



## Metropol Hotel Regulations

- (1) Check-in at the Metropol Hotel constitutes acceptance of these regulations.
- (2) The hotel day starts at 3:00 PM and ends at 12:00 noon the following day.
- (3) Guests are required to present valid identification at check-in. All children must be registered and entered into the registration card.
- (4) If a child is staying under the care of someone other than a legal guardian, a written authorization signed by the legal guardian is required.
- (5) Quiet hours are in effect on the hotel premises from 10:00 PM to 6:00 AM.
- (6) Guests are responsible for any damage caused to the room and hotel common areas.
- (7) The hotel is not liable for items left outside the safe. It is recommended to store valuables in the in-room safe or at the reception.
- (8) Smoking (including e-cigarettes) is prohibited throughout the premises, except in designated areas. A violation results in a fee of 500 PLN.
- (9) Pets are accepted upon prior notice. The pet stay fee is 70 PLN per stay.
- (10) Unregistered visitors may stay in the room until 10:00 PM. After this hour, registration is required.
- (11) The hotel provides free Wi-Fi access. Connecting to the network requires acceptance of the internet usage terms and conditions, which are displayed during login.
- (12) Breakfast is served from Monday to Friday between 6:30 AM and 10:00 AM and on weekends from 6:30 AM to 11:00 AM.
- (13) The restaurant and bar are open daily from 12:00 PM to 10:00 PM (kitchen orders until 9:30 PM).
- (14) The hotel reserves the right to charge the full amount for the stay at check-in or to pre-authorize the Guest's credit card for the total value of the reservation. In the event of departure without settling the bill, the hotel has the right to charge the Guest's credit card without signature.
- (15) All settlements are in PLN. The hotel accepts cash payments in USD or EUR – converted according to the average NBP (National Bank of Poland) exchange rate on the day of payment. Change is given in PLN.
- (16) Items left by Guests are stored for up to 6 months (3 days for food products). Retrieval is possible in person or via courier/parcel locker – at the Guest's expense.
- (17) In case of violation of these rules, the hotel reserves the right to refuse further service without refund.
- (18) Guest personal data is processed in accordance with GDPR and the Privacy Policy of Hotele Warszawskie "Syrena" S.A.
- (19) Additional information and assistance are available 24/7 at the Metropol Hotel reception.