

**Dear Guests!**

**We are counting on your cooperation in terms of observing the following rules and regulations which are meant to ensure Your peaceful and safe stay at our “Solano” Holiday Home.**

1. The rooms are rented for the minimum time units of 24 hours. The check-in hours are from 3 p.m. to 10 a.m.
2. Room booking shall be deemed as guaranteed after the client has covered an advance payment amounting to 30% of the value of a given stay. This payment needs to be made within the three-day period from the moment of the initial reservation. In the event of a cancellation of the planned stay, the paid advance payment shall not be returned.
3. The payment for the stay shall be charged on the day of the arrival in accordance with the time of room reservation you have arranged. In the event of an earlier departure than the time you have booked for, the payment for the entire reserved stay shall not be subject to change.
4. Guests are not allowed to transfer their room to other persons - even if the time period for which they paid has not passed.
5. **Quiet hours** are to be observed from 10 p.m. to 6 a.m.
6. Our facility may refuse to provide further services for persons who violate order and principles listed in those rules and regulations during the time of their stay on the area of the facility and it is also entitled to ask such persons to immediately leave the guest house without returning to them the payment made for the stay.
7. We shall not be responsible for any loss or act of damaging money, securities, valuables and other valuable objects or objects which have a scientific or artistic value.
8. **Guests are subject** to material responsibility for any type of damaging or destroying items of equipment or technical facilities which occurred due to their actions. Every parent (guardian) is responsible for damages caused by the children under their care.
9. The owner is obliged to immediately react to comments and objections concerning the level of services, functioning of appliances, cleanliness and order in the guest house. Those comments and objections shall be submitted to the owner of the guest house.
10. **Due to the requirements of fire protection**, in the rooms of the guest house **it is forbidden** to use any appliances or machines operated with electrical energy - for example: heaters or space heaters etc which are not part of those room's equipment.
11. **Smoking is PROHIBITED** on the area of the whole guest house (in accordance with the act of Journal of Laws of 1996 No 10, item 55 - whoever smokes manufactured tobacco in places under prohibition specified in Article 5 shall be subject to a fine of up to 500 PLN). The facility is equipped with smoke detectors.
12. Animals are not allowed on the area of the guest house.
13. **It is forbidden to fry fish** on the area of the facility.
14. Persons who are not checked in the guest house are allowed to stay in the rooms from 8 a.m. to 10 p.m.

**Please report comments or negligences of any kind to the owner of the facility. We wish to thank you for your attention and - have a great stay in our “Solano” Holiday Home.**