



AN IHG® HOTEL  
WARSAW - The HUB

## **Holiday Inn Express® Warsaw – The HUB Hotel Terms & Conditions**

### **HOTEL INFORMATION**

Holiday Inn Express® Warsaw – The HUB is located centrally in the dynamically developing business district is perfectly placed whether you travel on business or pleasure. The hotel has very central location which will allow you to experience the beautiful city of Warsaw. This modern hotel is located just 15 minutes from the Warsaw Chopin Airport, offers free Wi-Fi throughout the hotel, 218 air-conditioned bedrooms with comfy beds and flat-screen TV with a wide choice of stations and The Express Start Breakfast, featuring hot and cold items, always included in the room rate.

### **IHG® CLEAN PROMISE**

With the IHG® Clean Promise, guests are reassured that: Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right.

### **1. SCOPE OF THE GENERAL TERMS AND CONDITIONS**

The regulations set out the rules for the services, liability and stay in the hotel and are an integral part of the contract, which is concluded by making a reservation or paying a deposit, paying the entire amount due for a stay in the hotel, as well as by signing the registration card. By performing the aforementioned actions, the Guest confirms that he/she has read the regulations and accepts their terms and conditions.

The Rules and Regulations apply to all persons staying at the Holiday Inn Express ® Warsaw - The HUB hotel.

The Rules and Regulations are available for review at the hotel reception and on the following website: [cpwarsawthehub.com](http://cpwarsawthehub.com)

### **2. CHECK-IN/OUT TIME**

- 1 The hotel room is rented for hotel nights.
2. A hotel day at the Holiday Inn Express® Warsaw - The HUB hotel is from 3:00 p.m. to 12:00 a.m. on the following day.
3. The length of a hotel day specified in paragraph 2 may be subject to change depending on the type of room or offer selected by the Guest during reservation and included in the booking confirmation.
4. The wish to extend the length of a hotel day, i.e. earlier check-in before 15:00, or later check-out after 12:00 must be notified at the stage of making a reservation. If such a request

was not made at the stage of booking, it should be made immediately upon arrival at the hotel at the hotel reception. However, the hotel does not guarantee the possibility of extending the Check-in/out time free of charge.

5. The hotel reserves the right to refuse to extend the hotel day in case of non-compliance with the hotel regulations.

6. The hotel also reserves the right to refuse to extend a hotel day in case of unavailability of rooms.

### **3. RESERVATION AND CHECK-IN**

1. The hotel reserves the right to check in only adults.

2. A guest renting a room is required to show a valid photo ID document to the front desk employee at check-in for identification purposes and to complete the registration card presented by the front desk employee and sign it.

3. If the Guest refuses to show a photo document proving his/her identity, the hotel may refuse the check-in.

4. People who are not checked into the hotel may stay as guests in the guest's hotel room from 7:00 a.m. to 10:00 p.m.

5. The hotel may refuse to accommodate a Guest who, during the previous stay, has grossly violated the rules and regulations, in particular by causing damage to hotel property or the property of Guests, damage to other Guests, an employee, or employees of the hotel or other people staying at the hotel.

6. The hotel may refuse to accept any other Guest who, in the opinion of the staff, threatens the safety, health, life, and image of other Guests, employees, and the hotel.

7. The guest should report a wish to extend or shorten the stay, beyond the period indicated in the reservation, to the entity or a third party through which the reservation in the hotel was made.

8. If the reservation was made directly at the hotel then the wish to extend or shorten the stay beyond the period indicated in the reservation should be notified:

- before arrival at the hotel: in writing sent to the e-mail address of the Holiday Inn Express ® Warsaw - The HUB hotel, where the Guest made the reservation in person (information to the hotel concerning the extension or shortening of the stay should include the name of the Guest, arrival/departure date and reservation number)

- upon arrival at the hotel: the hotel reception.

9. The hotel reserves the right to refuse to extend the hotel stay if the Guest fails to comply with the hotel regulations of Holiday Inn Express ® Warsaw - The HUB and if the Guest fails to make full payment for the existing stay in advance.

10. The hotel also reserves the right to refuse to extend a hotel night in case of room unavailability.

11. The Hotel reserves the right to refuse to shorten the stay indicated in the Guest's reservation if the Guest's reservation is for a no-cancellation offer, or if the request to shorten the stay was made when changes to the reservation were not possible due to the cancellation conditions included in the Guest's reservation confirmation.

12. In case of non-cancellation of the reservation within the time limit included in the terms of the reservation or in case of the Guest's failure to arrive at the hotel on the scheduled date, the hotel will charge the Guest for the first hotel night, with the reservation that if the Guest has made a reservation without the possibility of cost-free cancellation, the hotel will charge the Guest for the entire stay.

13. In case of cancellation of the Guest's stay during the hotel day, the hotel will not refund the fee for the given hotel day.

14. The hotel reserves the right to collect a deposit in the amount due for the entire stay plus the appropriate amount at check-in (when paying in cash) to cover any additional expenses.

15. The deposit can be paid in cash, or in the form of a Guest's credit card authorization.

16. The cash deposit collected will be returned and the pre-authorization on the guest's card will be released during the guest's check-out after a hotel employee checks the balance.

17. In order to receive an invoice, the Guest should inform the reception at the latest at check-out. Information submitted after this time will result in an invoice in the name of the Guest.

#### **4. HOTEL SERVICES**

1. The hotel provides services in accordance with its category and standard. In case of complaints about the quality of services, the guest is asked to report them immediately at the reception desk, which will enable the hotel to respond promptly.

2. The hotel is obliged to provide Guests with:

- services in accordance with the category and standard of the hotel,
- security of the stay, including the security of keeping the Guest's information confidential,
- professional and courteous service with regard to all services provided at the hotel,
- cleaning of the room and performance of necessary repairs to equipment during the Guest's absence, and in the Guest's presence only if the Guest expresses such a wish,
- technically efficient room; in case of defects, the hotel will first attempt to remove them; if the removal of the defect is not possible, the hotel will make every effort to replace the room if possible or otherwise reduce the inconvenience.

3. In addition, at the guest's request, the hotel provides the following services free of charge:

- provide information related to the stay and travel,
- set the wake-up calls for the appointed time,
- keep money and valuables in the hotel depository during the Guest's stay at the hotel, subject to § 6 paragraph 4 of the regulations,
  - storing the Guest's luggage (the hotel may refuse to accept luggage for safekeeping on dates other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage), unless this is opposed by mandatory laws,
- ordering a cab,
- Internet access on the hotel premises,

4. On the request of a guest staying at the hotel with small children, a crib and a bathtub are delivered to the room free of charge.
5. Children under the age of 18 can enjoy a stay at the hotel at no extra cost, provided they stay in a room with an adult guardian and no request has been made to provide an extra bed for the child. The cost of an extra bed for a child is PLN 100 per night. The hotel reserves the right to refuse to provide an extra bed in some rooms due to their area and the related safety of guests. In case an extra bed is not possible, the hotel will make every effort to change the room, within the limits of availability.
6. Guests may use the underground parking for an additional fee.
7. The hotel does not make parking reservations.

## **5. GUESTS LIABILITY**

1. Minors should be on the premises of the hotel under the constant supervision of legal guardians.
2. Legal guardians are financially responsible for any damage to equipment and technical devices caused by minors under their care.
3. Hotel guests bear full financial responsibility for any type of damage or destruction of hotel equipment and technical devices resulting from their fault or the fault of their visitors.
4. The hotel reserves the right to charge the Guest's credit card after his departure for the damage caused or if the Guest fails to pay for accommodation or other services.
5. In the case of a breach of the regulations, the hotel has the right to refuse services to the individual who violates them.
6. Every time a guest leaves the room, for safety reasons, they should turn off the faucets and lock the door.
7. For fire safety reasons, it is prohibited to use heaters and other similar devices not part of the room's equipment in hotel rooms, and open flames such as candles and similar materials are not allowed.
8. Due to the safety of hotel staff and guests, guests traveling with pets are required to inform the hotel staff at the time of making a reservation. If such information was not provided during the reservation, please inform the hotel reception during check-in.
9. The hotel reserves the right to refuse check-in to guests traveling with pets if the presence of the animal may jeopardize the safety of hotel staff or guests.
10. The hotel has the statutory right of lien on items brought by the guest to the hotel in case of delayed payment for the stay or unpaid charges for services rendered.
11. A guest making payment with the Polish Tourist Voucher simultaneously declares that the hotel services, for which payment is made, are provided for the child for whom the person entitled, within the meaning of the Polish Tourist Voucher Act of July 15, 2020, has been granted a voucher.
12. In the event that a guest provided false information during check-in at the hotel regarding their health status or the obligation to be in quarantine, the hotel is entitled to shorten the stay of such a guest. Additionally, the hotel will have the right to charge the guest for the cost of disinfection and removal of the room from use for a period of 3 hotel days - room

quarantine. In the event of the need to check out the aforementioned guest, the hotel will be entitled to retain the prepayment for services.

## **6. HOTEL LIABILITY**

1. The hotel is responsible for the loss or damage to items brought by individuals using its services within the scope defined by the provisions of the Civil Code.
2. Guests should place any valuables, important documents, money, and other high-value items in the safe.
3. The hotel offers the option of placing these items in the deposit safe located at the reception, free of charge.
4. The hotel is liable for the loss or damage to money, securities, valuables, or items of scientific or artistic value only if these items were deposited in the hotel's deposit safe at the reception.
5. In the event of damage, the guest should notify the reception of the damage immediately after its discovery.
6. The hotel reserves the right to refuse to accept items of high value, significant amounts of money, items posing a security threat, and oversized items into the deposit safe.
7. The hotel is not responsible for damage or loss of a guest's car or other vehicle, items left inside the vehicle, or live animals, regardless of whether the vehicle is parked in the hotel's parking lot or outside the hotel premises.

## **7. RETURN OF ITEMS LEFT BEHIND**

1. Personal items left in the hotel room by a departing guest will be sent to the address specified by the guest at their expense.
2. In accordance with the Civil Code, in the event of not receiving instructions from the guest for the return of their belongings, the hotel will store these items at the owner's expense for a period of 6 months. After this period, the items will become the property of the hotel.
3. Claims for compensation for damage resulting from the loss of items brought to the hotel expire one year from the date of the guest ceasing to use the hotel's services.
4. The hotel does not store food items, medications, or other items that may deteriorate or expire.

## **8. COMPLAINTS**

1. Guests have the right to file complaints in case they notice any deficiencies in the quality of services provided.
2. The hotel's Reception desk handles all complaints.
3. Complaints should be submitted promptly after noticing any deviations from the standard of services provided.

## **9. FINAL PROVISIONS**

1. The hotel allows pets. Pets can stay on the hotel premises for an additional fee (except for guide dogs). Pet owners are required to keep their pets in a manner that does not pose a threat to other guests and staff. Pets are not allowed in restaurants and dining areas, except for guide dogs.

2. Guests are obligated to clean up any mess left by their pets on the hotel premises.
3. If the presence of a pet in the hotel results in the need for additional room or hotel area cleaning, the guest is responsible for covering the cost of such cleaning.
4. There is a complete smoking ban in the hotel and its immediate surroundings, including the use of tobacco products, electronic cigarettes, and tobacco heaters, except in designated smoking areas. In case of violation of the smoking ban, the hotel has the right to impose a fine of 1000 PLN on the guest.
5. Hazardous materials, including weapons and ammunition, flammable, explosive, illuminating materials, and other materials deemed dangerous, cannot be stored in hotel rooms.
6. Acquisition and sales activities are prohibited on the hotel premises.
7. A curfew silence rule is in effect at the hotel from 22:00 to 06:00.
8. Excessive noise, unpleasant odours, and other activities that disturb, harm, or disrupt the stay of other hotel guests are prohibited on the hotel premises.
9. Guests are not allowed to make any changes to hotel rooms and common areas beyond minor furniture rearrangements that do not compromise functionality or safety.
10. The hotel follows these regulations and the guidelines of the Ministry of Development for the hotel and gastronomy industry during the COVID-19 epidemic in Poland ("Guidelines") until their withdrawal. In case of any conflict between the regulations and the Guidelines, the Guidelines take precedence.
11. In accordance with the Regulation of the Council of Ministers of August 7, 2020, regarding the establishment of specific limitations, orders, and prohibitions related to the state of an epidemic issued under the Act of December 5, 2008, on preventing and combating infections and infectious diseases in humans in public places, the hotel enforces the obligation to cover the mouth and nose with clothing or a part thereof, a mask, a face shield, or a protective helmet. The hotel may refuse services to individuals persistently failing to comply with this obligation.
12. All current safety-related information within the property related to COVID-19 can be found on the website: [www.hiex-warsawthehub.com](http://www.hiex-warsawthehub.com)
13. The hotel is not responsible for photographs taken on the premises and shared on the internet by unrelated individuals not associated with the hotel.
14. Matters related to the processing and protection of personal data are detailed in the privacy policy of Holiday Inn Express ® Warsaw – The HUB, available at the hotel's reception. For any questions or comments regarding privacy, data processing, and data protection, please contact [iod.warsawhub@ihg.com](mailto:iod.warsawhub@ihg.com).

#### 15. Personal Data:

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council dated April 27, 2016, we would like to inform you that the controller of personal data is Ghelamco Hotel Sp. z o.o. with its registered office in Warsaw, 00-844, Pl. Europejski 1, KRS 0000988535, REGON 951219127.

- Personal data is processed for the purpose of making accommodation reservations and providing hotel services, and in the case of your consent, also for marketing purposes.

- Data collected for the purpose of providing hotel services will be processed for the duration specified by the law, and in the case of data collected based on consent, until such consent is withdrawn.
- You have the right to access your data, rectify it, the right to data portability, and the right to receive a copy of the personal data processed by the hotel.
- If you have given consent for data processing for marketing purposes, you have the right to withdraw that consent at any time, request the limitation of data processing, deletion, and the right to be forgotten.

Your data may be shared or transferred to the following categories of recipients:

- to transportation and taxi companies in the event of ordering transportation or courier services for the guest.
- to IT support service companies for the hotel.
- to accounting service companies for the hotel.
- to legal service companies for the hotel.
- to marketing service companies for the hotel.

If you find that personal data is being processed unlawfully, you have the right to file a complaint with the Data Protection Officer. You can contact the person responsible for data protection either at the hotel's premises or via the email address [iod.warsawhub@ihg.com](mailto:iod.warsawhub@ihg.com).

#### Attachment to the Hotel Regulations

Price List of Monetary Penalties for each individual occurrence:

Smoking in prohibited areas - 1000 PLN

Disturbing the curfew - equivalent to the cost of repairing damage caused to another guest

Cleaning vomit or other physiological impurities - 1000 PLN