

Hotel Regulations for InterContinental Warsaw

HOTEL INFORMATION

InterContinental Warsaw is a 5-star hotel located in the heart of the capital at Emilii Plater 49 (hereinafter referred to as the "Hotel"), part of the IHG network (hereinafter referred to as "IHG"), operated by Sienna Hotel sp. z o.o. with its registered office in Warsaw at Emilii Plater 49, 00-125 Warsaw, registered by the District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register under number KRS 0000662897, NIP: 525-21-86-751, Regon 016407226, share capital of PLN 56,059,400.00, tel. +48 22 3288888 (hereinafter referred to as the "Company").

The Hotel offers 414 rooms, including 1 presidential suite, 2 Senior Suites, 31 One Bedroom Suites, and Executive Lounge rooms with access to the Executive Club Lounge, underground parking, a 24-hour Business Centre, and 24-hour room service. The RiverView Wellness Centre, located on the 43rd floor, features a pool, saunas, and a fully equipped gym. For those looking for a venue for meetings, conferences, or other events, the Hotel offers 14 modern conference rooms with over 1100 m² of space. All rooms are equipped with refrigerators, air conditioning, safes, double telephone lines with voicemail, high-speed wireless Internet access, televisions, irons and ironing boards, and coffee and tea making facilities.

SAFE STAY. Clean Promise - IHG CLEAN PROMISE

For the health and safety of guests and staff, IHG has introduced enhanced cleanliness standards – IHG Clean Promise. In collaboration with experts from Cleveland Clinic, Ecolab, and Diversey, the Hotel has implemented new, strengthened cleanliness standards and procedures. More information about the IHG Clean Promise program can be found at www.ihg.com/clean.

§1 SUBJECT OF THE REGULATIONS

These regulations (hereinafter referred to as the "Regulations") define the rules for the provision of services, liability, and staying on the Hotel premises. The Regulations are available for review at the Hotel reception and on the website warszawa.intercontinental.com. The person who has entered into an agreement with the Company for the provision of hotel services or uses the services at the Hotel is referred to in these Regulations as the "Guest".

§2 HOTEL DAY

1. The hotel room is rented for hotel days.
2. The hotel day at the Hotel lasts from 3:00 PM to 12:00 PM the next day.
3. The length of the hotel day specified in paragraph 2 of this section may be subject to change depending on the type of room or offer selected by the Guest during the

reservation. In such a situation, the length of the hotel day is indicated in the reservation confirmation.

4. A request to extend the hotel day, i.e., check-in before 3:00 PM or check-out after 12:00 PM, should be made at the time of booking. If such a request was not made at the time of booking, it should be reported immediately upon arrival at the Hotel reception. Subject to room availability, the Company will accommodate the Guest's request to extend the hotel day.

§3 RESERVATION AND CHECK-IN

1. The Hotel reserves the right to check-in only adults.
2. The basis for checking in a Guest at the Hotel and then issuing a registration card enabling the use of the hotel room is the presentation of a valid photo ID to the reception staff for the purpose of identifying the Guest, as well as filling out the registration card presented by the reception staff and signing it by the Guest.
3. In the event of the Guest's refusal to present a photo ID confirming the Guest's identity or refusal to fill out the registration card or sign the registration card, the Hotel reception staff may refuse to check-in and issue a card enabling the use of the hotel room.
4. Unregistered persons may stay in the Guest's hotel room from 7:00 AM to 10:00 PM. This does not apply to minors staying at the Hotel with their legal representatives or guardians.
5. The Company may refuse to provide services to a person who, during a previous stay at the Hotel, violated the Regulations by causing damage to hotel property or the property of another Guest, causing harm to a person, including the Guest or other persons staying at the Hotel, or disturbing the peaceful stay or the ability to use the Hotel's services by another Guest or the functioning of the Hotel. The Hotel may refuse to accept a person whose stay at the Hotel poses a threat to the health or life of Guests or other persons staying at the Hotel or the image of the Hotel.
6. If the reservation was made directly at the Hotel, the request to extend or shorten the stay beyond the period indicated in the reservation should be reported:
 - Before the Guest's arrival at the Hotel: by sending information to wrs.reservation@ihg.com - the information regarding the extension or shortening of the stay should include the Guest's name, reservation number, the period of stay covered by the current reservation, and information about the requested extension or shortening of the stay;
 - After the Guest's arrival at the Hotel: at the hotel reception.
7. If the reservation was made through a third party, the extension or shortening of the stay beyond the period indicated in the reservation should be reported to the third party through whom the reservation at the Hotel was made.
8. The Hotel is entitled to refuse to shorten the stay indicated in the Guest's reservation if the Guest's reservation concerns an offer without the possibility of free cancellation, or if the request to shorten the stay is made when changes to the

reservation are no longer permissible due to the cancellation conditions contained in the Guest's reservation confirmation.

9. In the event of failure to cancel the reservation within the specified period contained in the reservation conditions or in the event of the Guest's failure to arrive at the Hotel on the scheduled date, the Company will charge the Guest for the first hotel day, provided that if the Guest made a reservation without the possibility of free cancellation, the Company will charge the Guest for the entire reserved stay.
10. In the event of the Guest's resignation from the stay during the hotel day, the Company does not refund the fee for the unused part of the hotel day.
11. The Company reserves the right to collect a deposit in the amount of the fee for the Guest's reserved stay at the Hotel, increased by PLN 360 for each day of the Guest's stay at the Hotel, at check-in to secure the payment for the reserved stay and other services provided at the Hotel (such as catering services in restaurants and bars, products ordered through room service, products from the minibar).
12. The deposit may be paid in cash or in the form of a pre-authorization of the Guest's credit card.
13. The cash deposit will be returned, and the pre-authorization on the Guest's card will be released upon check-out, after the Guest's account has been checked by the Hotel reception staff.
14. To receive an invoice for the stay at the Hotel, the Guest should inform the Hotel reception staff of the need to receive an invoice no later than at check-out.

§4 SERVICES AND ADDITIONAL SERVICES

1. Services at the Hotel are provided in accordance with the category and standard of the Hotel.
2. The Company ensures:
 - Professional and courteous service in all services provided at the Hotel.
 - Room cleaning and necessary repairs of equipment during the Guest's absence, or in the presence of the Guest if they consent or request it.
 - A technically efficient room; in case of malfunctions, an attempt will be made to remove them first; if removal is not possible, actions will be taken to change the room (subject to availability) or reduce inconvenience.
3. Additionally, upon the Guest's request, the following services are provided at the Hotel free of charge:
 - Wake-up call at a designated time.
 - Storage of money and valuables in the hotel deposit during the Guest's stay at the Hotel, subject to the provisions of § 6 section 4 of the Regulations.
 - Storage of the Guest's luggage (at the Hotel reception on the day of the Guest's arrival or departure; Hotel reception staff may refuse to accept luggage for storage that does not have the characteristics of personal luggage).
 - Ordering a taxi.
 - Internet access on the Hotel premises.

4. Upon the request of a Guest staying at the Hotel with a child up to 5 years old, a crib is provided in the room free of charge. Upon the request of a Guest staying at the Hotel with a child over 6 years old, a bed for the child can be provided in the room for a fee of PLN 160 per night. The Company reserves the right to refuse to provide a crib or bed for the child if there is an insufficient number of them. Additionally, the Company reserves the right to refuse to provide a bed for the child due to the size of some rooms.
5. Persons under 18 years of age can stay at the Hotel free of charge, provided they stay in the room with a legal representative or guardian and no additional bed for the child has been requested. If such a request is made and a bed is provided in the room, the fee for the child's bed is charged as specified in section 4 of this paragraph.
6. Guests can use the underground parking located at the Hotel (subject to parking space availability) under the conditions specified in the Parking Regulations and Parking Price List. The parking is an unguarded parking lot. The Parking Regulations and Parking Price List are available at the entrance to the parking lot and at the Hotel reception. The Parking Regulations are also available on the website <https://warszawa.intercontinental.com/>. The Hotel does not reserve parking spaces.

§5 GUEST RESPONSIBILITIES

1. Minors should be on the Hotel premises under the constant supervision of legal representatives or guardians.
2. Legal representatives or guardians are materially responsible for any damage to the equipment and technical devices in the Hotel caused by minors under their supervision, in accordance with applicable law.
3. Guests are materially responsible for any damage or destruction of the Hotel's equipment and technical devices caused by their fault or the fault of persons invited by them. For safety reasons, the Guest is requested to familiarize themselves with the evacuation plan and the instructions for action in case of danger, located in each room.
4. For fire safety reasons, it is prohibited to use heaters and other similar devices not included in the room's equipment and to use open flames in the form of candles and similar materials in hotel rooms.
5. Each time a Guest leaves the room, for safety reasons, they should turn off the taps and close the door.
6. The Hotel has a statutory lien on items brought by the Guest to the Hotel in case of non-payment for the stay and other services provided, under the terms specified by law.
7. The Company has the right to refuse further services to a person who has caused damage to hotel property or the property of another Guest, caused harm to a person, including the Guest or other persons staying at the Hotel, or disturbed the

peaceful stay or the ability to use the Hotel's services by another Guest or the functioning of the Hotel, or violated the provisions of §9 section 5 or §10 sections 3-5.

§6 HOTEL RESPONSIBILITIES

1. The Company is responsible for the loss or damage of items brought to the Hotel by persons using the services at the Hotel under the terms specified in Articles 846-852 of the Civil Code.
2. In case of loss or damage of items brought to the Hotel, the Guest should immediately notify the Hotel reception staff directly at the reception or by sending an email to warsaw@ihg.com. The Hotel offers Guests the possibility to store money, securities, and valuable items, especially jewelry and items of scientific or artistic value, in the safe located at the reception, subject to the provisions of § 6 section 4 of the Regulations. Guests are requested to place the mentioned items in the safe located at the Hotel reception.
3. The Hotel has the right to refuse to accept items of high value, large sums of money exceeding the storage capacity of the safe located at the Hotel reception, items that pose a safety threat, and items of dimensions that cannot be placed in the safe located at the Hotel reception.

§7 RETURN OF LEFT ITEMS

1. Items left in the hotel room by a departing Guest will be sent to the address indicated by the Guest at the Guest's expense.
2. In case of not receiving instructions from the Guest to send the left items, the Company will store these items in the lost and found department for one year from the date of delivery of the notice to the Guest to collect the found item.
3. The Hotel does not store food, medicines, or other items that may spoil or expire.

§8 COMPLAINTS

1. Guests have the right to file complaints in case of noticing deficiencies in the quality of services provided. The complaint should be filed immediately after noticing the deficiency.
2. All complaints are received by the Hotel reception staff, and complaints can also be submitted to the email address: warsaw@ihg.com.
3. To file a complaint, the complainant should provide their name, address, or email address, and briefly describe the matter. Complaints are processed within 14 days of their receipt by the Company, and the response is provided in the manner indicated in the complaint submission, or if not specified, in the same form as the complaint was submitted.
4. The Guest may use out-of-court methods of dispute resolution by: a) Referring the matter to a permanent arbitration court at the provincial inspector of the Trade

Inspection. b) Requesting the provincial inspector of the Trade Inspection to initiate proceedings for out-of-court dispute resolution. c) Contacting the municipal or district consumer ombudsman or a social organization whose statutory tasks include consumer protection. Additionally, at <http://ec.europa.eu/consumers/odr>, there is an online dispute resolution platform between consumers and traders at the EU level (ODR platform). The ODR platform is a website through which a consumer can submit their complaint regarding contractual obligations arising from an online sales contract or service contract concluded between consumers residing in the European Union and traders established in the European Union. Using out-of-court dispute resolution methods is possible after completing the complaint procedure and is voluntary. The website address of the Provincial Inspectorate of Trade Inspection in Warsaw is www.wiih.gov.pl. A list of provincial inspectorates of the Trade Inspection and permanent arbitration courts along with their website addresses is available at www.uokik.gov.pl/wazne_adresy.php. Additionally, at www.uokik.gov.pl, there is a list of institutions dealing with out-of-court consumer dispute resolution along with information on the types of cases handled by each entity. Detailed information on out-of-court complaint and claim resolution methods, as well as access to these procedures, is available at www.uokik.gov.pl/pozasadowe_rozwiazywanie_sporow_konsumenckich.php.

§9 ANIMALS

1. The Hotel accepts the presence of animals (hereinafter referred to as "Animals" or "Animal").
2. For the safety of Guests and Hotel staff, a Guest traveling with an animal is required to inform the Hotel reception staff, if possible, at the time of booking. If this information was not provided at the time of booking, the reception should be informed during check-in.
3. The fee for an Animal's stay at the Hotel is PLN 100 per night (except for guide dogs, which can stay at the Hotel free of charge).
4. The rules for the stay of Animals at the Hotel are specified in Appendix No. 2 to the Regulations.
5. The Animal's owner is required to supervise it in such a way that it does not pose a threat to other Guests or Hotel staff. Animals are not allowed in the Hotel's restaurants and bars, [Executive Club Lounge], RiverView Wellness Centre, except for guide dogs.
6. The Guest is obliged to remove any waste left by the Animal on the Hotel premises.
7. If the presence of the Animal in the Hotel necessitates additional cleaning of the Guest's room or other Hotel areas, the Guest is required to cover the cleaning fee specified in Appendix No. 1 to the Regulations.

§10 ADDITIONAL PROVISIONS

1. Smoking tobacco, tobacco products, using electronic cigarettes, and tobacco heaters is strictly prohibited in the Hotel and at the Hotel entrance, except in designated areas. In case of violation of this prohibition, the person violating it is required to pay a fine specified in Appendix No. 1 to the Regulations. The Company may seek compensation exceeding the above fine if actions are necessary to remove the smell resulting from smoking tobacco, tobacco products, using electronic cigarettes, or tobacco heaters, or to cover other damages resulting from the violation of the prohibition.
2. It is prohibited to store dangerous materials in hotel rooms and other Hotel areas: weapons and ammunition, explosives, illuminating materials.
3. Consuming alcohol in public areas of the Hotel, except for restaurants, bars, and the Executive Club Lounge, is prohibited.
4. Bringing and consuming drugs and other intoxicants in the Hotel is prohibited.
5. Conducting solicitation and peddling on the Hotel premises is prohibited.
6. Quiet hours in the Hotel are from 10:00 PM to 6:00 AM.
7. The behavior of Guests and other persons staying at the Hotel should not disturb the peaceful stay and the ability to use the Hotel's services by other persons.
8. Guests are not allowed to make any changes to hotel rooms and common areas of the Hotel, their equipment, except for minor rearrangements of furniture and equipment related to their use, without compromising their functionality and safety.
9. The Company is not responsible for photos taken in the Hotel and shared online by Guests or other persons staying at the Hotel for actions for which the Company is not responsible.
10. Issues related to the processing and protection of personal data are regulated in the privacy policy, the content of which is available at the Hotel reception and on the website <https://warszawa.intercontinental.com/polityka-prywatnosci/>.
11. To ensure the safety of persons and property on the Hotel premises (based on Article 6(1)(f) of 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, i.e., based on the legitimate interests pursued by the controller), common areas of the Hotel, the entrance to the Hotel, and the parking entrance are subject to video surveillance. Data from surveillance cameras are stored for a period not exceeding 90 days from the date of recording, after which the data are automatically overwritten. Surveillance data may be shared only with entities cooperating in ensuring the safety of persons and property and entities authorized under the law.
12. Any comments or inquiries regarding the privacy policy should be directed to the email address provided.
13. The Regulations are effective from _____.