

# Ikar Plaza Health and Wellness Centre



## TERMS OF SERVICE

01. IKAR PLAZA Health and Wellness Centre is obliged to produce an identity to the hotel employee at the receptionist and to fill in and sign the check-in form prior to checking in (does not apply to organised groups of visitors).
02. The rooms at IKAR PLAZA Health and Wellness Centre are booked on a 24-hour basis.
03. The hotel stay starts at 2 o'clock p.m. and ends at noon on the next day.
04. If a Guest has not specified the duration of his stay when booking a room, it is assumed that the reservation is made for one night only.
05. If a Guest wishes to extend his stay he should do so at the reception not later than until 10 o'clock a.m. on the day of departure. The reception accepts requests for the extension of stay to the extent practicable.
06. A Guest by remaining in his room after 11 o'clock accepts to have the stay extended and is subject to a charge for an additional night based on the price list at that time in force.
07. A Guest must not show his room to other persons, even if his accommodation has not expired.
08. Persons who are not accommodated may remain in the hotel room between 7 o'clock a.m. and 10 o'clock p.m. A person not accommodated in the Guest's room remaining after 10 o'clock p.m. is equivalent to the accommodated person giving his consent for an additional paid accommodation of the above-mentioned person in the Guest's room according to the price list currently in force. If such is the case, IKAR PLAZA Health and Wellness Centre has the right to charge the Guest for the additional person's accommodation as well as for the belongings of IKAR PLAZA Health and Wellness Centre used by this person.
09. In the hotel part of the building the Curfew Policy is in place from 10 o'clock p.m. until 7 o'clock in the morning.
10. IKAR PLAZA Health and Wellness Centre provides services by its own standards. Any objections concerning the quality of services must be reported immediately to the reception or to the marketing department, which will allow us to react immediately.
11. Responsibility for any loss or damage to the belongings brought by the persons using the services of IKAR PLAZA Health and Wellness Centre is governed by applicable Civil Code regulations. Guests are asked to notify any injury to the hotel reception immediately after such incident has occurred. The responsibility of IKAR PLAZA Health and Wellness Centre for any loss of or damage to any valuables, money, securities or any objects of scientific or artistic nature shall be limited if such objects are not deposited at the reception. The deposit is at the hotel reception and is a paid service (according to a currently applicable price list).
12. IKAR PLAZA Health and Wellness Centre shall not be held liable for any damage to or loss of a car or any other vehicle owned by Guests.
13. Guests' personal belongings left in the room after checking out will be sent to the address indicated by at the check-in and at the Guest's expense. The hotel will store the object left by the Guest for the period of 1 month if he instructs the hotel to do so.
14. Due to the Fire Protection Policy, it is prohibited to use any electrical devices or appliances not being the room equipment.

15. It is prohibited to smoke on the premises of IKAR PLAZA Health and Wellness Centre. Failing to comply with this regulation shall result in charging the Guest's account with the amount of PLN 500.00.
16. Guests of IKAR PLAZA Health and Wellness Centre are prohibited from taking any food, cutlery or any other table settings from the hotel dining area.
17. Guests shall be held financially responsible for the damage to the hotel equipment and technical devices, caused by their fault or the fault of visiting persons.
18. In the event that the items belonging to IKAR PLAZA Health and Wellness Centre are lost, damaged or not returned, the Guest shall be liable for the payment of the following:
  - room key PLN 25.00
  - parking place remote control PLN 200.00
  - parking ticket PLN 1000.00
  - safety deposit box key PLN 600.00
  - bathrobe PLN 150.00
19. Guests should report for exams and treatments on time, in the designated place, while strictly observing medical recommendations concerning application of treatments. Any treatments which have not been taken advantage of by the Guest will be forfeited.
20. Guests have the right to cancel a fully-payable treatment at least 2 hours in advance prior to the treatment. Failure to notify the treatment cancellation within the required time shall result in charging the Guest's account with the amount due for the said treatment (applies to curative and Spa & Wellness treatments).
21. IKAR PLAZA Health and Wellness Centre is obliged to provide the following:
  - Conditions for Guest's full and comfortable rest;
  - Safe stay, maintaining the confidentiality of the Guest's particulars;
  - Professional and accommodating service;
  - Room service and necessary repairs in the room during the Guest's absence and only upon his consent and agreement while he is present;
  - As far as is practicable, another room or mitigate an inconvenience in any other form if defects in the room cannot be removed.
22. Upon Guest's request IKAR PLAZA Health and Wellness Centre provides the following services free of charge:
  - Information connected with accommodation and travel;
  - Wake-up calls (reception, tel. 600 or 650);
  - Guest baggage storage room: the hotel may refuse to store baggage in the period other than the Guest's accommodation or items which do not have features of personal baggage;
  - Delivery of the Guest's mail to the post office (appropriate number of stamps required);
  - Information concerning the hotel and city cultural offer.

*We will appreciate it if you comply with the above regulations which are to ensure your peaceful, safe and comfortable rest at our hotel.*

*The Management and Employees  
of IKAR PLAZA Health and Wellness Centre*

# Ikar Plaza Health and Wellness Centre



## TELEPHONE

- The Guests staying in rooms number **100 to 545** are reachable free of charge by selecting the appropriate room number;
- The Guests staying in rooms number **001 to 036** are reachable free of charge by selecting **6** and then two last room number digits, e.g. when connecting to room **001** – select **601**, when connecting to room **036** – select **636**;
- When making local calls at numbers outside of the hotel but within the territory of Poland select **0**;
- When making international calls select **0** and then the extension number for a given country, e.g. for Germany: select **0 0049...**

**The telephone charges are calculated on an on-going basis at the reception!**

## IMPORTANT NUMBERS

- **Reception tel. 600 or 650** (24 h)
- **Carer on duty tel. 554**  
from Monday to Friday 7 a.m. – 8 p.m., Saturdays, Sundays and holidays 8 a.m. – 8 p.m.
- **Restaurant tel. 677** open from 1 a.m. – 11 p.m., Room Service – PLN 25.00 surcharge
- **Dining room tel. 655** open from 7 a.m. – 7.30 p.m., Room Service – PLN 40.00
- **Lobby Bar tel. 144** open every day from 9 a.m. – 11 p.m.
- **Marketing department tel. 672, 692, 693 or 694**  
from Monday to Friday from 8 a.m. – 5 p.m. Saturday from 9 a.m. – 4 p.m.
- **Maid tel. 600** (contact reception)
- **Spa Reception tel. 146**  
from Monday to Friday from 8 a.m. – 8 p.m. Saturdays, Sundays and holidays from 10 a.m. – 6 p.m.
- **Treatments Centre Reception tel. 145** from Monday to Friday from 7 a.m. – 6 p.m.  
Saturdays from 10 a.m. – 6 p.m., Sundays from 11 a.m. – 6 p.m.
- **Hairdresser tel. 670**

## TELEVISION CHANNELS

Polsat, TVN, TVP1, TVP2, TVP3, TV Polonia, Polsat 2, TV Kultura, Tele 5, TV Biznes, TV Plus, VIVA, Polonia1, TV Trwam, Sport Klub, Super Stacja, Mini Mini, ZigZap, DW, RTL2, TV4, ITV, Russia Today, Poker Channel, Discovery, TVN Style, TVN 24, TVN 7, TVN Meteo, TVN Turbo, hotel channel.

## AVAILABLE

- **Reception:** beach screen – free
- **Treatments centre reception:** bathrobe – PLN 7.00/day, pool towel – free

## AT GUESTS' DISPOSAL

- Outdoor swimming pool (ground floor)
- Heated outdoor swimming pool
- Klafs centre (dry and saline sauna, steam and mud bath, hammam/foam massage – 1 floor)
- Dining room (ground floor)
- Restaurant (1 floor)
- Lobby Bar (ground floor)
- Summer bar (garden)
- BBQ and campfire place (garden)
- Spa & Wellness (1 floor)
- Treatments Centre (low ground floor, ground floor)
- Playground (low ground floor)
- Playground (garden)
- Conference rooms
- Gym (low ground floor)
- Arcade (hairdresser, jeweller's, souvenirs, newsagent, boutique – low ground floor)
- Two parking lots
- Underground garage
- Ironing room

## NOTE!

**While staying at IKAR PLAZA Health and Wellness Centre, Guests may take advantage of catering services by producing the hotel card. Each time the service is used it is recorded in the hotel database simultaneously charging your account. A Guest is then obliged to legibly sign the receipt, which will allow for an effective settlement of his account at the check-out. The signed receipt is at the same time the proof of service.**