

FLORIAŃSKA 49 GUEST HOUSE REGULATIONS

GENERAL PROVISIONS

§ 1

1. The Regulations define the rules for the provision of services, liabilities and stay on the premises of the Jagiellonian University Guest House with its registered office in Kraków at ul. Floriańska 49, 31-019 Kraków, owned by the Jagiellonian University, hereinafter referred to as the JU Guest House.
2. On behalf of the Jagiellonian University, the activities specified in the Regulations and related to the management of the JU Guest House are performed by a JU organisational unit, JU Department of Real Estate Administration, with its registered office at ul. Czapskich 4, 31-110 Kraków.
3. Entry to the premises of the JU Guest House is tantamount to acceptance of the provisions of these Regulations and the obligation to comply with them.
4. Persons using the services of the JU Guest House are referred to in the content of these Rules jointly as "Guests" or separately as "Guest".

HOTEL DAY

§ 2

1. The living quarters in the JU Guest House, hereinafter referred to as rooms, are rented for nights.
2. The hotel day begins at 2.00 p.m. on the day of arrival and ends at 12:00 p.m. the following day.
3. The JU Guest House reserves the right to refuse to extend the Guest's stay if the Guest has not made full payment for the current stay.
4. Please leave the room at the designated hours of the hotel day.
5. Any changes to the length of stay should be agreed upon with the reception staff with respect to the principles set out in §3.

RESERVATION AND CHECK-IN

§ 3

1. Reservations can be made by phone at the reception desk, by e-mail at dguj@uj.edu.pl or in person at the JU Guest House.
2. Payment for the stay is collected when the Guest checks in. Requests for VAT invoices should be made at the reception desk before paying, and the exact data necessary to issue them written down in the appropriate field of the registration card.
3. Any intention to extend your stay beyond the period declared on the day of arrival needs to be reported to the reception desk no later than 10.00 p.m. on the day preceding the original departure date. The extension of your stay will be considered by the reception staff with respect to room availability.

4. If you wish to shorten your stay, please inform the reception desk no later than 10.00 a.m. and vacate the room on time – no later than 12.00 p.m. Otherwise, the next hotel day will be considered as started and must be paid for according to the applicable price list.
5. Minors can be registered at the JU Guest House only under the supervision of an adult (guardian). Children up to 5 years of age stay free of charge, while older children are subject to payment according to the price list.
6. The JU Guest House may refuse to accept a Guest who, during a previous stay, grossly violated the Regulations, caused damage to either hotel or Guest property, or damage to any Guest, JU Guest House employees or other persons staying at the JU Guest House, or who otherwise disturbed the peaceful stay of Guests or the functioning of the JU Guest House.
7. The JU Guest House also reserves the right to refuse to accept a Guest without giving a reason.

RULES OF STAY AT THE JU GUEST HOUSE

§ 4

1. JU Guest House provides services of a standard consistent with its category. In the event of any complaints regarding their quality, please contact the reception as soon as possible, which will allow the JU Guest House staff to react immediately.
2. Breakfast is served daily between 7.00 and 10.00 a.m.

§ 5

1. It is forbidden to transfer the room for use by other people, also during the rental period.
2. Unregistered persons may stay on the premises of the JU Guest House between 8.00 a.m. and 10:00 p.m., only after previously informing the reception staff of this fact.
3. The Jagiellonian University is not liable for any damage caused by unregistered persons to third parties. Between 10.00 p.m. and 8.00 a.m., only registered persons may stay on the premises of the JU Guest House.
4. Children under 12 years of age may stay at the JU Guest House only under the supervision and care of adults.
5. There is an ironing board and an iron available at the facility. Please ask the receptionist about the possibility of providing access to them.

§ 6

The JU Guest House does not accept animals, with the exception of assistance dogs with a certificate confirming their status. Please report any needs related to the stay at the facility with an assistance dog (bed, dog bowl, etc.) to the receptionist when booking.

§ 7

1. Smoking cigarettes and e-cigarettes is strictly prohibited throughout the entire JU Guest House facility. In the event of a breach this rule, the Guest will be charged the cost of refreshing the room. The cost of refreshing the room is PLN 500.
2. It is prohibited to consume food and alcohol in public areas.
3. There is a total ban on possession and use of illegal drugs at the JU Guest House. If this ban is found to be violated, this fact will be reported to the Police and the Guest will have to leave the JU Guest House immediately without the right to a refund of the costs resulting from the shortening of the stay.
4. Dangerous items, i.e. weapons, ammunition, flammable materials, illuminating materials, etc., may not be stored in the rooms.
5. Night time silence is from 10.00 p.m. to 6.00 a.m.
6. The behaviour of Guests and other people using the facility may not disturb the peace and safety of others.
7. The JU Guest House has the right to discontinue providing services to Guests who have caused damage to the property of the University or other Guests, have threatened or are threatening their own safety or the safety of other people staying on the premises, as well as to Guests who grossly disturb peace and order. In such a case, the stay is immediately shortened. The JU Guest House does not refund the costs of a paid reservation that was interrupted by the Guest's failure to comply with these Regulations.
8. The JU Guest House may refuse to continue providing services to Guests who violate the rules set out in these Regulations without the right to reimbursement of the costs incurred.
9. In the event of refusal to continue providing services by the JU Guest House due to the fault of the Guest, the Guest is obligated to immediately pack their belongings and leave the premises of the facility.
10. Violation of the prohibitions specified in par. 1, par. 2, par. 4 and the provisions of par. 5 entitles the University to demand payment from the Guest committing the violation in the form of a PLN 500 fine for each case of violation.

§ 8

1. Room cleaning and maintenance work is carried out during the Guest's absence, unless the Guest expresses a wish to have the work carried out while they are in the room. The exception are defects requiring immediate repairs, which are carried out urgently after prior notification of the Guest and, in the event that this is not possible, after the room has been opened by a committee and under the constant supervision of an employee of the JU Guest House.
2. Items left in the rooms by departing Guests are sent at the recipient's expense to the indicated address at their request. In the absence of such an instruction, the JU Guest House will store the items left for 3 months.
3. Food products will not be sent back or stored.
4. It is forbidden to store odorous, toxic and dangerous items in the rooms, as well as weapons (including historical weapons) and ammunition.

5. In the event of a lack of contact with the Guest for over 24 hours or other justified concerns about the health and safety of the Guest or other persons, the JU Guest House reserves the right to open the room for inspection by a committee.

§ 9

1. When leaving their room during their stay, the Guest is obliged to close the doors and windows.
2. Before leaving the JU Guest House, the room must be closed and the key must be left at the reception desk.
3. It is forbidden to transfer equipment between rooms.
4. Guests are fully financially liable for any damage or destruction of the JU Guest House equipment and technical devices resulting from reasons attributable to them or their visitors.

PROCEDURE IN THE EVENT OF A DANGER

§ 10

1. In the event of a fire or another emergency situation, the Guests should immediately notify the JU Guest House staff possible and immediately proceed to the exit in accordance with the evacuation procedure. The facility staff is responsible for managing the evacuation until the services arrive. Guests are then obliged to respect all their instructions.
2. For safety reasons, it is forbidden to use your own heaters, cookers, electric heaters, irons and other similar devices that are not part of the room equipment, as well as to use open fire, e.g. candles, on the premises of the JU Guest House.
3. In the event of a false fire alarm caused by unjustified use of a manual fire alarm or by filling the room with smoke, the costs of evacuation are borne by the person who caused the incident.

JU GUEST HOUSE LIABILITY

§ 11

JU Guest House is not responsible for the theft of money, theft of any other property, damage or destruction of securities, valuables or items of scientific or artistic value, if the items were left by the Guest in the room or on the premises without the Guest's care.

GUEST LIABILITY

§ 12

1. Children under 12 years of age should be under the constant supervision of legal guardians on the premises of the JU Guest House. Legal guardians are financially liable for any damage caused by children regardless of their age.

2. The Guest is fully financially liable for any damage or destruction of the JU Guest House equipment and technical devices resulting from reasons attributable to them or to reasons attributable to third parties visiting them.
3. The JU Guest House reserves the right to charge the Guest for any damage discovered after their departure, and in the absence of card details, has the right to claim financial compensation from the Guest.
4. If any defects or damage occurs in the room, the Guest is obligated to inform the receptionist.

FINAL PROVISIONS

§ 13

1. It is prohibited to conduct canvassing and mobile sales on the premises of the JU Guest House.
2. Losing keys will result in a fine of PLN 100.
3. The Guest agrees to the storage and processing of their personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation, hereinafter referred to as 'GDPR') on the principles set out in the information clause attached to these Regulations.
4. All complaints regarding the stay should be submitted to:

Jagiellonian University in Kraków
ul. Gołębia 24, 31-007 Kraków
responsible unit: Real Estate Administration Department
tel. 12 421 12 25, e-mail: dguj@uj.edu.pl

5. The competent court to resolve disputes between the Guest and the JU Guest House is the competent court for the seat of the Jagiellonian University.
6. The Regulations come into effect on the day of announcement and are available at the reception desk of the JU Guest House and on the website at: ujinn.pl/florianska/
7. JU Guest House reserves the right to change the Regulations, about which the Guests will be informed in the same way as the Regulations were announced.
8. The change to the Regulations will come into effect after 7 days from their announcement, and in cases where it results from emergency situations or situations related to ensuring the safety of Guests, the change to the Regulations may come into effect in a shorter period, but no less than 1 day.
9. In matters not regulated by these regulations, the relevant provisions of the Civil Code and other acts shall apply.