

HOTEL REGULATIONS

In order to ensure our Guests a peaceful and safe stay at Craft Beer Central Hotel ****, we kindly ask you to read and comply with the following Regulations.

§ 1 SUBJECT OF THE REGULATIONS

1. These Regulations set out the rules for the provision of services, liability, and staying on the premises of Craft Beer Central Hotel Gdańsk **** at ul. Podwale Grodzkie 4, 80-895 Gdańsk (hereinafter: the "Hotel"), and form an integral part of the agreement concluded upon signing the registration card. By doing so, the Guest confirms that they have read the Regulations and accept their terms.
2. These Regulations apply to all persons staying on the Hotel premises.
3. These Regulations are available for inspection at Hotel Reception and on the website www.centralhotelgdansk.pl.

§ 2 HOTEL DAY

1. A hotel room is rented on the basis of hotel days.
2. A hotel day runs from 3:00 PM until 11:00 AM on the following day.
3. A request to extend a hotel day should be made at Reception by 10:00 AM on the day the room rental period ends. Fees for extending a hotel day depend on room availability.
4. Remaining in the room, or leaving belongings in the room, after 11:00 AM on the planned check-out day without prior arrangement with Reception is treated as an extension of the stay, for which a fee is charged in accordance with the price list. Extending the stay beyond 3:00 PM results in an additional charge of 100% of the price of a further full hotel day, in accordance with the current price list.
5. The Hotel may decline a request to extend a stay where no rooms are available or where the Guest has failed to comply with these Regulations.
6. If, at the time of renting the room, the Guest has not specified the length of stay, the room is deemed to have been rented for one hotel day.

§ 3 RESERVATION AND REGISTRATION

1. Registration of a Guest requires presenting a photo ID to Reception staff and signing the registration card. In the event of refusal, the receptionist is entitled to decline to issue a room key-card.
2. A Guest may not hand over the room to third parties, even where the period for which they have paid the applicable fee has not yet expired.
3. Persons who are not registered at the Hotel may visit a Guest in their room between 7:00 AM and 10:00 PM.

4. The Hotel may refuse to admit a Guest who, during a previous stay, grossly violated these Regulations, in particular by causing damage to Hotel property or to the property of other Guests, or injury to the Guest, Hotel staff, or other persons present at the Hotel.
5. The Hotel reserves the right to collect payment for the entire stay in advance at registration, or to pre-authorize the Guest's credit card for the amount due for the stay increased by PLN 300 per night for additional services.
6. The rules and deadline for cancelling a reservation, as well as the amount of the fee charged in the event of failure to cancel or failure to arrive at the Hotel on the scheduled date, are set out in the terms of the specific reservation provided to the Guest at the time of booking — in particular in the reservation confirmation, the Hotel's price list, or the terms of the booking platform (e.g. Booking.com) through which the reservation was made. Unless the reservation terms provide otherwise, the reservation must be cancelled no later than 11:59 PM Polish time on the day before the scheduled arrival, failing which the Hotel will charge the Guest a fee for the first hotel day. If the Guest cancels the stay during a hotel day and/or after entering the room, the Hotel will not refund the fee for that hotel day.
7. The Hotel accepts payment in cash and by payment card (Visa, Mastercard, and other major payment networks). The Hotel does not accept payment by cheque.

§ 4 SERVICES

1. The Hotel provides accommodation and catering services.
2. In the event of any concerns regarding the quality of services, Guests are asked to report them to Reception without delay, so that staff can improve the standard of the services provided.
3. The Hotel is obliged to provide Guests with: conditions for full and undisturbed rest; safety during their stay, including confidentiality of information about the Guest; professional and courteous service in respect of all services provided at the Hotel; and room cleaning and the performance of any necessary equipment repairs during the Guest's absence, or in the Guest's presence only where the Guest so requests.
4. In addition, at the Guest's request, the Hotel provides the following services free of charge: providing information related to the stay and travel; wake-up calls at a designated time; ordering a taxi; and storage of the Guest's luggage in the luggage room.
5. Certain services provided at the Guest's request, including additional room cleaning during the day and changes to the bed configuration (e.g. to two single/twin beds), may be unavailable or may require prior notice to Reception, depending on the working hours of the Housekeeping department.

§ 5 LIABILITY OF GUESTS

1. Children under 12 years of age must remain on the Hotel premises under the constant supervision of their legal guardians. Legal guardians shall bear financial liability for any damage caused by the actions of children.

2. The Guest bears full financial liability for any damage to, or destruction of, the Hotel's equipment and technical installations caused through the Guest's own fault or the fault of persons visiting the Guest. The Hotel reserves the right to charge the Guest's credit card for damage caused, after the Guest's departure. Before making such a charge, the Hotel will prepare a damage report together with photographic documentation and will inform the Guest of the amount and basis of the charge by email or telephone, within 7 days of the damage being identified. The Guest has the right to raise objections regarding the amount charged, under the complaints procedure set out in §9.
3. In the event of a breach of these Regulations, the Hotel may refuse to provide further services to the person committing the breach. Such a person is obliged to comply immediately with the requests of Hotel management, to settle any outstanding amounts due for services already provided, to pay for any damage caused, and to leave the Hotel.
4. For safety reasons, each time a Guest leaves the room they should switch off the television, turn off the lights, turn off the taps, and lock the door.
5. An inventory of room equipment, together with a price list for damages, is set out in Appendix No. 1 to these Regulations.

§ 6 LIABILITY OF THE HOTEL

1. For the safety of Guests' valuables, the Hotel provides a safe at Reception and a safe in every room, in which Guests may store money, securities, and other items of significant value.
2. The Hotel is not liable for the destruction or theft of a car or other vehicle belonging to the Guest and left within the grounds belonging to the Hotel.

§ 7 RETURN OF ITEMS LEFT BEHIND

1. Personal items left in the room by a departing Guest will be sent to the address indicated by the Guest, at the Guest's expense.
2. If no instructions are received from the Guest regarding the return of items left behind, the Hotel will store such items for a period of three months, after which they will become the property of the Hotel. Food items will be stored for 24 hours. In the case of items of significant value, the Hotel will proceed in accordance with the Act of 20 February 2015 on Found Property, including, where necessary, notifying the competent authorities (the Police or the Mayor of the City of Gdańsk (Prezydent Miasta Gdańska), acting in the capacity of the starosta, since Gdańsk is a city with powiat (district) status) before deciding on further handling of the item.

§ 8 NIGHT QUIET HOURS

Night quiet hours apply at the Hotel from 10:00 PM to 6:00 AM. Failure to observe night quiet hours may result in intervention by Hotel security and, in the case of persistent violations, early termination of the Guest's stay without a refund for the remaining hotel days, in accordance with §5(3).

§ 9 COMPLAINTS

1. Guests have the right to file a complaint if they notice any deficiency in the quality of the services provided.
2. All complaints should be reported directly to Reception or in writing to the email address: sale@centralhotelgdansk.pl.
3. A complaint should be filed promptly after any deficiency in the standard of services provided is noticed.
4. Complaints are processed within 14 days of being filed. The Hotel will inform the Guest of the outcome of the complaint in writing or electronically.

§ 10 ADDITIONAL PROVISIONS

1. The Hotel permits the presence of animals. Animals may stay on the Hotel premises for an additional fee, in accordance with the current price list. The animal's owner is nonetheless obliged to keep it in such a way that it does not pose a threat to other Guests or staff. The Guest is obliged to remove any waste left by the animal on the Hotel premises.
2. The above fee does not apply to assistance dogs accompanying persons with disabilities who hold a certificate confirming the dog's status as an assistance dog and a current veterinary vaccination certificate, in accordance with Article 20a of the Act of 27 August 1997 on Vocational and Social Rehabilitation and Employment of Persons with Disabilities.
3. Smoking of tobacco and the use of electronic cigarettes (e-cigarettes) is strictly prohibited at the Hotel. Failure to comply with the above will result in the Guest being charged a room deodorization fee of PLN 1,000.00, which will be automatically added to the bill for the stay.
4. Guests may not make any alterations to hotel rooms or their furnishings, other than minor rearrangement of furniture and fittings that does not affect their functionality or safe use.
5. The controller of the Guest's personal data is BRH Hospitality Sp. z o.o., with its registered office in Gdańsk at ul. Podwale Grodzkie 4, 80-895 Gdańsk, entered in the National Court Register (KRS) under number 0000997125, Tax ID (NIP): 5862310818 (the "Controller"). Personal data is processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR) and the Polish Act of 10 May 2018 on the Protection of Personal Data.
 - a) The Guest's personal data (including data from an identity document) is processed for the purpose of concluding and performing the agreement for the provision of hotel services (legal basis: Article 6(1)(b) GDPR), fulfilling legal obligations incumbent on the Controller, e.g. tax and accounting obligations (Article 6(1)(c) GDPR), and — to the extent the Guest gives separate, voluntary consent — for marketing purposes (Article 6(1)(a) GDPR).
 - b) Personal data will be stored for the period necessary to achieve the above purposes, including for the period required by tax and accounting law (as a general rule, 5 years from the end of the year in which the relevant accounting document was issued), and in the case of marketing consent — until such consent is withdrawn.

- c) Recipients of the data may include entities providing accounting, IT, and reservation system (PMS) services to the Controller, as well as entities authorized under applicable law.
 - d) The Guest has the right to access their data, to rectify it, to erase it, to restrict its processing, to data portability, and to object to processing; where processing is based on consent, the Guest has the right to withdraw that consent at any time, without affecting the lawfulness of processing carried out before its withdrawal.
 - e) The Guest has the right to lodge a complaint with the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych).
 - f) Providing the personal data necessary to conclude and perform the agreement is a contractual requirement; failure to provide it makes it impossible to register the Guest and to provide the hotel service.
6. The Hotel operates CCTV monitoring on the terms described in §11(7) of these Regulations. Footage from the monitoring system is processed on the basis of the Controller's legitimate interest (Article 6(1)(f) GDPR), namely ensuring the safety of persons and property, and is stored for a period not exceeding 18 days, unless the footage constitutes evidence in proceedings conducted by an authorized authority, in which case that period is extended until such proceedings are finally concluded.
7. The Appendices form an integral part of these Regulations.

§ 11 SAFETY

1. In the event of noticing a fire, the Guest should notify Hotel staff of the danger and proceed to the exit in accordance with the instructions indicating the evacuation route.
2. An evacuation plan is displayed in every room, with which the Guest is required to familiarize themselves.
3. The Hotel operates an audible warning system which, in the event of danger, informs Guests of the action to be taken. The Guest is required to comply with the announcements issued by the system, as well as with the instructions and directions given by Hotel staff.
4. Riding bicycles, scooters, ride-on toys, roller skates, skateboards, and similar equipment is not permitted within the Hotel.
5. Dangerous items and materials, including weapons, ammunition, and flammable, explosive, or pyrotechnic materials, may not be stored in hotel rooms.
6. It is forbidden to take furniture or other items forming part of a room's furnishings out onto the balcony.
7. The Hotel advises that, for safety reasons, a video monitoring (CCTV) system has been installed in publicly accessible areas (reception, lobby, restaurant, fitness area, corridors, conference centre, car park), and that the footage is used solely for safety purposes and the performance of agreements. The rules for processing data from the monitoring system, including the Guest's rights and the retention period for recordings, are described in §10(6) of these Regulations.

§ 12 CAR PARK REGULATIONS

1. An open-air car park (the “Hotel Car Park”) is located on the Hotel’s premises, use of which is subject to an additional fee. Parking spaces are offered to Guests subject to availability.
2. The fee for use of the Hotel Car Park is set out in the Hotel’s price list.
3. The Hotel Car Park is not a guarded (attended) car park.
4. The Hotel is not liable for damage to or loss of a car or other vehicle belonging to the Guest, except for damage caused by the intentional fault or gross negligence of Hotel staff.
5. The Hotel is not liable for items or animals left in a vehicle, regardless of whether the vehicle was parked in the Hotel Car Park or elsewhere within the Hotel’s premises.
6. The Hotel provides Guests with the option of charging electric and hybrid vehicles using charging points located in the Hotel Car Park, for an additional fee set out in the Hotel’s price list. Charging is activated using an access card issued by Reception. The fee payable for loss of the card is set out in Appendix No. 1. The Guest is required to use the charging point in accordance with the operating instructions provided by the Hotel; the Hotel is not liable for damage resulting from the Guest’s improper connection of the vehicle.
7. Detailed rules for the use of the Hotel Car Park (opening hours, space reservation rules, entry/exit procedure) are set out in a separate Car Park Regulations document, available on the information board at the Car Park and at Reception.

§ 13 FINAL PROVISIONS

1. Should any provision of these Regulations prove to be invalid or ineffective, this shall not affect the validity of the remaining provisions of these Regulations.
2. In matters not regulated by these Regulations, the provisions of Polish law shall apply, in particular the Polish Civil Code. Disputes shall be resolved by the court having jurisdiction under general provisions, subject to the mandatory provisions on consumer protection.
3. The Hotel is not liable for failure to perform, or improper performance of, its services where this results from force majeure, understood as an external, sudden, and unforeseeable event that cannot be prevented, including in particular: natural disasters, decisions of public authorities, states of emergency, strikes, and interruptions in the supply of electricity or water beyond the Hotel’s control.
4. These Regulations enter into force on 28 August 2026 and supersede all previous versions of the Regulations.

Management,

CENTRAL HOTEL GDAŃSK

APPENDIX NO. 1

Price List for Damage to and Destruction of Equipment

Item	Proposed Fee
Loss of room key-card	PLN 50 / item
Loss of room safe key	PLN 100
Permanent staining or damage to a towel	PLN 40 / item
Permanent staining or damage to a bathrobe	PLN 90 / item
Permanent staining of a bedding set (duvet cover, pillowcases, sheet)	PLN 150 / set
Burn damage to bedding, a towel, or carpet (e.g. from a cigarette)	PLN 200
Breaking a glass or wine glass	PLN 20 / item
Loss of or damage to a TV remote control	PLN 100
Damage to or breaking of a mirror	PLN 500
Professional cleaning of permanently stained carpet / rug	PLN 250–400
Damage to a mattress (staining, burning)	PLN 500
Room deodorization after smoking tobacco / an e-cigarette	PLN 1000
Damage to furniture, doors, or household/electronic appliances	individual valuation based on the cost of repair or replacement
Loss of the access card activating the electric/hybrid vehicle charging point	PLN 100