating the regulations, and especially indecent behaviour of a Guest or any other behaviour disturbing the other Guests or the staff, Marena Wellness & Spa has the right to terminate the agreement with the Guest with immediate effect and refuse further service provision. The Guest with whom the agreement was terminated and further services provision refused is obliged to pay for all the services, possible damage and destructions without delay and then leave the Complex immediately. Should the Guest resist, the staff of Marena Wellness & Spa have the right to call the police.
28. Marena Wellness & Spa has the right to refuse accepting a Guest who grossly violated the regulations during their previous stay, causing damage to the complex property or harmed Guests, employees of the complex or other persons present in the complex, or disturbed peace in the complex in any other way.
29. The fee for losing the car park card is 50 PLN / 1 card.
30. The fee for losing the room key is 50 PLN / 1 key.
31. Marena Wellness & Spa does not bear any liability for the damages resulting from the violation of these regulations.
32. Marena Wellness & Spa does not bear any liability for the damages made by other Guests staying on the premises of the Complex.
33. Every Guest gives their consent to have their personal data processed for the realisation of the contract concluded between the Parties, according to the Personal Data Protection Act of 29.08.1997. The Guest has the right to consult and correct their personal data.
34. Any litigations will be subject to the jurisdiction of the court competent for the headquarters Marena Wellness & Spa