



ARVILION

HOTEL



INFORMATION BOOK

TABLE OF CONTENTS

STATUTE

USING MEDIA

ADDITIONAL SERVICES

ADDITIONAL INFORMATION ABOUT ROOMS No. 302 AND 303

THE SAFETY OF THE GUESTS

STATUTE

Akvilon Hotel's owners and staff will be grateful for your cooperation in adhering to the statute which is meant to provide comfort, peace and safety to all our guests.

§ Purpose of statute

1. The statute presents the principles of providing services, responsibilities and stay in the premises of the Hotel which is an integral part of the deal made after signing the registration card as well as fulfilling concludent actions such as reservations and/or paying in advance or delivering full payment for the stay in Akvilon. The act of adhering to the actions mentioned in the previous sentence means the guest confirms his understanding and acceptance of the statute.
2. All the residents and people staying in Akvilon at T. Kościuszko 4 street are obliged to respect the statute.
3. The statute is available in the reception, leaflet as well as on www.akvilon.pl website to download.

§ Hotel night

1. The room in the Hotel is rented for nights.
2. The guest when renting the room clarifies the length of his stay. If not, it is considered a single night.
3. The Hotel night begins at 1 p.m. and ends at 11 a.m. the other day.
4. Between 10 p.m. and 7 a.m. the curfew is in effect.
5. People who are not registered are hospitably allowed to stay in the room from 7 a.m. till 10 p.m.
6. Breakfasts are served in the restaurant between 7 a.m. and 10 a.m. If guests wish for it, meals can be delivered to the rooms between 7 a.m. and 10 p.m.

§ Reservation and registration

1. The basis for the registration of the guest is the act of showing ID card with photography and signing the registration card.
2. Charge for the whole declared stay is collected from the guest in the day of his arrival (in advance)
3. The person who is the guest of Akvilon Hotel for the first time cannot use the credit or transfer the liabilities from restaurant to the room account.
4. Akvilon reserves the right to exact payment in advance in case the guest stays in the place for the first time. If the guest objects, the receptionist is obliged not to hand out the keys.
5. The receptionist has the right to ask for settling the account before departure if the sum exceeds 1000 PLN.
6. If the guest wishes to prolong his stay, he is obliged to inform of it before 11 a.m. of the day the night ends. Keeping the room longer than to 2 p.m. means prolonging the stay.
7. Akvilon can refuse to prolong the stay if there are no more places, the room was reserved sooner than the notification or in case of breaching the Statute in a gross fashion.

8. The guest is not allowed to pass on the room to other people even if the lodging night has not ended yet.
9. The Akvilon Hotel has the right to refuse to receive the guest if during his last stay he grossly breached the Statute, especially due to causing damage to the property of Akvilon or other guests, inflicting damage on other guests, staff or other people staying at the place or disturbing peaceful stay of other guests or Akvilon functioning in any other way.
10. If despite room reservation, the guest does not appear until 8 p.m. in the day of reservation, Akvilon reserves the right to charge the sum for one lodging night. Akvilon can debit the credit card of the guest.
11. In case the guest resigns from staying in the Hotel during the lodging night, Akvilon does not return money for the night.

§ Provided services

1. The place provides services in accordance with its category and standard. In case of any objections towards the services quality, please quickly report them to the reception so we can urgently react.
2. The Hotel is obliged to assure:
 - comfortable and full rest conditions
 - safety of the stay, keeping information about the guest secret,
 - professional and courteous service,
 - cleaning the room and making the necessary repairs during the absence of the guest or in his presence if he wishes to,
 - in case the defect appears which cannot be taken care of instantly, The place will make every effort if possible to change rooms or make other amends.
3. On the guest's request Akvilon provides the following services:
 - giving information on stay and journey,
 - waking up on requested hour
 - calling the taxi,
 - storing money or other valuables during the stay of the guest in the reception deposit with the exception of dangerous objects, sums and objects of high value (over 10.000 PLN) or of size which makes them impossible to store in the deposit.
 - keeping the luggage of the registered guests,
 - placing cribs in the room on the guest's request.
4. Guests for a fee can take advantage of:
 - sauna,
 - massage parlor
 - multifunctional halls,
 - mini – golf courses,
 - lending sports equipment,in accordance with conditions set in leaflet chapter entitled "Additional services".
5. Akvilon provides a room service with the additional charge. At the guest's request the chosen meals are delivered between 5 a.m. and 11 p.m. The details can be found in "Additional services" chapter.

§ Responsibility

1. The Hotel takes responsibility for losing or damaging objects brought by people taking advantage of its services in the extent determined by regulations in Civil Code, if the sides did not decide otherwise.
2. The guest should inform the reception about the mischief just after spotting it.
3. Akvilon takes responsibility for losing or damaging the object entrusted to the deposit in the reception.
4. The place does not take responsibility for damaging or losing a car or other vehicle belonging to the guest, objects left in it or living animals independently of the fact where the car was left.
5. In the premises of Akvilon children under age of twelve are to be under attendance of their legal caregivers. The legal caregivers will take material responsibility for any equipment or technical devices damages caused by the children.
6. Akvilon's guests take full material responsibility for any kind of equipment and technical devices damages or breakages resulted from their doing or people visiting them. Akvilon reserves the right to the possibility of charging credit card of the guest in case of any damages after his departure. Price list of the equipment is attached as Annex 1 to the Statute.
7. In case of breaching regulations of the Statute, the Hotel can refuse to provide services to the person responsible. The person is obliged to immediately adhere to the Akvilon's demands, settle the account for recent services, reimburse for any damages or breakages and leave the place.

§ Other resolutions

1. Each time the guest leaves the room, he should check whether the doors are closed and leave the keycard at the reception.
2. Due to the fire safety it is forbidden to use heaters, electric irons and other similar devices which are not part of the equipment offered in the Hotel. This do not include RTV or computer feeders.
3. **It is forbidden to smoke** in the premises of the building except of the room 302 and 303 which is destined for smokers. If a ban is broken Akvilon stipulates a right to charge the guest with a sum of 200 PLN.
4. It is forbidden to bring in animals inside the Hotel or restaurant.
5. It is not allowed to store dangerous charges, firearms, ammunition, flammable goods, explosives or illuminative materials in the rooms.
6. The objects of personal use left by the departing guest will be sent to the address pinpointed by the guest, at his expense. In case of lack of disposition, Akvilon will store the goods for 3 months and after this period of time the objects will become the property of the Hotel (or possibly will be given to charities or public use). Food items will be kept for 24 hours.
7. The guest agrees to process his personal data as a part of registration as well as collecting the personal data in the Akvilon's database in accordance with the Act of August 29, 1997 on the protection of personal data. (OJ 2002 No 101 item. 926 as amended)

The guest agrees to issue an invoice without the signature.

8. Akvilon dispenses for personal use for the period of stay and the guest borrows for the period of stay for personal use, radio and TV free of charge
9. The proper court of law for settling matters between the guest and Akvilon is the proper court of law for the premises of SUWAR Sadowska general partnership.

Attachment 1 to Statute

LIST OF MOVABLE OBJECTS IN ROOM	PRICE PER UNIT IN PLN
Wooden bed (frame, battened input, head)	4000
Mattress	1000
Base for mattress	200
Wardrobe	2500
Clothes hanger	1200
Room mirror	500
Luggage rack	400
Wooden desk	1500
Upholstered chair	600
Bedside table	800
Chandelier	500
Desk lamp	350
Bedside table lamp	300
Curtain rail	200
Darkening curtain / blind curtain/ drapes	1000
Quilt	350
Quilt cover	200
Pillow	200
Pillow cover	100
Bed cover	300
TV	3000
Remote control	250
Telephone	250
Bathroom mirror	1000
Bathroom illumination	450
Bathroom radiator	800
Chromed bathroom elements	250
Toilet seat	250
Fittings elements	1500
Large towel	200
Medium tower	150
Small towel	100

Bathroom carpet	150
OTHER	
Carpeting - replacement	2500
Wall painting -room	1500
Celing painting - bathroom, room	800
Bathroom tile - replacement	1200
Marble windowsill - replacement	1200

USING MEDIA

Internet

We would like to inform you that each room has wireless internet Wi-Fi at your disposal. Using the internet is free of charge for all the guests of Akvilon and its restaurant. In order to do that simply connect your computer to the access point named 'Akvilon'. In case of any connection problems via wireless net, the reception desk can provide a wire to connect to the internet.

Telephone

Every room is equipped with a landline telephone at the guests' disposal. The telephone calls are free of charge via internal network (reception desk, restaurant, other rooms). In addition to that, the reception desk is equipped with a telephone, fax and xerox at the guest's disposal.

Internal numbers list

Reception desk	100
Restaurant	110
Wellness team (sauna, massage parlour)	operated by reception desk
Additional services (multifunctional halls, mini-golf, lending sports equipment)	operated by reception desk
Room 201	201
Room 202	202
Room 203	203
Room 204	204
Room 205	205
Room 301	301
Room 302	302
Room 303	303
Room 304	304

Room 305	305
Room 306	306

TV

TVs enable the receptions of channels in the analogue as well as digital options.

ADDITIONAL SERVICES

Sauna

The sauna room is located in the wellness team on the ground floor of the apartment house. In addition to that the guests can take advantage of the dressing room with a toilet as well as the relaxation room with a shower. The dual-purpose stove ensures baths in two options – wet sauna and dry sauna. Before using sauna please notify us about 30 minutes in advance (the time needed to acquire the proper temperature). To use sauna in a proper and safe way please read the regulations placed there.

The cost of renting sauna amounts to 40 PLN for hour. The sauna has enough room for 4 people.

Massage parlour

The room where the massage takes place is located on the ground floor of the apartment house. We are able to provide relaxation massage, warming massage and medical massage with the use of appropriate and professional cosmetics. In order to take advantage of the service please contact the reception and inform of the hour of the visit.

The cost of one massage session amounts to: 90 PLN/1h, 45 PLN/30 min.

Multifunctional halls

For the sake of business meetings there is a possibility of renting one of two available multifunctional halls. If the client wishes to, a projector, projection screen, sound system with a microphone, flip chart, LCD TV or coffee table can be prepared.

We recommend these stylish and cameral halls for all kinds of social or occasional meetings.

Please take care of reservations and charges in the reception desk.

Mini – golf course

At the property of Akvilon a mini-golf course is located. The mini-golf consists of 6 modules varying in difficulty level and arrangement. It is a great entertainment not only for children but adults as well. The golf clubs and balls are available in the reception for a charge: 6 PLN per person and completing the course.

Lending sports equipment

Due to the fact that Akvilon is placed in the neighborhood of Czarna Hańcza river, Arkadia reservoir with boulevards for strolling as well as beautiful areas in the vicinity of Wigry Landscape Park we offer renting sport equipment:

- bicycles:

8 PLN/1h, 15 PLN/2h, 40 PLN/8h, 50 PLN/24h, 250 PLN/week

- Nordic walking sticks – 2 PLN/1 h.

Additional information are available in the reception desk.

Other services

- sale of hot drinks for the whole day and night (in the restaurant and in the reception desk between 12 a.m. and 11 p.m.)

- storing guests' luggage, valuable objects as well as money in the deposit in the reception desk (in accordance with the Statute § Provided Services),

- guests' clothes and underwear washing and ironing (information at leaflet in laundrybag),

- sale of cosmetics and personal products in the reception desk according to the price list:.

The toothbrush with mini toothpaste	6,00 PLN
Toothpaste	6,00 PLN
Razor with mini shaving cream	6,00 PLN
Comb	6,00 PLN
Nail file	5,00 PLN
Soap Prija	2,50 PLN
Shampoo Prija	3,00 PLN
Sanitary napkins	6,00 PLN
Tampons	10,00 PLN
Condoms	15,00 PLN
Shoe Shine Cleaner	2,00 PLN

Room-service

Between 1 p.m. and 9 p.m. the room - service includes the meals from Akvilon restaurant menu with the addition of 20% of the meal's price.

Between 5 a.m. and 12 a.m. as well as 9 p.m. and 11 p.m. the room – service provides:

Name	Price
Scrambled eggs on butter with bread	8,00 PLN
Pancakes with cheese and blueberry sauce	12,00 PLN
Soup of the day	10,00 PLN

Plate of cold meats with bread	15,00 PLN
Plate of cheeses with bread	12,00 PLN
Hot sausages (from water or grilled) with bread	10,00 PLN
Tea	6,00 PLN
Coffee or coffee with milk	6,00 PLN
Drink 0,33 l (water, juice, fizzy drink)	6,00 PLN

ADDITIONAL INFORMATION ON ROOMS 302 AND 303

We would like to kindly inform you that the renovated building of the tenement house in the Kosciuszki 4 Street in Suwalki is included in the register of historical monuments of Podlaskie Voivodeship under the number of 266 (534/266/d/82 KL.WKZ decision dated 08.02.1982). Due to this fact there was no possibility of building more spacious rooms in the attic from the side of the head of the tenement house without influencing the historical character of the building.

The space of 302 room amounts to 13,1 m² and the space of the room 303 amounts to 13,4 m². The difference between the norm defined in *Regulation of the Minister of Economy and Labour on hotel facilities and other facilities, which provide hospitality services (Journal of Laws of 2006, No. 22 item. 169, as amended)* and the mentioned rooms is respectively 6,4% and 4,3%.

To compensate for the slight difference in room space the window illuminating the toilet was installed as well as the additional room equipment in form of deposit and toilet scales.

THE SAFETY OF THE GUESTS

For the safety of the guests the installations of fire detecting were installed as well as automatic smoke venting in the stairway, emergency illumination, hydrant installation and surveillance TV.

In addition to that the places suited for the disabled, that is the room 202 and the toilet near the reception, are equipped with summoning installations in case a sudden accident happens. (to activate the alarm you need to pull the string.)

All of the personel are trained in first aid and fire protection manual. The first aid

kit is placed in the reception desk.

We kindly ask you to get acquainted with the following drawing of escape routes marked in the lodging place and restaurant Akvilon.

1st - underground section

2nd - ground floor section

3rd - first floor section

4th - second floor section

