

TERMS AND CONDITIONS FOR GROUP CLIENTS - CITY EXPRESS HOSTEL

§1 PROVISIONS OF THE REGULATIONS

1. The Regulations define the rules for the provision of services for a group client (hereinafter referred to as the Guest), liability and staying on the premises of City Express Hostel (hereinafter referred to as the "Facility"), which is part of the Laris Hotels Group (hereinafter referred to as the "Laris") and is an integral part of the agreement, which is concluded by making a reservation, making an advance payment and paying the entire amount due for staying in the Facility. By making the above activities, the Guest confirms that he has read the regulations and accepts its conditions.
2. The Regulations apply to all persons staying on the premises of the Facility.
3. The Regulations are available for inspection at the reception of the Facility and on the website www.expresshostel.pl

§2 HOTEL NIGHT

1. Rooms are rented for days.
2. The day in the Facility lasts from 15:00 to 10:00 the next day.

§3 BOOKING AND CHECK-IN

1. A guest renting a room is obliged to have a document with a photo for identification purposes.
2. In the absence or refusal of the Guest to present a document with a photo confirming his identity, the facility may refuse to check in.
3. The guest is obliged to complete and submit a rooming list to the reception, on the day of arrival at the latest. A rooming list should contain all participant's names and surnames.
4. Laris Facilities may refuse to accept any other Guest who, in the opinion of the service, threatens the safety, health, life, image of other Guests, employees and Laris.
5. If the reservation is not cancelled within the time specified in the booking conditions and/or if the Guest does not arrive at the Facility within the scheduled time, the Facility has the right to charge the

Guest financially in accordance with the cancellation conditions contained in the reservation conditions.

6. In the event of the Guest's resignation from the stay after the check-in, the Facility does not refund the fee for the given night or the entire stay, in accordance with the booking and cancellation conditions.

7. Laris Facilities **reserve the right to charge a deposit upon arrival of the group** in the amount previously agreed with the Guest, in order to protect against possible damage and violations of the regulations.

8. The deposit can be paid in cash, at the Facility's reception or by completing the Guest's card authorization form.

9. The collected cash deposit will be issued back and the blockade on the Guest's card will be released during the Guest's check-out after prior checking of the room condition by an employee of the Facility.

10. If the deposit is not paid upon arrival, in cash or guaranteed by a card, the Facility has the right to refuse to check in the group without refunding the cost of the stay.

§4 GENERAL SERVICES AND ADDITIONAL SERVICES

1. The facility provides services in accordance with its category and standard. In the event of objections regarding the quality of services, the Guest is asked to immediately report them at the reception, which will allow the employees to react immediately.

2. The facility is obliged to provide guests with:

- services in accordance with the category and standard of the Facility,
- security of the stay, including the security of keeping information about the Guest secret,
- professional and courteous service in the scope of all services provided in the Facility,
- performing necessary repairs of devices during the Guest's absence, and in his presence only if he so wishes,
- technically efficient room; in the event of defects, the Facility will first attempt to remove them; if it is not possible to remove the defect, the Facility will make every effort to change the room or otherwise reduce the inconvenience, if possible.

3. Additionally, at the Guest's request, the facility provides the following services free of charge:

- providing information related to stay and travel,
- storing money and valuables in the deposit during the Guest's stay in the Facility, subject to § 6 sec.

Fri. 4 of these regulations,

- storage of the Guest's luggage (the Facility may refuse to accept luggage for storage on dates other than the dates of the Guest's stay and items that do not have the characteristics of personal luggage),
 - ordering a taxi,
 - Internet access on the premises of the Facility,
4. The facility does not guarantee booking parking spaces on dates with high demand.

§5 GUEST RESPONSIBILITY

1. Minors should be on the premises of the Facility under the constant supervision of legal guardians.
2. Legal guardians are financially responsible for any damage to items, equipment and technical devices resulting from the actions of minors over whom they have a duty of care.
3. The Guest of the Facility bears full financial responsibility for any damage or destruction of the equipment and technical devices of the Facility, caused by his fault or the fault of people visiting him.
4. Laris reserves the right to charge the Guest's credit card after his departure for damage caused or in the event of failure to pay for accommodation or other services by the Guest.
5. In the event of violation of the provisions of the regulations, the Facility has the right to refuse to provide services to the person who violates them.
6. Each time the Guest leaves the room, for safety reasons, he should close the doors and windows, and the key to the room door, after closing, should be left at the reception. The fee for a lost key is PLN 100.
7. Due to fire safety, it is forbidden to use heaters and other similar devices in the rooms that are not part of the room equipment.
8. On the premises of the Facility, with the exception of the terrace, it is forbidden to smoke tobacco and tobacco products (including electric cigarettes, e-cigarettes). **Failure to comply with this point of the regulations is subject to a penalty of PLN 500 each time.**
9. **Unjustified activation of the fire protection system is subject to a penalty of PLN 1,000 and covering the costs related to the unjustified intervention of the Fire Brigade.**
10. The guest is obliged to keep quiet from 10.00 pm to 6.00 am (night time). **Disturbing the quiet at night, resulting in complaints from other Guests of the Facility, tenants living in the vicinity of the Facility or the intervention of the Police, is subject to a penalty of PLN 500 for each violation.**
11. A guest using the common areas of the Facility (kitchen, dining room, terrace, bathrooms, corridors, reception area) is obliged to leave everything in order each time. For leaving a mess; in particular such as: empty bottles, packaging, spilled drinks, broken glass, left or spilled food, open

alcohol or other drinks, body fluids, the Guest will be charged an additional fee for the service cleaning in the amount of PLN 200.

12. The facility does not accept pets.

15. Persons intoxicated with alcohol or any other substance are not allowed on the premises of the Facility. A Guest who is under the influence of alcohol or other substances or brings a person under the influence of alcohol or other substances to the Facility, as well as a Guest who does not comply with the requests and recommendations of the employees of the Facility (reception, cleaning crew) or is aggressive towards the staff, other Guests or third parties will be removed from facility without the possibility of recovering the cost of accommodation.

§6 LIABILITY OF LARIS NETWORK FACILITIES.

1. The Facility is responsible for the loss or damage of items brought in by the Guest using to the extent specified in the provisions of the Civil Code.

2. The guest should place all valuables, important documents, money and other items of considerable value in the safe.

3. The facility offers the possibility of placing these items in a safe deposit box at the reception desk free of charge.

4. The facility is liable for the loss or damage of money, valuables or items of scientific or artistic value only if these items have been deposited at the reception.

5. In the event of damage, the Guest should notify the reception about the damage immediately after finding it.

6. The facility reserves the right to refuse to deposit items of high value, significant amounts of money, items that threaten security and bulky items that cannot be placed in the deposit.

7. The facility is not responsible for damage or loss of a car or other vehicle belonging to the Guest, items left in it and live animals, regardless of whether the vehicle was parked in a parking lot belonging to the Laris network or outside the network area.

§7 RETURN OF LEFT ITEMS

1. Personal belongings left in the room by the departing Guest will be sent to the address indicated by the Guest at his expense.

2. In accordance with the Civil Code, if the Guest does not give an instruction to return the left items, the Laris network facility will store the above items at the owner's expense for a period of one year, and after this period, these items will become the property of the Laris network.
3. Claims for repairing damage resulting from the loss of items brought to the Facility expire after one year from the date of check-out of a given stay.
5. The facility does not store groceries, medicines or other items that can be easily damaged or expired.

§8 COMPLAINTS

1. Guests have the right to lodge a complaint in the event of noticing shortcomings in the quality of services provided.
2. All complaints are accepted by the reception of the Facility.
3. A complaint should be submitted immediately after noticing deficiencies in the standard of services provided.

§9 ADDITIONAL PROVISIONS

1. Dangerous goods cannot be stored in the rooms: weapons and ammunition, flammable materials, explosives, illumination and other materials considered dangerous.
2. It is forbidden to carry out acquisitions and door-to-door sales on the premises of the Facility.
3. It is forbidden to make excessive noise on the premises of the Facility, as well as to perform activities that cause an unpleasant smell and other activities that disturb, harm or disrupt the stay of other Guests.
4. Guests are not allowed to make any changes in the rooms and common areas, in their equipment, except for a slight rearrangement of furniture and equipment, which does not affect their functionality and safety of use.
5. Issues related to the processing and protection of personal data are regulated in detail in the privacy policy of Laris.
6. The content of Laris's privacy policy is available at the reception desk of Laris facilities, or at www.larishotels.com/polityka-rywnosci
7. Any comments regarding the privacy policy should be sent to the e-mail address: daneosobowe@lhg.com.pl, or to the following address: Laris Hotels Sp. z o.o., ul. Pawia 18A/10, 31-154 Krakow.