

Terms and Conditions of Montownia Lofts & Experience

Thank you for reading and abiding by the Rules and Regulations applicable to the Montownia Lofts & Experience, which serve to ensure a peaceful and safe stay for our guests.

I. General provisions and terms of payment

1. The Rules and Regulations set out the rules for the use of the living spaces and common areas of the Montownia Lofts & Experience Facility (the "Facility").
2. These Rules and Regulations are binding on all persons staying at the Facility. The Rules and Regulations set out the terms and conditions of stay, which form an integral part of the Room Rental Agreement concluded between the Guest and the Facility. The rights and obligations of persons using the services of the Facility shall be determined by these Rules of Service issued pursuant to Article 384 § 1 of the Civil Code, or by the provisions of any written agreements, if they contain provisions different from these Rules.
3. The Rules and Regulations are available at the Reception, in the Rooms and on the website www.montowniagdansk.pl.
4. Acknowledgement of reading the Rules and Regulations takes place at the time of making a reservation, paying a deposit, paying the entire amount due for the stay or signing the registration card. The facility undertakes to prepare and make the Room available on the agreed date in return for the agreed remuneration. The payment for the stay is collected "in advance". Confirmation of the acceptance of the reservation by the Facility constitutes the conclusion of a contract for the provision of accommodation services under the terms and conditions specified, among others, in the rules of service provision and the price list valid on the date the reservation is made.
5. The amount of payment for the booked stay in the Room is each time stated in the confirmation of the reservation and includes services in accordance with the offer, and does not include additional costs agreed during the stay.
6. When making a reservation, the Guest is obliged to pay for it in accordance with the payment terms of the relevant offer. The payment should be made within 24 hours of booking the stay by the Guest.
7. If you wish to receive a VAT invoice for your stay, your invoice details should be provided during booking.
8. The Guest agrees to receive an invoice for the stay by e-mail. An electronic invoice will be sent within 7 days from the end of the stay or use of the service.
9. The price of the stay does not include insurance. The Property is not responsible for injuries and damages (caused to the health and property of a third party), during the entire stay.
10. In case of cancellation of the Guest's stay during the hotel day, the fee for the stay on that day is not refunded. Cancellation of the stay requires a written statement in the form of an e-mail sent to: recepca@montowniagdansk.pl

II. Working principles of the Facility

11. The Facility undertakes to fulfil the services specified in the offer and the concluded contract.
12. The offer containing detailed conditions of provided services and is placed on the website.
13. The prices of services provided by the Facility are specified in the price list on the website and in the price list available at the reception of the Facility. It is possible to apply other prices set individually for groups depending on the number of days of stay.
14. The Facility offers additional paid services in accordance with the current offer.
15. The facility stipulates the conditions for the stay of children under 3 years of age, for whom the stay is free of charge if they sleep in a bed with a guardian (with the first child). A child between 4 and 12 years is charged as an extra bed. It is possible to provide baby cots (for an extra charge) in the room (by prior arrangement when booking).
16. The room price includes the services specified in the price list depending on the price options of the stay or included in the offer.
17. Rooms in the facility are rented for the day. A hotel day starts at 15:00 on the day of arrival and ends at 12:00 on the day of departure. Extension of the hotel day is possible for an additional fee.
18. The Guest should report their wish to extend their stay beyond the period indicated on the day of arrival at the Reception no later than 10:00 a.m. on the day on which the room rental period expires. The wishes to extend the rental will be fulfilled to the best of our ability.
19. Changing the date of booking or the category of the Room is only possible on the condition that such a Room is available on the date indicated and that the difference in price for the stay, if any, is paid.
20. A change of booking by the Property is only possible in the event of force majeure, which makes the performance impossible. Force majeure is understood to be strikes, wars, riots, natural disasters, occupation of the Room by any government authority for any purpose and the deprivation by the supplier of utilities in the Room, i.e. electricity, gas, heat or water. In such an event, the Property shall be obliged to offer the Guest another date or withdraw from the contract, refunding the fee paid for the booked stay.
21. The hotel guest may not transfer the room to other persons. Visitors who are not checked in may stay in the Room from 7:00 a.m. to 10:00 p.m. upon prior notification to the Reception.
22. In exceptional situations, in particular a breakdown in the Room or other fortuitous event, the Property reserves the possibility of providing another Room with similar parameters and area to the one booked. If the Guest does not accept the change, the contract is terminated.
23. The Facility may refuse to accommodate a Guest who, during the previous stay, violated the Regulations, disturbed other Guests, disrupted the operation of the Facility, caused damage to the property of the Facility, Guests' property or damage to the person of another Guest, an employee of the Facility or other persons staying at the Facility.
24. The Facility reserves the right to terminate the contract for services with a Guest who violates the Rules and Regulations or disturbs the peace of others with his/her behaviour. In such a case, the Guest shall be obliged to cover all costs related to his/her previous stay at the Hotel, including the fee for the started hotel day.

25. A valid identity document must be presented at check-in. Guests who are intoxicated or who disturb the peace of others with their behaviour will not be admitted to the Property.
26. The Facility is not responsible for guests' belongings left unattended. Personal belongings left in the hotel room by a departing Guest will be sent back to the address indicated by the Guest at the Guest's expense. If the Guest is not instructed to return the left items, the Property will store the above items at the owner's expense for a period of three months, after which time the items will become the property of the Property.
27. The Facility must observe Health and Safety Regulations, the Facility's fire safety regulations and quiet hours at night (from 10 p.m. to 6 a.m. the following day).
28. Children under 12 years of age should be under the constant supervision of their legal guardians on the Facility. Legal guardians are legally and materially responsible for children.
29. Guests who are guardians of minors are responsible for their children during their stay at the Facility. This applies in particular to their use of the mezzanine areas in the rooms. People under the influence of alcohol cannot use the mezzanines. The Facility is not liable for any personal injury resulting from the use of mezzanines by Guests (including minors or people under the influence of alcohol).
30. The Guest shall be materially liable for any damage or destruction of the objects of equipment and technical devices of the Facility caused intentionally and unintentionally by the Guest, persons under his/her care or visitors. The Guest shall notify the Facility of the occurrence of the damage immediately upon its discovery. The Guest agrees to pay all fees related to the stay and the costs of any damage caused during the stay in the Facility by debiting the account of the credit card whose number was provided at check-in and to send the bill to the Guest's address, in the event of failure to pay the amount due personally during the stay in the Facility.
31. The staff reserves the right to immediately enter a room in the event of a suspected breakdown or unforeseen danger to Guests or the condition of the Facility.
32. Guests are not allowed to make any changes to the rooms and their furnishings, apart from slight rearrangement of furniture and equipment, not affecting their functionality and safety of use. The Guest undertakes to use the room in accordance with its intended use, not to move the furniture, to keep the room in good order and cleanness, not to remove any elements of its equipment from the room, and also undertakes not to copy the keys, codes or access cards given to him/her for the duration of the stay.
33. The Guest is not allowed to use any appliances powered by electricity which do not constitute room equipment (e.g. electric heaters, electric and gas cookers, etc.).
34. The Guest is obliged to properly secure the room at all times and, when leaving the room, to lock the windows and entrance door and carefully store the keys or access cards without any access to them by third parties. If a key or access card is lost, the Guest will be charged an additional fee of PLN 500.
35. The property accepts pets if they are under the constant supervision of their owners. There is an additional fee for the stay of a pet. The owner of the animal is obliged to keep it in such a way that it does not pose a threat to other Guests and staff. The Guest is obliged to remove any waste left

- by the animal on the Property. The owner of the animal is financially responsible for any damage caused by the animal.
36. Smoking and electronic cigarettes are strictly prohibited in all rooms and common areas. A fine of PLN 500 applies for failure to comply with this ban.
 37. Possession and use of intoxicants prohibited by law is strictly prohibited on the premises.
 38. Shortening the stay - early departure does not constitute grounds for reimbursement of all or part of the costs of the stay.
 39. The Facility is not responsible for any damage to or loss of property by the Guest.
 40. The Property is not responsible for any inconvenience related to: construction, renovation, modernisation, finishing works, etc. which may take place on the premises of the Property as well as outside it. The Facility is not responsible for noise caused by e.g. loud music coming from neighbouring rooms or buildings (also occurring after 10 p.m.).
 41. Peddling and door-to-door selling is prohibited on the premises.
 42. Monitoring is in place in the common areas of the Facility to ensure safety, order and protection of persons and property. Detailed rules for the processing of personal data in connection with video surveillance are available at website montowniagdansk.pl
 43. The administrator of the personal data is Euro Styl Montownia Sp. z o. o. with its registered office in Gdańsk. Detailed rules of personal data processing are available at the reception desk of the Facility and on the Facility's website.
 44. The Facility stipulates that individual services provided by the Facility may have their own rules and regulations, which should be consulted.
 45. Complaints and comments should be submitted in writing to the following address: recepca@montowniagdansk.pl. Complaints will be considered within 30 days of their receipt. Information on the outcome of the complaint will be sent to the Guest at the postal address or e-mail address indicated by the Guest.
 46. Company registration data: Euro Styl Montownia Sp. z o. o. Leszczynowa 6 Street, 80-175 Gdańsk District Court Gdańsk-Północ in Gdańsk, VII Economic Division of the National Court Register KRS: 0000852294, NIP: 583-340-30-49
 47. In matters not regulated herein, the provisions of the Civil Code shall apply.

Thank you
Montownia Lofts & Experience