

Rules and Regulations

of AGH hostels located at AGH University Campus, which constitutes a separate organisational unit of AGH University of Science and Technology in Kraków.

§1.

1. The Rules and Regulations of AGH hostels (hereinafter referred to as 'Regulations') specify the rules of providing services, responsibilities and staying at AGH hostels located at AGH University Campus, which constitutes a separate organisational unit of AGH University of Science and Technology in Kraków.
2. All guests staying at hostels mentioned in Point 1 of this paragraph are obliged to observe the Regulations.
3. The Regulations constitute an integral part of the contract which starts with the moment the guest checks in at the hostel, or the moment the guest books a room and pays a booking deposit or full amount due. By doing so the guest confirms that they have read and accepted the terms and conditions of the Regulations.
4. The Regulations are available at the hostel reception as well as at the following website: <https://taniehostele.pl>

§2.

1. Rooms in hostels are let and charged on the basis of the hotel day.
2. The hotel day starts at 1 pm and finishes at 10 am the following day.
3. Extending your stay, which is also understood as postponing your check-out time on a given day, has to be reported to the reception before 10 am. Your request will be subject to availability of rooms in the hostel. An additional charge will be made in case of extending your stay and the guest shall be informed about it before the extension is made.
4. Hostel reserves the right to decline the request of extending the stay if the guest has violated the Regulations.

§3.

1. While checking in some form of ID has to be shown (e.g. passport or driving licence).
2. It is not possible to transfer your room to a third party, even if the duration for which the room has been paid for has not elapsed yet.

§4.

1. On the day of your intended check-out, your room key should be returned to the reception by 10 am, which is understood as the completion of the check-out procedure.
2. Failure to check-out by 10 am will result in charging you for staying another day yet it is not synonymous with extending your stay.
3. In the event when guest's room is not vacated by 11 am and it has already been booked for the next day by somebody else, hostel staff has the right to a supervised entering guest's room during their absence. Guest's belongings shall be packed under supervision and temporarily transferred to a storage facility.

§5.

1. Prices in the hostel are given in Polish zlotys (PLN) inclusive of 8% VAT.
2. The price the guest is obliged to pay is the one that is displayed and confirmed while booking their room.
3. The hostel reserves the right to charge a deposit which confirms the booking. The hostel may cancel the booking if the deposit is not paid in arranged time.
4. With group reservation the terms of booking and payment may differ and may be negotiated individually for each group.
5. When the booking is not cancelled 2 days prior to the date of the arrival or in case of not arriving on the arranged day, the deposit mentioned in Point 3 is not refundable.
6. In the event when the hostel has to cancel the booking due to the circumstances beyond its control, it is obliged to refund only the received booking deposit.
7. The amount due is paid in advance for the whole duration of stay while checking in. The pre-paid deposit will be considered when paying the balance due.
8. Children up to seven years of age stay free of charge in the room. However, it is not possible to provide extra beds or beds for children.
9. When resigning from stay while it is in progress, the guest shall not be given a refund for the hotel day which has already started.
10. When the details of group bookings are not updated in arranged time, the hostel shall charge the guest (organiser) for all booked rooms, including unused ones, for the first day according to the current tariff.

§6.

1. Non-registered guests can stay on the premises of the hostel between 10 am and 10 pm after reporting this fact at the reception.
2. After the time specified above in Point 1 non-registered guest is obliged to leave the hostel or pay the amount due for staying overnight, subject to availability of rooms.
3. The hostel has the right to decline checking in, extending stay or may ask the guest to leave the hostel while their stay is still in progress when guest's behaviour violates the Regulations of the hostel, dignity of other people or their personal rights. The amount already charged in such cases is non-refundable. The hostel also reserves the right to call the police or security personnel and ask such person to leave the hostel premises.

§7.

1. Guests are obliged to follow fire instructions and general safety rules.
2. Smoking is not allowed on the premises of the hostel. If this policy is violated, the hostel has the right to charge the guest an additional fee for deep cleaning.
3. Recreational drugs, psychoactive drugs, any other prohibited substances or alcohol are strictly prohibited on the premises of the hostel.

§8.

1. Guests are expected to keep their rooms and the common areas clean and tidy at all times.
2. Guests are not allowed to make any changes or modifications in their rooms or the equipment which could compromise room functionality and safety.
3. Due to fire safety reasons it is prohibited to use immersion heaters, irons or other similar devices which are not hostel equipment.
4. For safety and security reasons, when leaving the hostel, all electrical appliances, the light

- and the water should be turned off, and the door locked securely.
5. Every time when leaving the hostel, the room key should be left at the reception.

§9.

Quiet hours on hostel premises begin at 10 pm and finish at 6 am. When this policy is violated, the hostel reserves the right to call security personnel or the police.

§10.

1. The hostel shall not be held responsible for the damage or loss of money, securities, valuables or objects with academic or artistic value if the aforementioned objects were not secured properly or if the damage to the objects brought in by the guest was the result of force majeure or the qualities of the object, or if it was the sole fault of the guest or the person visiting the guest.
2. In particular, the hostel shall not be held responsible for valuables, money, securities, objects with academic or artistic value, which were left unattended in common areas.
3. The hostel shall not be held responsible for any situations which arose due to the circumstances beyond its control (e.g. power cuts or interruptions in water supply)

§11.

1. The guest shall be held financially responsible for any damage of hostel amenities and equipment which was their fault or was caused by guests' visitors or people under their care.
2. Any damage should be reported to the reception immediately after it has been noticed.
3. In case of causing damage to hostel property, excessive soiling or staining in the room, or loss of room key, the guest will be charged a fee in accordance with the current tariff for damage and breakages.
4. The aforementioned tariff can be found at the hostel reception.
5. In case of minors, full responsibility for them lies with their legal guardians, firstly the chaperones who take care of minors while staying at the hostel.

§12.

No animals are allowed in the hostel.

§13.

Car parking places located around the hostel are free of charge, the area is monitored by CCTV but it is not guarded. The hostel cannot be held responsible for any damage or theft of a car or any vehicle belonging to the guest.

§14.

1. Personal belongings left by the guest in their room may be sent at their request and at their expense to the indicated address.
2. If the guest does not contact the hostel regarding the left personal belongings, the items

are handed over to charities or for social purposes, depending on the nature of the left item, or they are disposed of after 30 days.

3. Food and other perishable items left in the room shall be disposed of after 24 hours. Food items which cannot be kept 24 hours shall be disposed of immediately.

§15.

Providing hotel services is possible provided the guest gives in writing their consent for the processing their personal data. The consent has to be signed in person while checking in at the hostel. The data will be processed in accordance with the Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016. The privacy policy observed in hostels can be found on the website at <https://taniehostele.pl> and the hostel reception.

§16.

Any disputes relating to Regulations shall be settled amicably. Should it be impossible, they shall be settled in court competent for the seat of the hostel.